

Keystone RV Company

4/21/17

SAFETY ADVISORY # 17-284

Volante 310BH Bunk Support

It has been determined some 2017 Volante 310BH models were built with improper support for the rear upper bunk. Additional fasteners must be added to the wall studs to support the bunk. This safety advisory explains how to add additional fasteners.

Models Included: 2017 CrossRoads Volante 310BH Travel Trailer

Serial Number Range: H6360272 – H6360346

Parts Required: (4) 3" screws (obtain locally)

Tools Required: - Screw Gun with #2 Square Bit

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

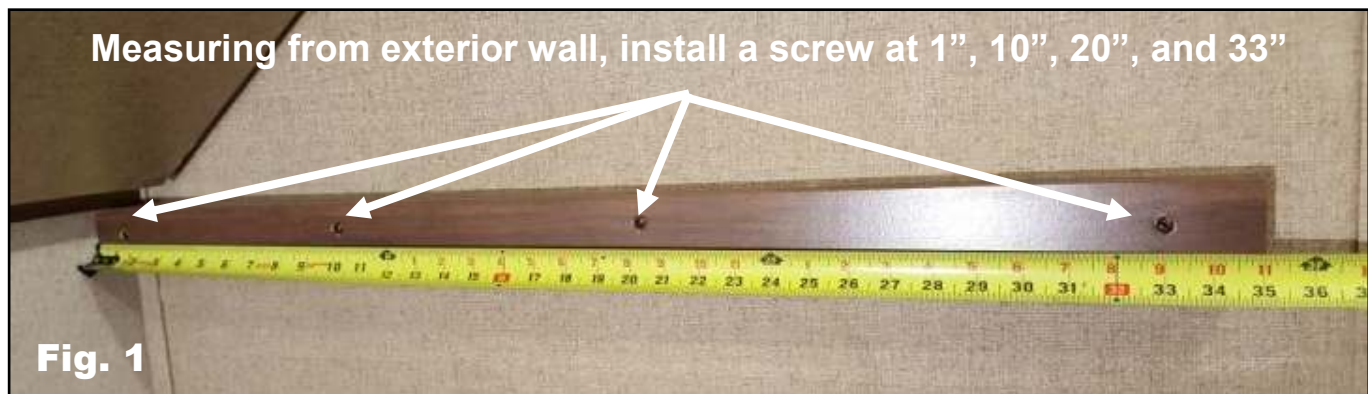
REPAIR INSTRUCTIONS

Step 1

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

Step 2

Locate the support for the upper bunk in the rear of the unit, Figure 1.



Step 3

Locate the end wall studs in the wall and add a screw to each one through the support stile. Add screws to both the front and rear supports.

WARRANTY REIMBURSEMENT

Submit the claim on Key Express using **Flat Rate Code # 7128442A** with **Service Advisory # 17-284** noted in the customer complaint section of the form. The amount of time authorized for this repair is .5 hours.

Please call CrossRoads Customer Service at **(844) 361-8455** if you have any questions.