



Keystone RV Company

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RECALL
04V-157

February 23, 2004

Mr. & Mrs.
123 Any street
Anytown, USA

RE: Consumer Notification: 04-039CN
VIN-

Dear Mr. & Mrs. ,

It has been determined that a defect may exist with the attachment of the "Pin Box" to the upper deck frame in certain Raptor units manufactured between Vehicle Identification Number (VIN) 850101 and 850691. Our records indicate your unit falls within this range and may require preventative action. Under certain circumstances, the welds that attach the "Pin Box" to the upper frame could break leading to the surrounding frame area fracturing.

Keystone representatives have been in contact with (contact name, dealership name, phone number) regarding this situation and they stand ready to assist in addressing this condition. At your earliest convenience, please make contact with (dealership name) for an appointment and take the unit to the dealer to have this issue corrected at no charge to you. Please reference Consumer Notification 04-039CN

Continued use of the unit without having the preventative action completed could result in loss of control while driving, accident, injury or death.

We apologize for any inconvenience this situation may cause and appreciate your cooperation in this matter. As we are sure you will appreciate, the safety of our customers and the quality of our products is of the utmost importance to us. Should you have any questions or concerns regarding this correspondence, please feel free to contact one of our Customer Service Representatives at 866-425-4369.

Sincerely,

Rick Deisler
Customer Service Manager
Keystone RV Company

cc. National Highway Traffic Safety Administration (NHTSA)

Instructions for removal of underbelly and pin box wiring

Model: Raptor 3612DS

Tools Required:

Screw gun, Calk gun, Screwdriver

Material list:

Side aluminum extrusion = K103PD09 Keystone no. 109852

Front aluminum extrusion = K192MF12 Keystone no. 110706

Cap Molding = V1811050 Keystone no. 110722

Black spray paint, Wire nuts, electrical tape

- 1) Remove plastic screw cover on all moldings at lower front wall and along the underside of the front underbelly including at the under side of the front cap.
- 2) Remove all screws holding the underbelly moldings and carefully remove moldings from unit back to radius.
- 3) Remove the screws in the underbelly and in the aluminum extrusions. Pull the extrusions away from the unit back to the radius.
- 4) The underbelly can be carefully pulled out from under the front cap and down. Be extremely careful when laying the underbelly down, as it will remain attached at the lower front of the unit. Watch the fiberglass area that makes the radius so that it does not crack. See photo 1
- 5) Remove the junction box cover where the bargman cord wire runs and remove the wires attached to the pin box.
- 6) Remove the junction box and the break away switch attached to the pin box.
- 7) Unit is now ready for welding operation.
- 8) After welding operation spray paint the decking area around the pin box with black spray paint. (The area that shows around the pin box notch when the fiberglass underbelly is installed)
- 9) The unit can be reassembled reversing the order of 1 through 6.



photo 1. Removing underbelly

Keystone RV Company

SERVICE ADVISORY # 04-039

Pin box Attachment to Upper Deck of Frame

Models Included:

RP3612DS FW Raptors

Serial Number Range:

From 850101 to 850691 (potentially affected, 71 units)

These units were produced without required gussets which reinforce and stabilize the "Pin box" assembly in the frame. Lippert Components, the frame manufacturer, will come to the dealership and complete the preventative action needed.

What to do:

1. Schedule the appointment with the customer.
2. Contact Dori Rogers of Team Sprinter at 866-273-1452 for Pre-Authorization and with the date requested that Lippert be at the dealership to initiate the frame repairs (not the appointment date). Keystone will contact Lippert Components and make the arrangements for them to come to the dealership on the date selected to make the frame repairs. While we would appreciate approximately a week to coordinate, we will do our best to accommodate any emergency situations.
3. Prior to Lippert's arrival on the repair date, the dealership will need to remove several components to allow access for the repairs. The details are specified in the attached 3 pages. Please note it may be possible to reuse the Side & Front Aluminum extrusions and Cap moldings.
4. Lippert will initiate the frame repairs.
5. The dealership reinstalls the components as specified in the attachment.

Time allotted for completing this advisory is 4.0 hours.

Submit for reimbursement on a properly completed Keystone Warranty claim form referencing **Service Advisory # 04-039** and Operation Number **#7102142A** noted in the customer complaint section of the form.

If you have any questions please call our Team Sprinter at (866) 273-1452.