

SAFETY ADVISORY # 16-262

Cougar Fed Tag

Keystone RV Company has decided that certain model 2017 Cougar Fifth Wheel Travel Trailers fail to conform to the requirements of Part 567, "Certification." As a result, Keystone RV is conducting a voluntary recall. The vehicles subject to this recall campaign were manufactured with the incorrect information on the Federal Identification Tag and Tire and Loading Information Label. In addition the load range of the tires installed may be different.

Models Included: 2017 Cougar Fifth Wheels
CG28SGS17, CG28RDB17, CG28RKS17, CG29RES17, CG29RL117, CG28DB117

Serial Number Ranges: H2503091 - H2503638

Note – Check serial number on Key Express to verify the campaign is open. Some vehicles were repaired before they left Keystone.

Parts Required Upon Inspection:

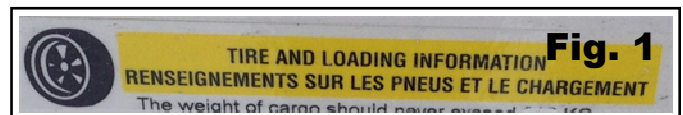
- Quantity as needed – KRV #477117 - Tire - Trailer King II - ST225/75R15D - 2540# - PDW - 15" - 6-5.5 - Alum - Spk - Slv - T03
- Quantity as needed – KRV # 479663 - Tire - Trailer King II - ST225/75R15D - SRW - 15" x 6" - 6-5.5 - Mod - Slv
- Quantity as needed – KRV # 515436 - Tire - Trailer King II - ST225/75R15 E - Sunrise - 15" x 6" - 6-5.5 - Mod - Slv
- Quantity as needed – KRV # 515437- Tire - Trailer King II - ST225/75R15 E - PDW - 15" x 6" - 6-5.5 - Alum - Split - SPK - Slv

- Tools Required:**
- Heat gun
 - Impact Wrench - 1/2" drive (removal of wheels only)
 - Torque Wrench – 1/2" drive
 - Minimum 2" long socket extension, 1/2" drive
 - Floor Jack – adequate to trailer weight
 - Mild cleanser and a rag
 - Deep Socket 13/16"x 1/2" drive
 - Wheel chocks
 - Jack Stands

ONE: INSPECT FED TAG

Step 1 Locate the Federal ID tag on the front left corner of the unit.

Step 2 Compare the tire load range, Figure 1, with all tires on the unit including the spare if equipped, Figures 2 & 3.



Step 3 If the Load range on the Fed Tag matches all tires continue to “FIVE - Warranty Reimbursement”.

Step 4 If the Load Range does not match submit a preauthorization and note the load range of the tag and the load range of all tires and locations in the Complaint field via Key Express. See table below for verification.

Inspect Tires				Inspect Spare	Action – Tires	Action – Fed Tag
D	D	D	D	D	No action, tires OK	No action, Fed Tag OK
D	D	D	D	E	Replace tire E with D	No action, Fed Tag OK
D	D	D	E	D or E	Replace tire(s) E with D	No action, Fed Tag OK
D	D	E	E	D	Replace tire(s) E with D	No action, Fed Tag OK
D	D	E	E	E	Replace tire(s) D with E	Replace Fed Tag
D	E	E	E	D or E	Replace tire(s) D with E	Replace Fed Tag
E	E	E	E	E	No action, tires OK	Replace Fed Tag
E	E	E	E	D	Replace tire D with E	Replace Fed Tag

TWO: INSTALL NEW FED TAG (IF NEEDED)

Step 1 If needed remove old Fed Tag, clean area and install new.

NOTICE: The Federal Sticker may not be used for any purpose other than to affix it to the described Keystone recreational vehicle. If the sticker is used for any other purpose whatsoever, the dealership could be responsible for all consequences of such misuse and all associated penalties, fines, and judgments that may be imposed under any applicable federal laws, rules, and regulations.

THREE: REPLACE TIRE(S) IF NEEDED

Step 1 Locate the trailer on a level, flat, hard surface. Chock the wheels.

Step 2 Use a floor jack of sufficient capacity to raise one side of the trailer. Place the floor jack under the main frame rail behind the rear spring hanger, leaving enough room to install a jack stand immediately behind the spring hanger. Elevate the frame just enough to take some of the weight off the wheel.

Step 3 Loosen the lug nuts on the wheel about a half turn. DO NOT remove lug nuts at this time.

Step 4 Continue elevating the frame until the tire just clears the shop floor.

Step 5 Install a jack stand of sufficient capacity directly behind the rear spring hanger.

Step 6 Relocate floor jack to an area just forward of the front spring hanger, leaving enough room to install a jack stand immediately in front of the spring hanger.

Step 7 Use a floor jack of sufficient capacity to raise one side of the trailer. Place the floor jack under the main frame rail forward of the rear spring hanger, leaving enough room to install a jack stand immediately forward of the spring hanger. Elevate the frame just enough to take some of the weight off the wheel.

Step 8 Loosen the lug nuts on the wheel about a half turn. DO NOT remove lug nuts at this time.

Step 9 Raise the frame until the tire just clears the shop floor.

Step 10 Install a jack stand of sufficient capacity just forward of the front spring hanger.

Step 11 With the tire now slightly off the ground finish removing the lug nuts and the wheel from the trailer.

Step 12 Repeat Steps 2 – 11 for the other side of the trailer.

FOUR: WHEEL ASSEMBLY INSTALLATION

Step 1 Using a clean rag, wipe down all lug nuts and tapered nut seats on wheel to remove any remaining residue.

Warning: Do not allow solvent or equivalent to make contact with the tire. Do not use liquid paint remover as this will pit and damage the aluminum wheel. Do not use a wire wheel (brush) or grinder to remove the paint from the wheel as this will also damage the wheel.

Warning: When using chemicals (paint remover, brake cleaner/degreaser) be sure to utilize the “Personal Protective Equipment” (PPE) recommended by the manufacturer through the Safety Data Sheet (SDS) and dispose in accordance with all Federal, State and Local Laws.

Step 2 Start the lug nuts on each stud by hand.

Step 3 You must use the star pattern and torque wrench when tightening the lug nuts to the wheel. This sequencing pattern shows how to progressively tighten the lug nuts to best achieve the proper torques and clamp load. See Figure 4.

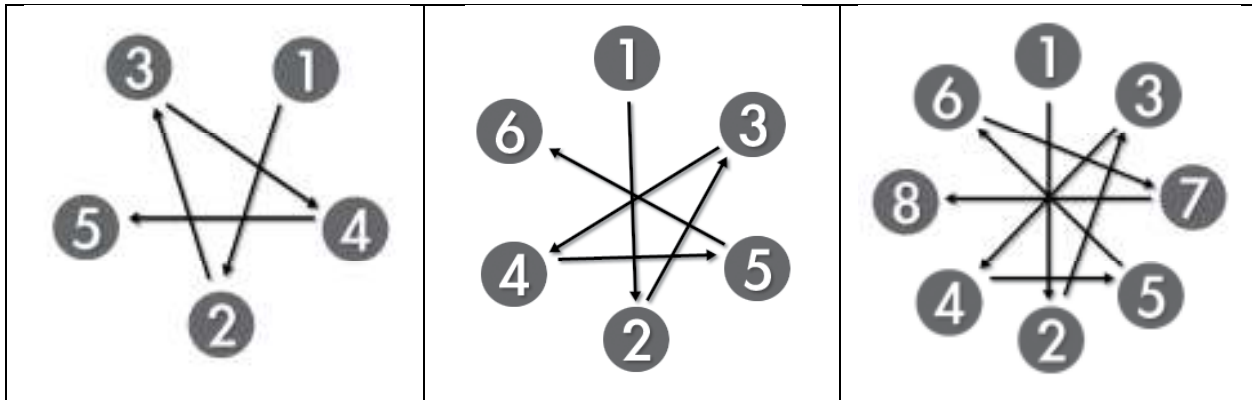


Fig. 4

Step 4 Using the star pattern outlined in Figure 4, tighten the lug nuts until the 1st stage torque (20-25 ft/lbs) outlined in Figure 5 is achieved. Verify the lug nuts are properly positioned in the tapered seats of the wheel.

Wheel Torque Requirements			
Wheel Size	1st Stage	2nd Stage	3rd Stage
14", 15" & 16"	20-25 ft/lbs	50-60 ft/lbs	110-120 ft/lbs

Figure 5

Step 5 Using the star pattern outlined in Figure 4, tighten the lug nuts until the 2nd stage torque (50-60 ft/lbs) outlined in Figure 5 is achieved.

Step 6 Lower the trailer to the ground.

Step 7 Using the star pattern outlined in Figure 4, tighten the lug nuts until the 3rd and final stage (110-120 ft/lbs) is achieved. See Figure 5.

Step 8 Use a dial or digital torque wrench to verify that the proper amount of torque has been applied.

NOTE: Reminder – Follow-Up re-torque required at 10, 25, and 50 miles.

FIVE: **WARRANTY REIMBURSEMENT**

Submit a Pre-Authorization request on Key Express using **Flat Rate Code # 7126242A** with **Service Advisory # 16-262** noted in the customer complaint section. The amount of time authorized for repair is 0.3 hour per vehicle to inspect and replace tag. Time approved for each tire needing replaced will be .5 per tire.

PARTS DISPOSITION

No part return.

Please call Keystone RV Customer Service if you have any questions.

Cougar **(866) 273-1454**