

# Keystone RV Company

11/13/18

## SAFETY ADVISORY # 18-334

### Dexter Axle D44 Bearing Cup

Keystone is conducting a voluntary RECALL notification campaign in accordance with the National Highway Transportation and Safety Act. It has been determined that the vehicles in the recall population may not have a bearing cup installed in the bearing assembly. Under certain conditions during travel, if the bearing cup is not installed it could lead to a bearing failure, leading to an increased risk of property damage and poor vehicle handling.

#### Models Included:

Year	Make	Model	Serial Number Range
2019	Aerolite Travel Trailers	2513RLF, 2573BH, 2733RB, 2843BH, 2923BH, 3153ML	KP910390 - KP910498
2019	Atlas Fifth Wheel /Travel Trailers	2922BH, 2952RLF, 3112BHF, 3132ML	KP960127 - KP960203
2019	Bullet Travel Trailers	1750RK, 1900RD, 30RIPR, 330BHS, 34BIPR, 34RIPR	KD432233 - KD433060 KT431891 - KT432145
2019	Cougar Fifth Wheel /Travel Trailers	22RBS, 25RES, 26RBS, 26RKS, 27RES, 27RLS, 27SAB, 27SGS, 28SGS, 29BHS, 29RDB, 29RKS, 29RLD	K1502372 - K1502531 KV503804 - KV504736
2019	Hideout Travel Trailers	28BHS, 28RKS, 30RLDS, 318LHS, 31FBDS, 31RBDS, 32RDDS, 338LHS, 33BHDS, 38BHDS, 38FDDS	K7243293 - K7245290
2019	Laredo Fifth Wheel /Travel Trailers	255SRL, 290SRL, 291SMK, 292BH, 296SBH, 298SRL, 330RL	KE600591 - KE600690
2019	Passport Travel Trailers	175BH, 2950BH, 3290BH, 3320BH, 3350BH	KK412020 - KK412370
2019	Springdale Travel Trailers	240BH, 253FWRE, 274RB, 27TH, 280BH, 298BH, 300FWBH, 302FWRK, 303BH, 311RE	K3101863 - K3102642
2019	Sunset Travel Trailers	250RK, 330SI, 331BH, 336BH, 33SI	K5350791 - K5351079

Parts Required: NA

Tools Required: - ¼" Allen Wrench (used as a gauge)

**This Safety Advisory requires a Pre-Authorization & Photograph of the axle tag from each axle.**

**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 the use a ¼" Allen wrench to gauge the distance between the hub and backer plate. Inspection will be paid by Keystone. If it is determined that there is a defect with the hub an authorization will be required with pictures showing the gap will be required.**

**REPAIR INSTRUCTIONS**

**Step 1**

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

**Step 2**

See D44 Field Inspection Instructions Below.

# D44 Field Inspection Instructions

Date: 8/17/18	Instruction #: FI20180817-1G
Part Number: D44 axles produced between 6/20/18 & 8/10/18	OEM's will provide list of VINs affected

**Problem:** Possible Missing Inner/Outer Bearing Cup (Race)

**Background:** These are the instructions to use to determine, during a field inspection, if the D44 Hub-Drum Assembly, installed on a trailer, has a missing bearing cup (race).

## Instructions:

1. While underneath trailer, look at gap between hub-drum and backing plate in scalloped areas of backing plate. Using a 1/4" Allen wrench as a gage, attempt to insert gage between hub -drum and backing plate, in the scalloped area of the backing plate, as shown in figure 1.

Good Part. Gap should be minimum 1/4" between hub and backing plate. Gage should fit as shown in figure 1.

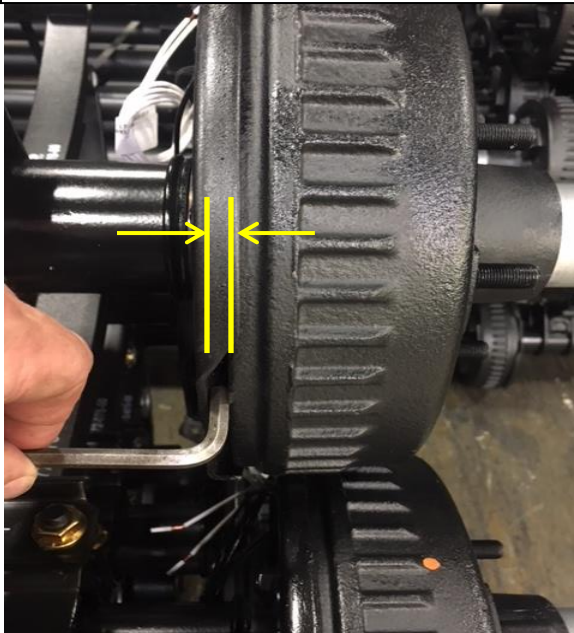


Figure 1

Bad Part. Gap is too small between hub and backing plate. Gage will not fit as shown in figure 2.

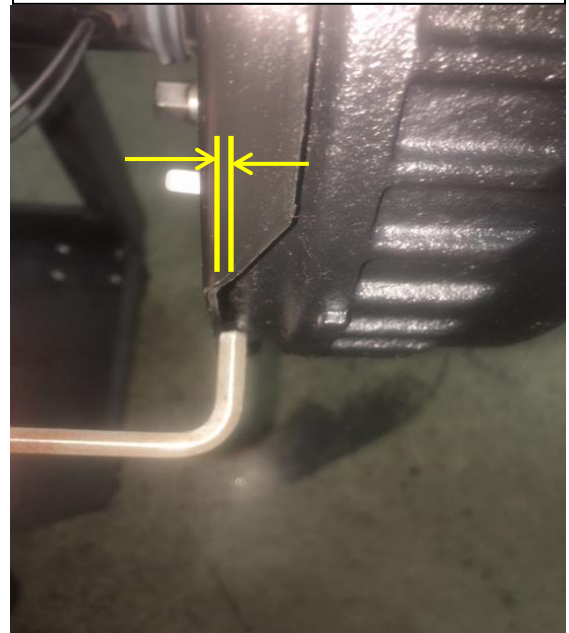


Figure 2

2. Determine if the gage fits (figure 1) or does not fit (figure 2) between backing plate and hub-drum.
3. Perform this measurement on both ends of axle.
4. **Note: if gage does not fit between backing plate and hub-drum, the axle will need to be REPLACED.**

5. If the axle needs to be replaced, please contact Denise Schrock, with the Dexter Axle Warranty department at 574-296-7329.
6. If the axle(s) pass inspection, please provide the following information via email to **Aldijana Custovic** [acustovic@dexteraxle.com](mailto:acustovic@dexteraxle.com), for immediate processing of the claim:
  - a. Dexter Case 37749
  - b. Dexter Axle Serial Number (a picture of the tag is acceptable)
  - c. Inspected unit vin number
7. The flat rate time for the inspection is .50 hrs.

**If you have any questions please contact us at the following numbers.**  
**Aldijana Custovic – 574-747-8701**  
**Denise Schrock – 574-296-7329**

**WARRANTY REIMBURSEMENT**

**INSPECTION ONLY**

Submit a Pre-Authorization request with **pictures of Axle Tags and defect if affected** then claim on Key Express using **Flat Rate Code # 7133442F**

In the Complaint section note: Safety Advisory # 18-334

In the Cause section note: Safety Advisory # 18-334

In the Correction section note: Hubs passed inspection, clearance correct **or** Hubs did not pass inspection (**pictures of gauge required on failed hub**)

The amount of time authorized for this inspection is **.5 hour**.

**REPAIR**

If defect is found please submit information as outlined above and pictures of the gauge as detailed in the inspection instructions to determine if further action is required.

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

Team Luxury (866) 273-1450

Team Premium (866) 273-1454

Team Light Weight (866) 273-1456

Team Traditional (855) 895-4422

Team Dutchmen (855) 382-4100

Team CrossRoads (844) 361-8455