

Part 573 Safety Recall Report

24V-521

Manufacturer Name : Keystone RV Company

Submission Date : JUL 09, 2024

NHTSA Recall No. : 24V-521

Manufacturer Recall No. : 24-456



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 : 393

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2024-2024 Keystone Springdale 245ML

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Model 245ML
Units affected 110

Production Dates : MAY 07, 2024 - MAY 20, 2024

VIN Range 1 : Begin : 4YDTSGL24RW105242 End : 4YDTSGL21RW105389 ☒ Not sequential

Vehicle 2 : 2024-2024 Keystone Hideout 24LOF

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Model 24LOF
Units affected 109

Production Dates : MAR 19, 2024 - MAY 30, 2024

VIN Range 1 : Begin : 4YDTH1L23RW244340 End : 4YDTH1L29RW245511 ☒ Not sequential

Vehicle 3 : 2024-2024 Dutchmen Aspen Trail 260THLOFT, 360THLOFT

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Models 260THLOFT, 360THLOFT
Affected units 154

Production Dates : NOV 29, 2023 - MAY 01, 2024

VIN Range 1 : Begin : 4YDTATM2XR8922052 End : 4YDTATR20R8922876 ☒ Not sequential

Vehicle 4 : 2024-2024 Dutchmen Colorado 360THLOFT
Vehicle Type : TRAILERS
Body Style :
Power Train : NR

Descriptive Information : Models 360THLOFT
Affected units 20

Production Dates : MAY 01, 2024 -MAY 07, 2024

VIN Range 1 :Begin : 4YDTC0R20R8950864 End : 4YDTC0R26R8950883 ☒ Not sequential

Description of Defect :

Description of the Defect : It has been decided that the vehicles in the recall population have experienced loose sidewall metal in transit.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Under certain conditions during travel, sidewall metal may become dislodged leading to an increased risk of personal injury.

Description of the Cause : The sidewall metal was attached incorrectly.

Identification of Any Warning that can Occur : Sidewall metal may appear wavy or loose.

Involved Components :

Component Name 1 : Sidewall metal

Component Description : Siding - 024 - 16" x _____ Order Per Lineal Foot

Component Part Number : 733692

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

06/04/2024 – Report was made call came in.
06/10/2024 – Investigation opened. All affected units were put on hold and the yards was inspected. And all yard units here were fixed.
06/12/2024 – Warranty claims for sidewall metal include 12 claims, claim created start date 06/04/2024 to claim created end date 06/12/2024
07/01/2024 – 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.
07/08/2024 – Investigation concluded, and scope completed.

Description of Remedy :

Description of Remedy Program :	The remedy is to add additional support in the area of concern. 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 sidewall metal will have additional support added in the area of concern.
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 :	AUG 30, 2024 - AUG 30, 2024
Planned Owner Notification Date :	AUG 30, 2024 - AUG 30, 2024

* NR - Not Reported