

# Keystone RV Company

3/6/18

## SAFETY ADVISORY # 18-313

### Sunset Lionshead Sterling Sports Tires

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 Sterling Sport tires provided by Lionshead Specialty Tire and Wheel (Lionshead) rated for 1760 lbs. instead of tires rated for 2040 lbs. These insufficient load range tires were inadvertently mixed in with the correct load range tires by Lionshead.

**Models Included:** 2018 Crossroads Sunset Travel Trailers

**Serial Number Ranges:** J5351241- J5352496

**Parts Required:** Please refer to **INSPECTION INSTRUCTIONS** before ordering parts.

**Parts Required per Unit:** Quantity as needed **after inspection**

**Service Tire Assembly:** KRV # 577149 - Tire - Sterling - ST205/75R14 LRD - 14" x 5.5" - 5H 4.5 - Sport - Black Jaguar Wheel - Nitrogen

**Spare Tire Assembly:** KRV # 577151 - Tire - Sterling - ST205/75R14 LRD - 14" x 5.5" - 5H 4.5 - Sport - Silver Spoke Wheel - Nitrogen

#### **Tools Required:**

- |  |                                 |
|--|---------------------------------|
| -Impact Wrench - 1/2" drive (removal of wheels only) | -Deep Socket 13/16"x 1/2" drive |
| -Torque Wrench – 1/2" drive                          | -Box end wrench 11/16"          |
| -Minimum 2" long socket extension, 1/2" drive        | -Wheel chocks                   |
| -Floor Jack – adequate to trailer weight             | -Jack Stands                    |
| -Paint Remover                                       | -Cleaning rags                  |
| -Water hose with spray nozzle                        | -Wheel chocks                   |
| -Scotch Brite Pads                                   |                                 |

#### **GENERAL INFORMATION**

- **Inspect tires before ordering any needed parts.**
- Read the entire repair procedure prior to the repair.
- Stock units must be remedied before selling.
- **Inspection with no replacement parts does not require a photograph, the inspection can be submitted on a claim. If the inspection determines that a replacement tire is needed, a **Photograph showing tires size, DOT #s, and load range on the affected tire(s) must be submitted on a Preauth for review.****

**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.

**INSPECTION INSTRUCTIONS**

- Take photographs of all incorrect tires, including spare tire if applicable. Photographs must show the tire size, DOT #s, and load range.
- If the tire is ST205/75R14C – load range C, the tire must be replaced. **Photographs showing tires size, DOT #s, and load range on the affected tire(s) are required.** Proceed to Repair Instructions.
- If the tire is ST205/75R14D – load range D, the inspection is complete. Proceed to Warranty Reimbursement.
- See next page for example to locate tire size, DOT #s, and load range.

# Breaking down tire codes

## ST205/75D14

ST identifies your tire as a Special Trailer tire.

## ST205/75D14

The three digits following the service type tell us the cross-sectional width of the tire in millimeters

## ST205/75D14

The next two digits tell us the aspect ratio measurement

## ST205/75D14

This letter tells us about the tire's construction.

R = radial

D = Bias

## ST205/75D14

The last digits represent the tire and wheel diameter



**SPEED RATING** (L, M, H, V, W, Y, ZR)  
SOME W/O L, L-0-7

The speed rating is a measurement of the speed at which the tire is designed to run for extended periods.

**MAX LOAD RANGE C 100L TUBELESS**  
MAX LOAD 1760LBS(800KG) AT 50PSI(350KPa) COLD

**Load Range C** means this tire is a 6 ply tire with a max load pressure of 50 psi  
C = 6 ply 50 psi  
D = 8 ply 65 psi  
E = 10 ply 80 psi

**100L** means this tire has a load index of 100 and speed index of L  
100 = 1760 LBS  
L = 75 MPH

Manufacturer's unique code

DOT JUL 7 3415

1st two digits - Week made  
Last two digits - Year made

**REPAIR INSTRUCTIONS****ONE:      PREPARING THE TRAILER**

- Step 1      Locate the trailer on a level, flat, hard surface. Chock the wheels.
- Step 2      Use a floor jack of sufficient capacity to raise one side of the trailer. Place the floor jack under the main frame rail behind the rear spring hanger, leaving enough room to install a jack stand immediately behind the spring hanger. Elevate the frame just enough to take some of the weight off the wheel.
- Step 3      Loosen the lug nuts on the wheel about a half turn. DO NOT remove lug nuts at this time.
- Step 4      Continue elevating the frame until the tire just clears the shop floor.
- Step 5      Install a jack stand of sufficient capacity directly behind the rear spring hanger.
- Step 6      Relocate floor jack to an area just forward of the front spring hanger, leaving enough room to install a jack stand immediately in front of the spring hanger.
- Step 7      Use a floor jack of sufficient capacity to raise one side of the trailer. Place the floor jack under the main frame rail forward of the rear spring hanger, leaving enough room to install a jack stand immediately forward of the spring hanger. Elevate the frame just enough to take some of the weight off the wheel.
- Step 8      Loosen the lug nuts on the wheel about a half turn. DO NOT remove lug nuts at this time.
- Step 9      Raise the frame until the tire just clears the shop floor.
- Step 10     Install a jack stand of sufficient capacity just forward of the front spring hanger.
- Step 11     With the tire now slightly off the ground finish removing the lug nuts and the wheel from the trailer.
- Step 12     Repeat Steps 2 – 11 for the other side of the trailer.

**TWO: WHEEL ASSEMBLY INSTALLATION**

Step 1 Using a clean rag, wipe down all lug nuts and tapered nut seats on wheel to remove any remaining residue.

**Warning:** Do not allow solvent or equivalent to make contact with the tire. Do not use liquid paint remover as this will pit and damage the aluminum wheel. Do not use a wire wheel (brush) or grinder to remove the paint from the wheel as this will also damage the wheel.

**Warning:** When using chemicals (paint remover, brake cleaner/degreaser) be sure to utilize the “Personal Protective Equipment” (PPE) recommended by the manufacturer through the Safety Data Sheet (SDS) and dispose in accordance with all Federal, State and Local Laws.

Step 2 Start the lug nuts on each stud by hand.

Step 3 You must use the star pattern and torque wrench when tightening the lug nuts to the wheel. This sequencing pattern shows how to progressively tighten the lug nuts to best achieve the proper torques and clamp load. See Figure 1.

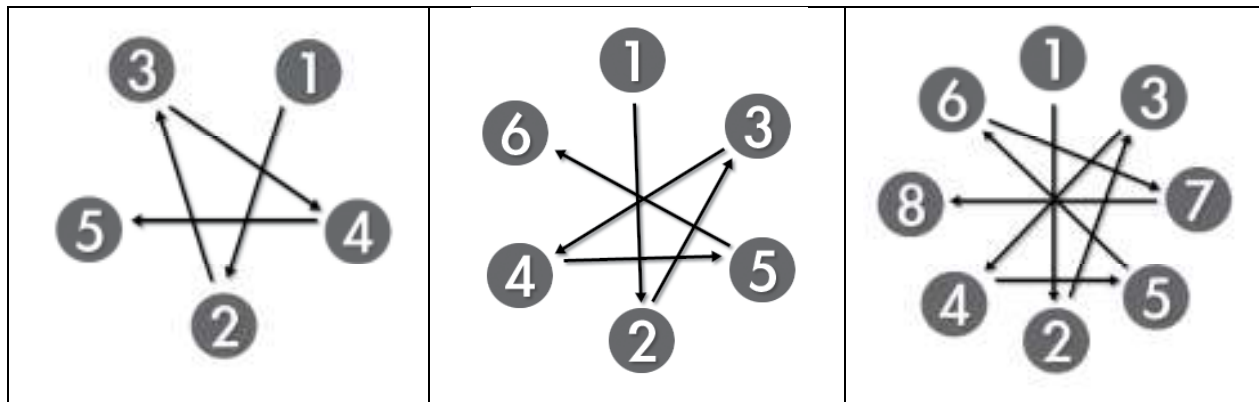


Fig. 1

Step 4 Using the star pattern outlined in Figure 1, tighten the lug nuts until the 1<sup>st</sup> stage torque (20-25 ft/lbs) outlined in Figure 2 is achieved. Verify the lug nuts are properly positioned in the tapered seats of the wheel.

Wheel Torque Requirements			
Wheel Size	1st Stage	2nd Stage	3rd Stage
14", 15" & 16"	20-25 ft/lbs	50-60 ft/lbs	110-120 ft/lbs

Figure 2

Step 5 Using the star pattern outlined in Figure 1, tighten the lug nuts until the 2<sup>nd</sup> stage torque (50-60 ft/lbs) outlined in Figure 2 is achieved.

Step 6 Lower the trailer to the ground.

Step 7 Using the star pattern outlined in Figure 1, tighten the lug nuts until the 3<sup>rd</sup> and final stage (110-120 ft/lbs) is achieved. See Figure 2.

Step 8 Use a dial or digital torque wrench to verify that the proper amount of torque has been applied.

**NOTE:** Reminder – Follow-Up re-torque required at 10, 25, and 50 miles.

**WARRANTY REIMBURSEMENT****INSPECTION ONLY - NO REPLACEMENT NEEDED**

Submit a claim, on Key Express with **Safety Advisory # 18-313** noted in the *customer complaint* and *cause* sections of the form using **Flat Rate Code # 7131342F**. Please note “**CORRECT**” if tire sizes, DOT #s, and load range match the FED ID tag in the *correction* field. The amount of time authorized for inspection only is 0.3 hours.

**INSPECT AND REPLACE**

Submit a Pre-Authorization request, along with the tire photographs showing tires sizes, DOT #s, and load range, on Key Express with **Safety Advisory # 18-313** noted in the *customer complaint* and *cause* sections of the form using **Flat Rate Code # 7131342B**. Please note the tire sizes, DOT #s, and load range in the *correction* field. The amount of time authorized for this repair is dependent upon number of tires to be replaced:

Inspect and Replace – 0.3 hours inspection + 0.5 hours per tire replaced. Note the tire sizes, DOT #s, and load range in the *customer complaint* section. Submit claim on Key Express.

**PART RETURN**

Part return is required.

If you have any questions please contact us through normal channels at 844-361-8455.