

# Part 573 Safety Recall Report

## 21V-368

**Manufacturer Name :** Keystone RV Company**Submission Date :** MAY 27, 2021**NHTSA Recall No. :** 21V-368**Manufacturer Recall No. :** 21-409**Manufacturer Information :****Population :**

Manufacturer Name : Keystone RV Company

Number of potentially involved : 3,292

Address : PO Box 2000  
2642 Hackberry Drive Goshen IN  
46527

Estimated percentage with defect : 100 %

Company phone : 574-535-2100

**Vehicle Information :**

Vehicle 1 : 2021-2021 Keystone High Country Montana

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : All High Country Montana models are affected.

Production Dates : MAY 06, 2020 - MAR 15, 2021

VIN Range 1 : Begin : 4YDF29423MA740000 End : 4YDF29522MA743291 ☒ Not sequential**Description of Defect :**

Description of the Defect : It has been decided that the vehicles in the recall population may have 120VAC wiring connectors for the slide room circuit that can get wet and stay wet for extended periods of time due to the way they are mounted.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Under certain conditions if the 120VAC connections are wet for an extended period of time it can lead to an increased risk of fire and/or damage to personal property.

Description of the Cause : The electrical connections were not mounted properly allowing them to get wet and stay wet for extended periods.

Identification of Any Warning that can Occur : Slide room circuits turn off and on, or flicker.

**Involved Components :**

Component Name 1 : Self-Contained Power Connector

Component Description : Wire - Connector - SJ - 12 Ga - 110 V - .340-.440 Diameter -19421-0001 - Molex

Component Part Number : 193194

### Supplier Identification :

#### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

### Chronology :

4/1/2021- A claim was reported on 3/22/2021 on a unit that had melted underbelly. Information was gathered and was presented at the next Safety committee for review on 4/1/2021. Safety Committee agreed that an investigation into the issue was needed to review for further claims of related issues.

4/29/2021 – Information regarding 7 warranty failures of melted (1) or nonfunctional electrical connectors (6) from investigation to date was presented to the Safety Committee and it was determined that an investigation to the range and scope to be determined for a recall. There were no field reports, death or injury reports, or service reports made separately from the claims involved.

5/13/2021 – Investigation concluded, Range and scope determined.

### Description of Remedy :

Description of Remedy Program : The remedy is to remove a section of the underbelly, inspect the self-contained power connector, and mount the connectors up to the frame. Manufacturer Reimbursement Plan on file as of 10/07/2020. General reimbursement plan to be updated every two years. New vehicles are covered under warranty.

How Remedy Component Differs from Recalled Component : The self-contained power connector, Wire - Connector - SJ - 12 Ga - 110 V - .340-.440 Diameter -19421-0001 – Molex, KRV# 193194, will be inspected and properly mounted in the underbelly.

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 18, 2021 - JUN 18, 2021

Planned Owner Notification Date : JUN 18, 2021 - JUN 18, 2021

\* NR - Not Reported