

# Part 573 Safety Recall Report

## 21V-380

**Manufacturer Name :** Keystone RV Company

**Submission Date :** JUN 07, 2021

**NHTSA Recall No. :** 21V-380

**Manufacturer Recall No. :** 21-411



### 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 : 1,990

Estimated percentage with defect : 100 %

### Vehicle Information :

Vehicle 1 : 2017-2021 Keystone Cougar 368MBI

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Cougar 368MBI models only

Production Dates : FEB 23, 2017 - OCT 05, 2020

VIN Range 1 : Begin :	4YDF36822H2507991	End :	4YDF36822H2507991	<input checked="" type="checkbox"/> Not sequential
VIN Range 2 : Begin :	4YDF36820J2500656	End :	4YDF36822J2513103	<input checked="" type="checkbox"/> Not sequential
VIN Range 3 : Begin :	4YDF36823K2500281	End :	4YDF3682XKR506005	<input checked="" type="checkbox"/> Not sequential
VIN Range 4 : Begin :	4YDF36827L2500107	End :	4YDF36824L2508889	<input checked="" type="checkbox"/> Not sequential
VIN Range 5 : Begin :	4YDF36827M2500058	End :	4YDF36820M2504615	<input checked="" type="checkbox"/> Not sequential

### Description of Defect :

Description of the Defect : It has been decided under certain side load stress conditions the frame exhibits excessive flexing at the area of the axle spring hangers.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Under certain conditions during travel, the frame rail may yield and buckle possibly leading to an increased failure and vehicle crash.

Description of the Cause : The frame rails do not have enough cross supports.

Identification of Any Warning that can Occur : Inspection of the spring hangers would indicate cracks or buckling in the frame.

### Involved Components :

Component Name 1 : Cougar Frame

Component Description : Frame - CG368MBI

Component Part Number : 609486

### Supplier Identification :

#### Component Manufacturer

Name : Lippert Components, Inc.

Address : 2703 College Ave.  
Goshen Indiana 46528

Country : United States

### Chronology :

11/23/2020 – 2/1/2021 – Through normal warranty data processing it was discovered that an issue existed where Cougar Frames were experiencing cracks in the frame over the spring hangers or the frame rail was failing at the spring hanger. Warranty claims were reviewed. Frame designs and frame specifications were reviewed with Lippert during this time frame.

2/1/2021 – After reviewing specifications and model review of the Cougar product, Engineering requested that warranty claims review to be extended to other models and divisions.

3/12/2021 – Claims review completed and no further issues were found on any other products. Information presented to engineering for further frame and product review.

4/29/2021 – Keystone Safety Committee reviewed the information and concluded that the data reviewed indicated a unanimous vote for a voluntary recall. Investigation called for to determine affected unit range.

5/18/2021 – Scope and range determined

### Description of Remedy :

Description of Remedy Program : The remedy is to add cross braces between each spring hanger and an outrigger between the tires on the off door side of the vehicle. 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 cross braces will be added to reinforce the current frame above the axles.

Identify How/When Recall Condition was Corrected in Production : Units in the range were older builds and shipped prior to the decision to recall.

**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 : JUL 15, 2021 - JUL 15, 2021

Planned Owner Notification Date : JUL 15, 2021 - JUL 15, 2021

\* NR - Not Reported