

# Keystone RV Company

11/23/16

## SAFETY ADVISORY # 16-267

### Christianson Folding Ladder

It has been decided the vehicles in this recall population may have been manufactured with a Christianson Industries ladder that folds up against the unit. The mounting bracket on the ladder could separate from the hinge due to an incorrect weld. There are six hinges on each ladder; the likelihood of all six hinges failing at the same time is remote. If all of the six mounting brackets separate from the hinge, the ladder may pull loose from the vehicle while an individual is utilizing the ladder, leading to an increased risk of personal injury.

#### Models Included:

2015 - 2016 Carbon	Models 297, 327, 347, 357, 377, 387
2015 Cougar	Model 338PAT
2015 - 2016 Fuzion	Models 325, 331, 342, 345, 371, 385, 390, 401, 403, 404, 413, 414, 416, 420, 422
2015 - 2016 Impact	Models 311, 341, 361, 386, 391
2015 - 2016 Raptor	Models 300MP, 332TS, 352TS, 365LEV, 375TS, 384PK, 395LEV, 398TS, 405TS, 412TS, 415TS, 422SP, 424TS, 425TS
2015 - 2016 Voltage	Models 3005, 3200, 3305, 3451, 3600, 3605, 3800, 3805, 3818, 3895, 3905, 3914, 3950, 3970, 3990, 4000, 4105, 4150

<b>Serial Numbers Ranges:</b>	2015 Carbon	FR805133 - FR805945
	2016 Carbon	GR805000 - GR805501
	2015 Cougar	F2501459 - F2508143
	2015 Fuzion	FF810102 - FF811258
	2016 Fuzion	GF810000 - GF810586
	2015 Impact	FF815168 - FF815767
	2016 Impact	GF815000 - GF815299
	2015 Raptor	FR800174 - FR801084
	2016 Raptor	GR800000 - GR800431
	2015 Voltage	FZ990366 - FZ991497
	2016 Voltage	GZ990000 - GZ990676

**Parts Required per Unit:** (1) KRV # 531118 - Ladder - Repair Kit - Retractable Ladder - Set of 6 - Has 6 Hinges

**Tools Required:** - ½ Inch Ratchet Wrench

**This Safety Advisory requires a Pre-Authorization & Photograph**

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

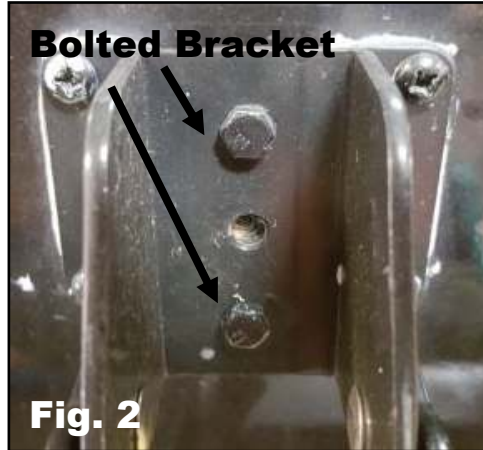
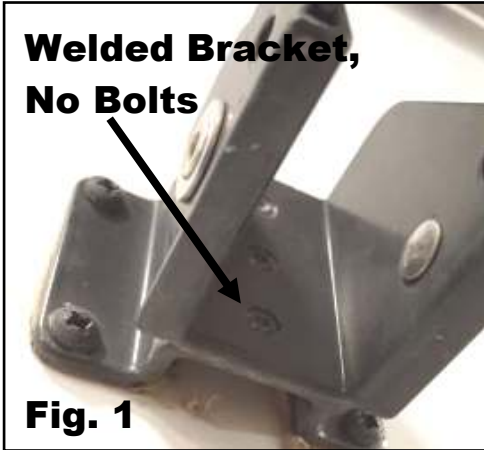
**INSPECT LADDER AND ADD REPAIR KIT IF NEEDED**

**Step 1**

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

**Step 2**

Locate ladder on left rear of unit. Inspect mounting bracket, only ladders with the welded standoff brackets are affected, Fig. 1.



**Step 3**

If standoff bracket is bolted, Fig. 2, refer to warranty instructions below for **WARRANTY REIMBURSEMENT, INSPECTION**. Picture of the bracket is required for warranty reimbursement. If standoff bracket is welded, continue to step 4 for kit installation instructions.



**Step 4**

Insert repair kit brace over each of the standoff brackets, with welded nut on brace toward the wall, Fig. 3.

**Step 5**

Insert bolt with lock washer supplied with kit, Fig. 4.



**Step 6**

Tighten bolt until the bottoms of the repair brace come together snugly, Fig. 5. Torque should be between 12-ft lbs. and 15-ft lbs. Repeat on all 6 brackets. See warranty reimbursement below for time and codes. Picture of the bracket is required for warranty reimbursement.

**WARRANTY REIMBURSEMENT****INSPECTION ONLY**

Submit a Pre-Authorization request along with photograph, on Key Express using **Flat Rate Code # 7126742F** with **Safety Advisory # 16-267** noted in the customer complaint section of the form. The amount of time authorized for this inspection is **.2 hour**.

**REPAIR**

Submit a Pre-Authorization request along with photograph, on Key Express using **Flat Rate Code # 7126742A** with **Safety Advisory # 16-267** noted in the customer complaint section of the form. The amount of time authorized for this repair is **1 hour**.

No part return required.

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

Carbon, Raptor	<b>(866) 273-1450</b>
Cougar	<b>(866) 273-1454</b>
Fuzion, Impact	<b>(866) 273-1452</b>
Voltage	<b>(855) 382-4100</b>