

Part 573 Safety Recall Report

24V-234

Manufacturer Name : Keystone RV Company

Submission Date : APR 02, 2024

NHTSA Recall No. : 24V-234

Manufacturer Recall No. : 24-452



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 : 10,894

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2021-2023 Keystone Montana

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Floor plans that used this Suburban stove may be affected.
Montana 5238 units.

Production Dates : APR 05, 2021 - AUG 10, 2022

VIN Range 1 : Begin : 4YDF37921M4703634 End : 4YDF3762XM4704866 Not sequential

VIN Range 2 : Begin : 4YDFMOP2XN4700000 End : 4YDFMOS21N4703764 Not sequential

VIN Range 3 : Begin : 4YDFMOP26P4700000 End : 4YDFMOS29P4700239 Not sequential

Vehicle 2 : 2021-2022 Keystone Montana High Country

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Floor plans that used this Suburban stove may be affected.
Montana High Country 3682 units

Production Dates : APR 19, 2021 - APR 19, 2022

VIN Range 1 : Begin : 4YDF29528MA743716 End : 4YDF3842XMA744858 Not sequential

VIN Range 2 : Begin : 4YDFHMR29NA740000 End : 4YDFHMR27NA742537 Not sequential

Vehicle 3 : 2022-2024 Keystone Fuzion

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Floor plans that used this Suburban stove may be affected.
Fuzion 1731 units

Production Dates : AUG 16, 2021 - FEB 12, 2024

VIN Range 1 : Begin : 4YDFFZV33NF810000 End : 4YDFFZT2XNF811221 Not sequential

VIN Range 2 : Begin : 4YDFFZT20PF810000 End : 4YDFFZV35PF810454 Not sequential

VIN Range 3 : Begin : 4YDFFZV33RF810000 End : 4YDFFZV35RF810067 Not sequential

Vehicle 4 : 2021-2021 CrossRoads Cruiser

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Floor plans that used this Suburban stove may be affected.
Cruiser 70 units

Production Dates : APR 15, 2021 - JUL 21, 2021

VIN Range 1 : Begin : 4YDF38524M9321337 End : 4YDF38525M9321881 Not sequential

Vehicle 5 : 2024-2024 Dutchmen Aspen Trail LOFT

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Floor plans that used this Suburban stove may be affected.
Aspen Trail LOFT 173 units

Production Dates : JUN 01, 2023 - FEB 19, 2024

VIN Range 1 : Begin : 4YDTATT23R8921150 End : 4YDTATM29R8922348 Not sequential

Description of Defect :

Description of the Defect : It has been decided that the vehicles in the recall population with the Suburban stove LED backlight printed circuit boards (PCB) are not fully coated. The lack of adequate coating in the connection passages between the layers of the PCB can allow liquid from the cooktop surface to accumulate which could result in a short circuit resulting in failure of the PCB.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the PCB fails, it can become overheated and the polyethylene cover of the lights can melt and possibly ignite causing a fire.

Description of the Cause : The PCBs did not have the correct amount of coating to properly seal the circuit board from contamination.

Identification of Any Warning that can Occur : The LED backlights of the cooktop knobs can remain on even when they are in the off position. The LED backlights can come on and stay illuminated at random.

Involved Components :

Component Name 1 : Suburban 22" range

Component Description : Elite Series Deluxe

Component Part Number : 652000

Component Name 2 : Suburban 22" range

Component Description : Elite Series Deluxe

Component Part Number : 656120

Component Name 3 : Suburban 22" range

Component Description : Elite Series Deluxe

Component Part Number : 660269

Component Name 4 : Suburban 22" range

Component Description : Elite Series Deluxe

Component Part Number : 664360

Component Name 5 : Suburban 22" range

Component Description : Elite Series Deluxe

Component Part Number : 633626

Component Name 6 : Suburban 22" range

Component Description : Elite Series Deluxe

Component Part Number : 646677

Component Name 7 : Suburban 22" range

Component Description : Elite Series Deluxe

Component Part Number : 682375

Component Name 8 : Suburban 22" range

Component Description : Elite Series Deluxe

Component Part Number : 685144

Supplier Identification :

Component Manufacturer

Name : Suburban Manufacturing Co

Address : 676 Broadway

Dayton Tennessee 37321

Country : United States

Chronology :

9/15/2023 – Initial report was made lights had melted on suburban stove knobs.

3/6/2024 – Investigation opened. All affected stoves were put on hold and yard was inspected no issues were reported. Warranty claims for melted knob failures include 29 claims, claim created start date June 1, 2023 to claim created end date September 23, 2023.

3/22/2024 – Suburban notifies Keystone of their recall filed with NHTSA

3/26/2024 – Investigation concluded and scope completed.

Description of Remedy :

Description of Remedy Program : There are two remedies for this issue. The LED backlights can be removed from the range or the circuit powering the LED backlights can be cut and properly terminated. 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 : The remedied range will have the LED backlights removed or the circuit for the Red LED lights terminated.

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 17, 2024 - MAY 17, 2024

Planned Owner Notification Date : MAY 17, 2024 - MAY 17, 2024

* NR - Not Reported