

SAFETY ADVISORY # 14-205LCI Spring Hanger

Keystone RV Company is conducting a voluntary RECALL notification campaign in accordance with the National Traffic and Motor Vehicle Safety Act. It has been decided that the vehicles listed above may have a material quality defect in the frame spring hangers causing the material to be brittle and subject to fracture under stress. If the hanger has the defect, it may fail during travel leading to an increased risk of loss of control and vehicle crash.

Models and Serial Number Ranges:	2014 Bullet TT	ED424375 – ED424420
	2014 Cougar FW	E2507478
	2014 Springdale TT	E3103521 – E3103567
	2014 Summerland TT	E3151608 – E3151636

Note – Check serial number on Key Express to verify the campaign is open.

Parts Required: (2) Required with Correct Track System, (6) Required without Correct Track System - KRV # 172550 - Spring Hanger - 5" - 4 1/4 to Hole

Tools Required: - Tape measure -12" or larger crescent wrench - Welder
- Grinder with cutting wheel attachment

REPAIR INSTRUCTIONS**ONE: PREPARING THE TRAILER**

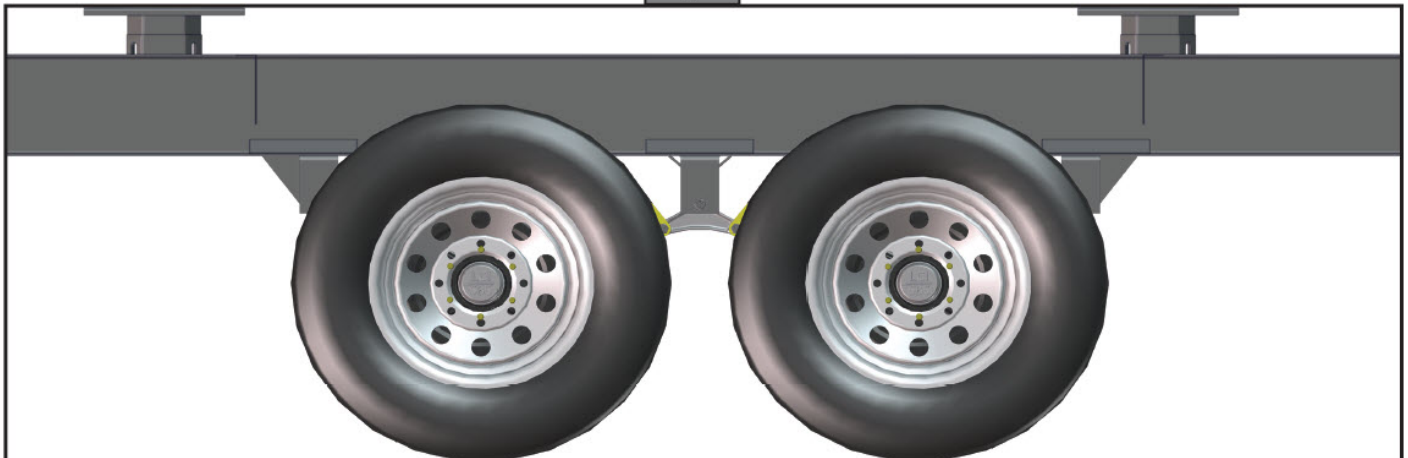
Step 1 Locate the trailer on a level, flat and hard surface. Chock the wheels. Disconnect all sources of 120V and 12V power.

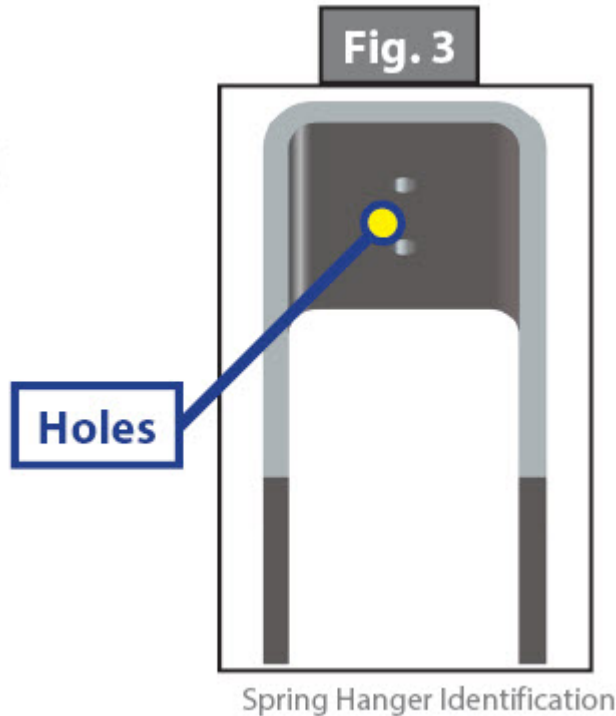
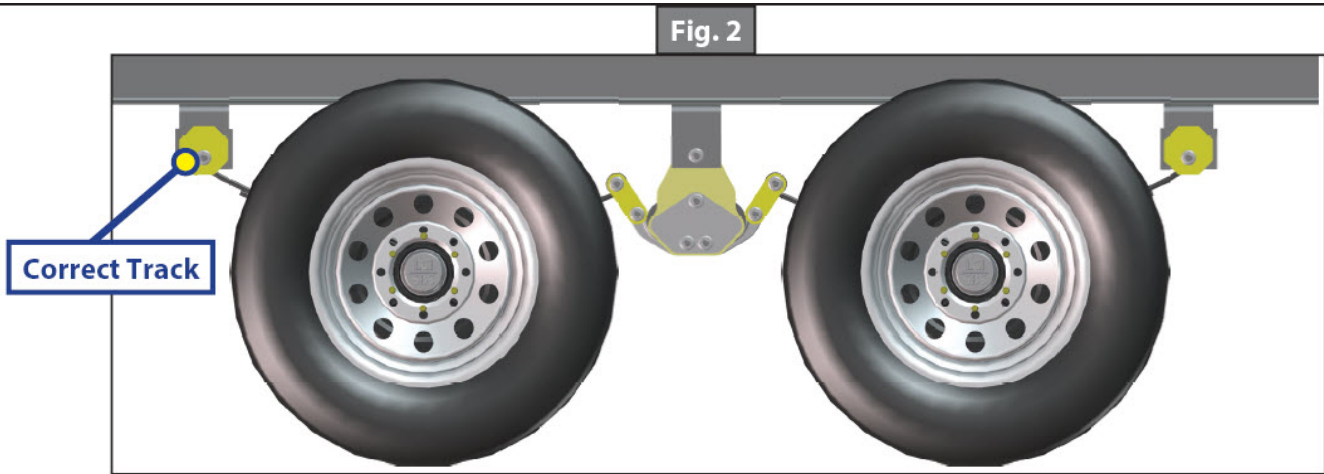
TWO: SPRING HANGER INSPECTION

The intent of this inspection sheet is to help identify which spring hangers have been installed.

Step 1 Examine the hanger as it is installed on the frame. See figure 1.
NOTE: On a Correct Track system, only the center hanger needs to be inspected. See figure 2. On a non-Correct Track system, all hangers must be inspected.

Fig. 1





Step 2 Check the flat part of the bracket that mounts against the frame for two holes, approximately 1/4" in diameter, centered side to side, and approximately 1" in from each end. See figure 3. If these two holes are present see "Spring Hanger Testing." If the two holes are not present proceed to Section 5, Warranty Reimbursement.

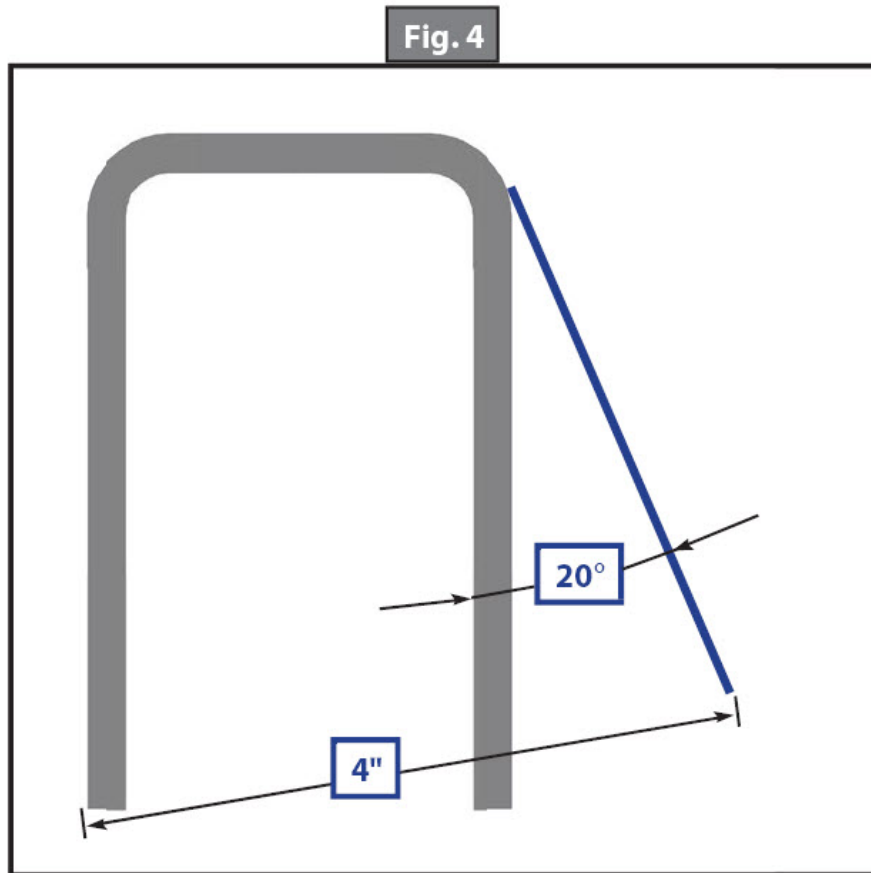
THREE: SPRING HANGER TESTING

Step 1 Properly support the unit with jack stands, remove the hanger bolts and drop the axle(s) from the hanger(s) that need to be inspected.

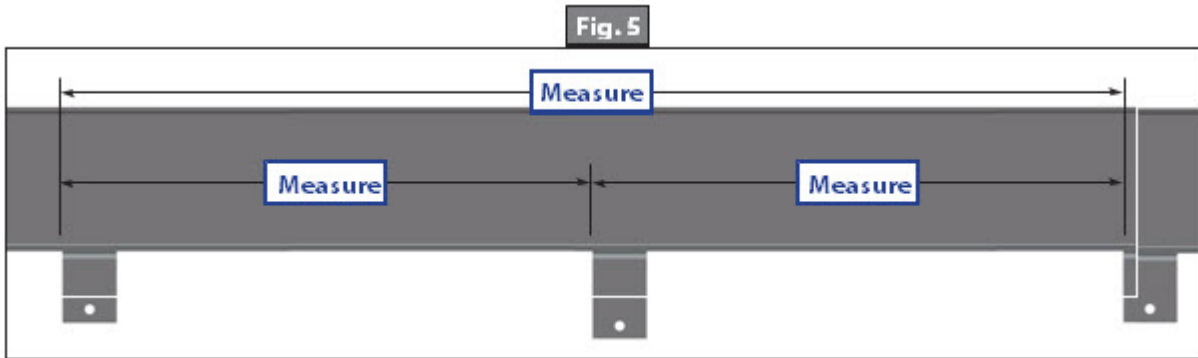
▲WARNING

Lift unit by frame and never the axle or suspension. Do not go under unit unless it is properly supported by jack stands. Unsupported units can fall causing death or serious injury.

Step 2 Use a fork-type tool/crescent wrench/pipe wrench to bend the side of the hanger about 20° to the side, do not bend more than 4" from the opposite side of the hanger. See Figure 4. If the hanger breaks, replacement is required. If the hanger does not break, straighten the hanger and reattach the axle(s) to the hanger(s). Repeat process for each spring hanger that must be inspected. Proceed to Section Four – Spring Hanger Replacement if it is determined the spring hangers should be replaced.

**FOUR: SPRING HANGER REPLACEMENT**

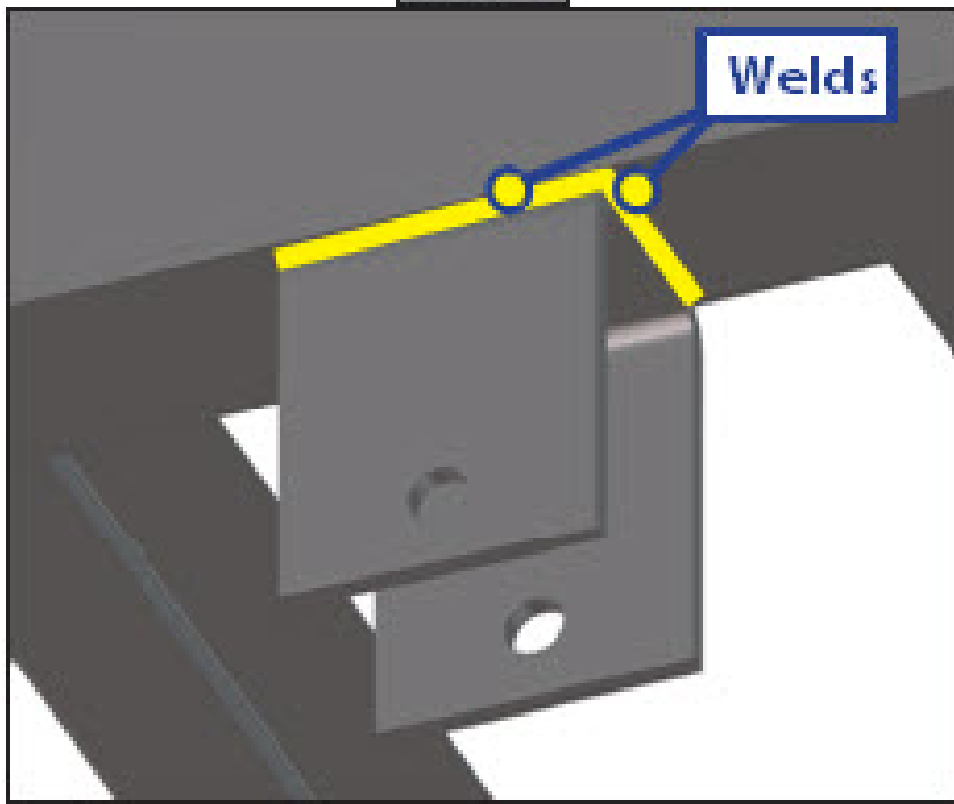
Step 1 Measure the locations of all of the hangers to be replaced and mark them on a sheet of paper. See figure 5.

**Step 2**

Using a die grinder with a cutting wheel, cut through each weld on all four sides of each hanger. Be sure not to cut into the frame. See figure 6.

NOTE: Do not use a cutting torch for this procedure.

Grind off any excess welding material until the surface of the frame is smooth. Be sure to not grind into the frame.

Fig.6**Step 3**

Measure and mark the frame where the new hangers will be mounted. Refer to the dimensions recorded in Step 1, figure 5. for the location of the hangers. Be sure the new hangers are properly aligned.

Step 4

Weld the new hangers into place using a 1/4" continuous weld bead on all four sides of each hanger. See figure 6.

Step 5

Using industry practice, replace all hardware and components removed in section 3.

FIVE: WARRANTY REIMBURSEMENT**INSPECTION ONLY**

Submit the claim on Key Express using **Flat Rate Code # 7120542F** and **Safety Advisory # 14-205** noted in the customer complaint section. The amount of time authorized for inspection only is 0.25 hours.

INSPECTION, TEST, REPLACE

Submit a pre-authorization request, on Key Express using **Flat Rate Code # 7120542A** with **Safety Advisory # 14-205** noted in the customer complaint section of the form. The amount of time authorized for this repair is as follows:

With Correct Track - 1.5 hours per unit.

Without Correct Track - 2.5 hours per unit.

Add 0.5 hours for each spring hanger that is replaced.

If you have any questions, please call Keystone RV Customer Service;

Bullet (866) 273-1456

Cougar (866) 273-1454

Springdale (866) 273-1452