

# Part 573 Safety Recall Report

# 21V-250

**Manufacturer Name :** Keystone RV Company

**Submission Date :** JUN 02, 2021

**NHTSA Recall No. :** 21V-250

**Manufacturer Recall No. :** 21-407



## Manufacturer Information :

**Manufacturer Name :** Keystone RV Company

**Address :** PO Box 2000  
2642 Hackberry Drive Goshen IN  
46527

**Company phone :** 574-535-2100

## Population :

**Number of potentially involved :** 216

**Estimated percentage with defect :** 100 %

## Vehicle Information :

**Vehicle 1 :** 2020-2021 Keystone Bullet 34BIPR

**Vehicle Type :** TRAILERS

**Body Style :**

**Power Train :** NR

**Descriptive Information :** 34BIPR Floor Plan

**Production Dates :** JAN 21, 2020 - MAR 03, 2021

**VIN Range 1 :** Begin : 4YDT34B20LD434360 End : 4YDT34B27LD435442  Not sequential

**VIN Range 2 :** Begin : 4YDT34B22MD430666 End : 4YDT34B20MD435638  Not sequential

## Description of Defect :

**Description of the Defect :** It has been decided that the vehicles in the recall population have an egress window installed in the bedroom and did not have the correct crank handle installed.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** If an emergency situation arises the emergency exit may be difficult to open as the current black round knob may impede the ability to open the window, which could result in an increased risk of personal injury.

**Description of the Cause :** The window has a black round knob installed rather than a crank handle.

**Identification of Any Warning that can Occur :** The bedroom egress window has a black round knob instead of a narrow crank handle.

## Involved Components :

Component Name 1 : window crank handle

Component Description : Crank Handle - Extended - RND Knob - Blk - RM28351-03

Component Part Number : 596471

## Supplier Identification :

### Component Manufacturer

Name : Lippert Components, Inc.

Address : 2703 College Ave

Goshen Indiana 46528

Country : United States

## Chronology :

3/17/2021 – Report was made that an incorrect black round knob was installed on an egress window via a warranty claim. Investigation opened to determine range and scope.

4/6/2021 – Investigation concluded and scope completed.

## Description of Remedy :

Description of Remedy Program : The remedy is to remove the existing black round knob and replace it with a narrow crank handle. Current retail owners will be sent the correct crank handle at no charge. Manufacturer Reimbursement Plan on file as of 10/25/2018. General reimbursement plan to be updated every two years. New vehicles are covered under warranty.

How Remedy Component Differs from Recalled Component : The existing black round knob, (Crank Handle - Extended - RND Knob - Blk - RM28351-03, KRV part #596471), is 3 inches around, and the replacement crank handle (Window - Crank - 3' - Black part # 630481) is narrow and long and can be moved out of the way of the egress portion of the window.

Identify How/When Recall Condition was Corrected in Production : Units were quarantined, inspected then repaired as indicated by inspection.

## Recall Schedule :

Description of Recall Schedule : Keystone will notify the dealers and owners of the recreational vehicles

by letter. A final copy of the owner letter will be provided to NHTSA, along with the dealer repair procedures.

Planned Dealer Notification Date : JUN 04, 2021 - JUN 04, 2021

Planned Owner Notification Date : JUN 04, 2021 - JUN 04, 2021

\* NR - Not Reported