

Part 573 Safety Recall Report

23V-169

Manufacturer Name : Keystone RV Company

Submission Date : MAR 16, 2023

NHTSA Recall No. : 23V-169

Manufacturer Recall No. : 23-440



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 : 276

Estimated percentage with defect : 50 %

Vehicle Information :

Vehicle 1 : 2022-2023 Keystone Cougar

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : 33RLI Floor plan with rear living room window

Production Dates : DEC 09, 2021 - FEB 15, 2023

VIN Range 1 : Begin : 4YDTCGR21NV500001 End : 4YDTCGR22NV509659 Not sequential

VIN Range 2 : Begin : 4YDTCGR23PV500746 End : 4YDTCGR25PV504152 Not sequential

Description of Defect :

Description of the Defect : It has been decided that the vehicles in the recall population may not have an egress window installed in the main living area

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If an emergency situation arises, the occupants of the vehicle would not have a secondary emergency exit other than the entrance door, which could result in an increased risk of personal injury.

Description of the Cause : On some units, installed window part number 437840, is not an egress style window.

Identification of Any Warning that can Occur : The main living area does not have an egress window.

Involved Components :

Component Name 1 : Window

Component Description : 72x35 Window

Component Part Number : 437840

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

2/17/2023 – Report was made that during an audit, it was discovered that a Cougar 33RLI did not have an egress window in the living area.

2/21/2023 – Investigation opened. All affected Cougar 33RLI units were put on hold and windows were inspected. Investigation opened to look at similar Cougar models.

3/9/2023 – Investigation concluded and scope completed.

Description of Remedy :

Description of Remedy Program : The remedy is inspect the window to determine if the correct window is installed. If there is no egress, install the correct window 437572. Manufacturer Reimbursement Plan on file as of 10/11/2022. General reimbursement plan to be updated every two years. New vehicles are covered under warranty.

How Remedy Component Differs from Recalled Component : Part number 437572 is an egress window and is the replacement for the existing window, part number 437840.

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 : MAY 02, 2023 - MAY 02, 2023

Planned Owner Notification Date : MAY 02, 2023 - MAY 02, 2023

* NR - Not Reported