

## **SAFETY ADVISORY # 16-259**

### Voltage 3815 Pin Box

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 the vehicles in this recall population may have been manufactured with a 18,000 lb fifth wheel pin box hitch instead of one rated at 21,000 lbs as specified. If the vehicle is loaded to a weight greater than 18,000 lbs there is an increased risk of failure in the pin box, which could result property damage and/or vehicle crash.

**Models Included:** 2017 Voltage 3815

**Serial Number Ranges:**

2017 Voltage 3815 HZ990004 – HZ990393

**Parts Required:**

1 – KRV #519594 - Frame – Pinbox Assy 21k - 1621 SHD - PC - Black

1 –KRV # 479529 - Label - Sheet - Thor Info - 2016 Revision NFPA Stds. - New Adhesive

**Tools Required:**

-Tape Measure -Impact wrench or ratchet

-Sockets -Torque wrench capable of 110 ft. lbs.

-Screw gun and bit if components need to be removed for pin box

-Drift/centering pin

### **REPAIR INSTRUCTIONS**

**Step 1**

Locate the trailer on a level, flat, hard surface. Chock the wheels.

**Step 2**

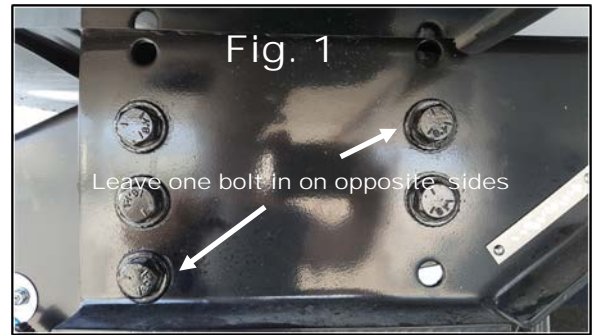
Measure the distance from the bottom of the king pin to a flat surface directly below. The install of the replacement part will need the pin height to be within 1/2" of the original height. Note the bolt hole location of the pin box. These same hole locations will be used for the replacement part installation.

**Step 3**

Remove any items that are attached to the pin box, such as power cord box, breakaway switch, exterior light, lube plate, etc.

**Step 4**

Remove all but two of the bolts securing the pin box to the fifth wheel frame. Leave one bolt in place on the left side at front and one bolt on the right side at the rear. (Opposite sides), Fig. 1.

**Step 5**

Safely support factory installed pin box. Remove the remaining two bolts.

**Step 6**

Remove the factory pin box and replace it with the correct one.

**Step 7**

Using a drift/center pin or screwdriver, center the holes and install at least one bolt on the left side and one on the right in different locations

**Step 8**

Confirm pin height is within ½", more or less, of the original installation height, then install the remaining bolts and nuts. Use a torque wrench and verify all bolts are torqued to 95-110 ft. lbs.

**Step 9**

Install labels, Fig. 2, and any of the original attachments removed in Step 3.

**WARRANTY REIMBURSEMENT**

**Claims for Safety Advisories must be on a separate claim.**

Submit the claim on Key Express using **Flat Rate Code # 7125942B** with **Safety Advisory # 16-259** noted in the customer complaint section of the form. The amount of time authorized for this repair is 1.0 hour.

Please call Customer Service at **(855) 382-4100** if you have any questions.