

Keystone RV Company

1/6/17

SAFETY ADVISORY # 16-274

MORryde Ramp Door

It has been decided the vehicles in this recall population may have been manufactured with a MORryde ramp door hinge which could separate from the door frame due to an incorrect weld on the hinge pin. If the hinge pin separates the ramp door may pull loose from the vehicle while an individual is utilizing the door, leading to an increased risk of personal injury.

Models Included:

2017 Carbon	Model 337
2016 Fuzion	Model 414
2017 Fuzion	Models 325, 345, 369, 371, 384, 385, 413, 4141, 414, 417, 4201, 420, 4221, 4231, 423
2017 Raptor	Models 362, 424TS, 428SP
2016 Voltage	Models 3005, 3200, 3305, 3605, 3805, 3818, 3895, 3914, 3970, 3990, 4000, 4105, 4150
2017 Voltage	Models 3005, 3305, 3605, 3655, 3805, 3815, 3890, 3895, 3970, 3975, 3990, 3995, 4005, 4100, 4105, 4155

Serial Numbers Ranges:

2017 Carbon	HR805330
2016 Fuzion	GF810953
2017 Fuzion	HF810341 – HF810698
2017 Raptor	HR800295, HR800419, HR800428
2016 Voltage	GZ990613 – GZ991354
2017 Voltage	HZ990000 – HZ990964

Parts Required per Unit: (1) KRV # 539421- Garage - Ramp Door - Service Advisory Kit #16-274
- Black Silicone (purchased locally)

Tools Required:
- #2 Phillips Screw Driver - Flat Screw Driver or Small Pry Bar
- Needle Nose Pliers - 3/8 Ratchet and 3/16 Allen Socket - Caulk Gun
- 1/2 inch Ratchet or Air Ratchet with 3/4 inch Socket -Flashlight

This Safety Advisory requires a Pre-Authorization & Photograph

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

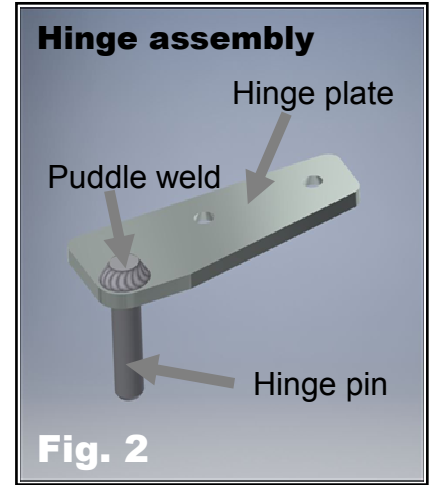
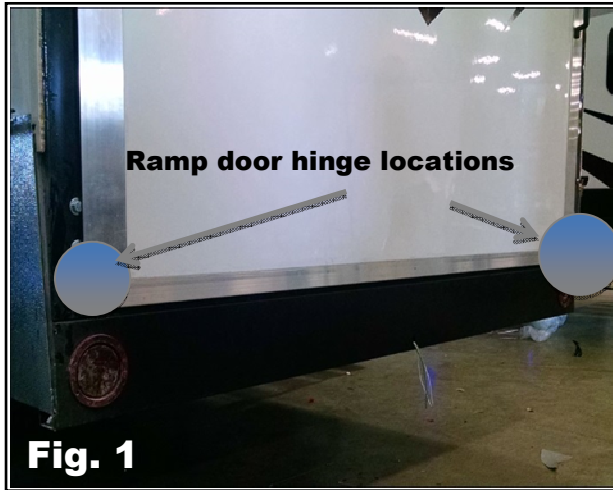
INSPECTION INSTRUCTIONS

Step 1

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

Step 2

Hinge Inspection - The hinges on the MORyde ramp door need to be inspected for adequate puddle weld on the back of the hinge. The hinges in question are located at the bottom corners of the door, Figure 1. With the door closed, the puddle weld is not visible, Figure 2.



Open door and clear any black caulk or foam from the bottom of the hinge to allow access to the back side of the hinge, exposing the weld, Figures 3 and 4.



Using a light, inspect the welds using the following figures 5, 6, 7, and 8 as examples. Take a picture of each hinge weld.

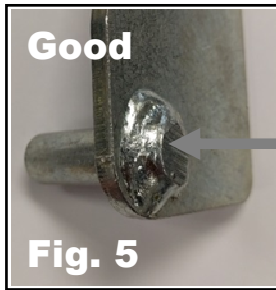
IMPORTANT! Your visual inspection is to ensure the weld is adequate, but most importantly that the weld and pin have not been ground down as in Figure 7.

Pass:

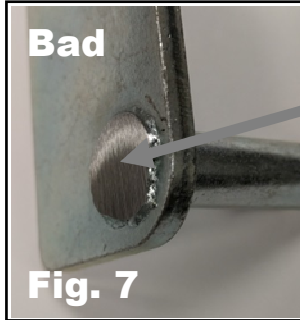
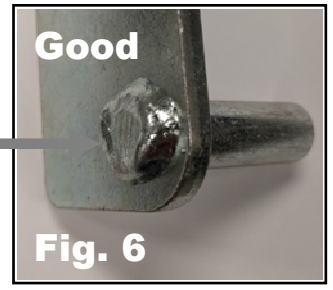
The weld is complete, has penetrated the plate and the pin.

Fail:

The weld does not penetrate both the plate and the pin, or it has been ground down after it was welded.

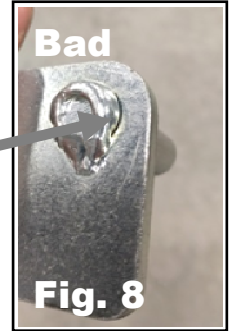


Good weld penetration in pin and plate



Weld and pin ground down after welding

Weld only on pin, not penetrated into the plate



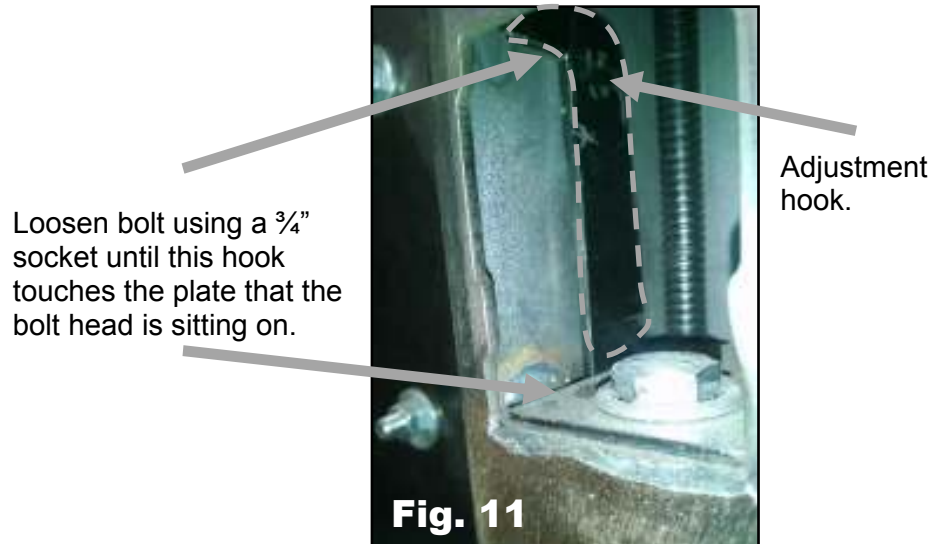
Step 3

If the hinges pass inspection, reseal hinge area then refer to warranty instructions below for **WARRANTY REIMBURSEMENT, INSPECTION ONLY**. Picture of the hinges is required for warranty reimbursement. If hinge weld does not pass inspection, continue to step 4 for kit installation instructions.

Step 4

MORryde Hinge Replacements - Open rear ramp door and remove covers over the spring adjusting bolts on both sides of frame. There are two different versions of these covers as shown in Figures 9 and 10.

After the cover is removed, mark the position of the hook and loosen the 3/4" bolt until the hooks touch the plate that the bolt head is sitting on, Figure 11. Do this on both sides of the frame. It is easiest to use an air ratchet for this.



To unhook the cable from the door, close the door until the cable no longer has tension on it. With a pair of needle nose pliers, push the end of the cable into the clip and pull the cable end out first, Figure 12. **Do not remove the cable bracket.** Repeat on opposite side. **Warning!** At this point, you have all the weight of the door to control.

Carefully lower the door down to the ground supporting the door and being careful not to damage the door or the frame. Starting with the bottom bolt, remove the hinges and replace with new, Figure 13. Replace both hinges.



Using the MORryde Hinge Replacement steps above in reverse, reinstall the door and adjust tension to original marked position of the hook. Reseal the hinge using black silicone.

Step 5

Proceed to **WARRANTY REIMBURSEMENT, REPAIR.**

WARRANTY REIMBURSEMENT

INSPECTION ONLY

Submit a Pre-Authorization request along with photograph, on Key Express using **Flat Rate Code # 7127442F** with **Safety Advisory # 16-274** noted in the customer complaint section of the form. The amount of time authorized for this inspection is **.3 hour**.

REPAIR

Submit a Pre-Authorization request along with photograph, on Key Express using **Flat Rate Code # 7127442B** with **Safety Advisory # 16-274** noted in the customer complaint section of the form. The amount of time authorized for this repair is **1.3 hours** which includes inspection time.

No part return required.

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

Fuzion **(866) 273-1452**

Voltage **(855) 382-4100**

Carbon, Raptor **(866) 273-1451**