

Keystone RV Company

11/3/17

SAFETY ADVISORY # 17-287

Raptor Outriggers

Keystone is conducting a voluntary RECALL notification campaign in accordance with the National Highway Transportation and Safety Act. It has been decided the vehicles in this recall population may have been manufactured with tires that may come into contact with the outriggers. The tires and outriggers touching during travel may lead to an increased risk of loss of control and vehicle crash.

Models Included: 2017, 2018 Raptor 428SP

Serial Number Range: 2017 HR800502 – HR800744

2018 JR800000 – JR800076

Parts Required: - Black Spray Paint – pick up locally

Tools Required: - Reciprocating saw - Tape measure

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

REPAIR INSTRUCTIONS

Step 1

Unload the cargo area and empty the fresh and holding tanks. The trailer must be unloaded in order to get an accurate measurement between the tire and the outrigger.

Step 2

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

Step 3

Using a reciprocating saw, cut a notch in the bottom side of the 3 outriggers located above the tires on the door side of the unit. Cut the notch to allow 3" of clearance between the tire and the outrigger, Figure 1.

Step 4

Inspect the tire for any physical damage and touch up/spray paint the outriggers as needed.



Fig. 1

WARRANTY REIMBURSEMENT

Submit the claim on Key Express using **Flat Rate Code # 7128742A** with **Safety Advisory # 17-287** noted in the customer complaint section of the form. The amount of time authorized for this repair is 1.0 hour.

Please call Keystone RV Customer Service at **(866) 273-1450** if you have any questions.