

# Keystone RV Company

12/6/17

## SAFETY ADVISORY # 17-306

### Western Edition Cougar Stabilizer Jacks

Keystone RV Company is conducting a voluntary RECALL notification campaign in accordance with the National Traffic and Motor Vehicle Safety Act. It has been decided that the mounting welds for the stabilizer jack installed on the units listed below may fail. If the fastener fails and the jack separates from the vehicle, there is an increased risk of personal injury and property damage.

**Models Included:** 2017 – 2018 Cougar WE Fifth Wheels and Travel Trailers

**Serial Number Ranges:** 2017 HC504421 – HC509056  
2018 JC500147 – JC502981

**Parts Required:**

**For rear storage rack:** (1) – KRV # 592535 - Axle - Service Advisory - 17-306 - Western Edition Cougar Stabilizer Jacks – Kit

**For frame rail mounted jacks:**

(4 per jack) – KRV # 391530 Screw 3/8" x 1" Ind Hex Wash Unslot SMS Zinc *\*Canada Dealers Obtain Locally\**

(4 per jack) – KRV # 391552 Washer - 3/8" - Lock - Ext Tooth - Zinc - For SVC

**Tools Required:** - 3/8 Hex Bit - Screw Gun - Drill - 5/16" Dia. Drill Bit - 9/16" socket with ratchet

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

**When performing warranty or recall service, please make certain that appropriate Personal Protective Equipment (PPE) is used.**

The remedy is to inspect the mounting of the four stabilizer jacks mounted to the chassis frame and use appropriate fasteners to secure all stabilizer jacks.

### **REPAIR INSTRUCTIONS**

#### **Step 1**

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

**Step 2**

Disconnect all sources of 12 VDC and 120 VAC electrical power.

**For stabilizer jacks mounted to the chassis frame rail**

**Step 3**

Locate stabilizer jacks and drill four holes (two in each “ear”) to 5/16” Dia. Use a 9/16” socket and ratchet to install (1) of the supplied screws and lock washers, repeat for the remaining (3) screws, Figure 1.

**Step 4**

Repeat Step 3 for each jack that is mounted directly to the chassis frame rail, securing it to the frame.

**For stabilizer jacks mounted to rear storage rack**

**Step 3**

Locate rear stabilizer jacks and use supplied u-bolts and u-bolt plates to secure the stabilizer jack to the frame of the storage rack. Repeat for the remaining jack, Figure 2.

**Step 4**

Use black paint on fasteners to match the undercarriage.

**Fig. 1****Fig. 2****Step 5**

Proceed to warranty reimbursement.

**WARRANTY REIMBURSEMENT**

Submit the claim on Key Express using **Flat Rate Code # 7130642A** with **Safety Advisory # 17-306** noted in the customer complaint section. The amount of time authorized for repair is **1.0 hour** per vehicle.

**PARTS DISPOSITION**

No parts return.

Please call Keystone RV Customer Service at **(866) 273-1454** if you have any questions.