

Keystone RV Company

1/9/19

SAFETY ADVISORY # 19-340

Dexter Axle Inner Bearing Insufficient Grease

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 have an axle built with bearings that have insufficient grease. Under certain conditions during travel, the bearing can heat up and fail leading to an increased risk of property damage and poor vehicle handling.

Year	Model	Serial Number Range
2019	Aerolite 2513RLF, 2683RK, 2733RB; Models with D44 axles	KP910594 - KP910650
2019	Atlas 2922BH, 2952RLF, 3112BHF, 3132ML; Models with D44 axles	KP960275 - KP960375
2019	Bullet 243BHS, 248RKS, 257RSS, 261RBS, 269RLS, 273BHS, 287QBS, 290BHS, 308BHS; Models with D35 axles	KT433534 - KT433819
2019	Cougar 22RBS, 25RES, 26RBS, 26RKS, 27RES, 27SAB, 27SGS, 29BHS, 29RDB, 29RKS, 29RLD; Models with D44 axles	KV506072 - KV506940
2019	Hideout 272LHS, 274LHS; Models with D35 axles	K7245283 - K7245478
2019	Outback 210URS, 221UMD, 240URS, 260UML, 280URB, 299URL; Models with D35 axles	KB451288 - KB451609
2019	Passport 175BH, 197RB, 199ML, 216RD, 2210RB, 239ML, 240BH, 2521RL, 2710RB, 2820BH, 2950BH; Models with D35 axles	KD413518 - KD413547 KK413017 - KK413408
2019	Springdale 280BH, 282BH, 293RK, 296BH, 298BH, 303BH, 311RE; Models with D44 axles	K3103228 - K3103905

Parts Required: See Dexter instructions.

Purchase Locally: See Dexter instructions.

Tools Required: See Dexter instructions.

This Safety Advisory requires a Pre-Authorization & Photograph of damaged bearings, hubs, or spindles. Clear photos of the axle tag serial number are required.

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 inspect the axle tag to determine if the axle is affected according the manufacturing date. If the affected manufacturing date is 9/10/2018, the bearing will need to be removed and inspected.

REPAIR INSTRUCTIONS

See Dexter Bearing Inspections and Replacement or Repacking below.


TITLE: Bearing Inspection and Replacement or Repacking		
AFFECTED SITE(s): VARIOUS		DEPARTMENT(s): Quality
Written By: Tim Cart / Sarah Riley	Approved By: John Jurek	Revision Date: 10/31/18




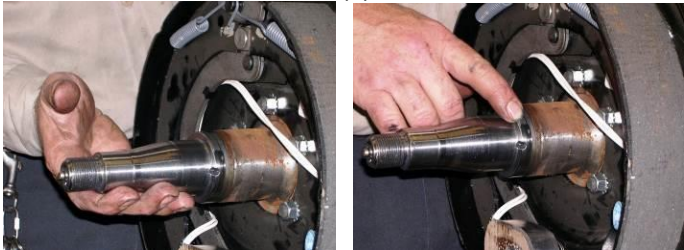
PURPOSE:

To remove, inspect, and replace or repack bearings.

MATERIALS:

- 1) Torque wrench
- 2) Socket wrench
- 3) Sockets
- 4) Impact gun or breaker bar
- 5) Hammer or mallet
- 6) Flat-head screwdriver
- 7) Towel
- 8) Lithium-based grease (see Appendix A)
- 9) Appropriate replacement seal (see Appendix B)
- 10) Safety equipment including (but not limited to): safety glasses and steel-toed shoes

Bearing Inspection and Replacement or Repacking	
<p>Safety Note:</p> <p>Secure the trailer/axle according to the Dexter Light Duty 600-8K Complete Service Manual (LIT-001-00) instructions.</p> <p style="color: red;">Do not jack the trailer up on the axle tube.</p>	
1. Identify unit(s) needing to be inspected based on production dates provided by Dexter.	No photo
2. Raise and support the trailer (or loose axle). <u>NOTE:</u> Elevate and support the trailer unit per manufacturers' instructions.	No photo
3. Remove the wheel nuts with an impact gun or breaker bar and socket, and remove the tire and wheel.	

<p>4. Remove the grease cap using a cap remover or a hammer with a flat head screwdriver.</p>	
<p>5. Remove the hub (or hub & drum) from the spindle by hand.</p> <ul style="list-style-type: none"> (i) Remove spindle nut retainer. (ii) Unscrew spindle nut counterclockwise. (iii) Remove spindle washer. (iv) Remove hub from spindle being careful not to drop outer bearing cone <p>NOTE: It may be helpful to use the cap to catch the bearings as they come off the spindle.</p>	
<p>6. Inspect the magnets, shoes, and linings for contamination.</p> <p>Caution: Brake linings or magnets must be replaced if covered with grease or oil. Do not try to clean contaminated parts.</p>	<p>No photo</p>
<p>7. Inspect spindle for damage.</p> <ul style="list-style-type: none"> (i) Clean the spindle with a towel. (ii) Feel for any spindle or seal journal damage by hand. <p>NOTE: If the seal journal or spindle is damaged, the axle must be replaced.</p>	<p>(i)</p>  <p>(ii)</p> 

8. Remove the seal from the drum using a seal puller. Ensure seal journal is not damaged during seal removal, and discard seal.



9. Remove and inspect bearing grease packing.

Adequate grease:

- A. Grease must be between rollers
- B. A 1/4" bead of grease must be visible opposite the filling side
- C. Exterior of rollers coated with grease

If bearing is less than adequately greased, proceed to step 10.

If bearing is adequately greased, skip step 10 and move to step 11.

Adequate Grease



10. Inspect bearings for damage or discoloration.

(i) Clean bearing cone and the inside of the hub and drum with a towel and suitable solvent.
NOTE: Bearing should be as clean as possible to prevent contaminating new grease.

(ii) Inspect both bearing cups and cones for any damage such as pitting, spalling, or corrosion (see Appendix C for example photos).
NOTE: If damage is observed, contact your Original Equipment Manufacturer of the camper or Dexter Service and Warranty for replacement hub and bearing cones. Please have axle serial number available during communication.

574-295-7888

Ask to speak with Recall Assistance.

(iii) Repack the bearing cone with appropriate grease (Appendix A) using one of the following methods:

- By hand (Appendix D)
- Using a bearing packer (see packer manufacturer instructions).

(iv) Verify the area between rollers is completely full of grease and the entire outside of the bearing is covered with grease.

NOTE: See step 9 for adequate bearing grease packing.



Serial Number (S/N) found on center of axle beam, S/N circled below



WARNING: If a bearing shows wear/damage, the hub assembly and bearing cones must be replaced.

11. Clean the brake drum using a brake cleaner and a towel.

Caution: The brake cleaner may be highly flammable. Take necessary precautions.



12. Re-install inner bearing.

NOTE: Ensure outer bearing is adequately greased per step 9.



13. Install a new seal using a hammer and a block of wood or flat piece of steel set on top of the seal (installation instructions in Appendix E).



14. Carefully remount the hub (or hub & drum) onto the spindle by hand.



Caution: Do not force the hub or hub and drum onto the spindle. When hub and drum are properly aligned with spindle, it will install with minimal resistance.



15. Install greased outer bearing cone.

NOTE: Ensure outer bearing is adequately greased per step 9.



<p>16. Install the D-washer and spindle nut.</p>	
<p>17. Slowly turn the hub on the spindle while tightening the spindle nut to 50 ft-lbs with a torque wrench.</p> <p>NOTE: Spinning the hub will seat and properly align the bearing cups.</p>	
<p>18. Loosen the spindle nut and then finger tighten until snug to prevent pre-load on the bearing.</p>	<p>No photo</p>
<p>19. Align the retainer to the machined flat on the spindle, and press retainer onto nut.</p> <p>NOTE: If retainer does not align properly, back the nut of approximately 1/12 of a turn and reinstall the retainer.</p>	<p>No photo</p>
<p>20. Check the grease cap for damage or foreign objects. Replace the cap if necessary.</p>	<p>No photo</p>

21. Install the grease cap using a cap driver and a hammer or mallet.



22. Pull and push the hub assembly towards and away from you to check for excessive end play.


NOTE: Slight wheel end play is acceptable. Any excessive end play may be corrected by re-torquing the spindle nut (steps 17-19).



23. Rotate hub slowly forwards and backwards. The wheel assembly should turn freely and smoothly.

NOTE: Readjusting the brake may correct any dragging.



<p>24. Remount the tire and wheel by tightening the wheel nuts with a torque wrench and socket to manufacturer's recommended specifications.</p>	
<p>25. Remove the jacks, lower the trailer to the ground, and re-torque wheel fasteners.</p>	<p>No photo</p>

Level	Date	Reason for change	Writer(s)	Approval
A	10/31/18	New Issue	TGC/SCR	JRJ

APPENDIX A: Approved Grease

Recommended Wheel Bearing Lubrication Specifications

Grease

Thickener Type	Lithium Complex
Dropping Point	215°C (419°F) Minimum
Consistency	NLGI No. 2
Additives	EP, Corrosion & Oxidation Inhibitors
Viscosity Index	80 Minimum

Approved Grease Sources

Chem Arrow	Arrow 2282
Chevron Texaco	Chevron Ulti-Plex Grease EP #2 Texaco Starplex Moly MPGM #2
Citgo	Lithoplex MP #2 Lithoplex CM #2 Mystik JT-6 Hi-Temp Grease #2
ConocoPhillips/ 76 Lubricants/Kendall	Multiplex RED #2 L427 Super Blu Grease
Dexter Company	Lithoplex Red MP #2
Exxon/Mobil Company	Ronex, MP Mobilith AW 2 Mobil I Synthetic Grease
Fuchs	Renolit Uniwrl 2
Great Plains Lubricants	Lithium Complex EP #2
Oil Center Research of Oklahoma	Liquid-O-Ring No, 167L
Pennzoil-Quaker State Company	Synthetic Red Grease
Royal Mfg. Company	Royal 98 Lithium Complex EP #2
Shell	Gadus S3 V220C Gadus S5 V220 Rotella Heavy Duty Lithium Complex #2
Valvoline	Valvoline Multi-Purpose GM Valvoline DuraBlend

APPENDIX B: Seal Replacement Reference

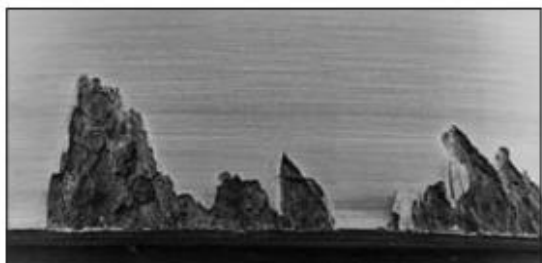
Brake Size	Hub Size	Standard	Seal Part No. E-Z Lube®	Oil
7" x 1 1/4"	4 or 5 Bolt	K71-301-00	K71-301-00	N/A
10" x 1 1/2"	5 Bolt	K71-302-00	K71-302-00	N/A
10" x 2 1/4"	4, 5 or 6 Bolt	K71-303-00	K71-303-00	N/A

APPENDIX C: Bearing Damage Example Photos

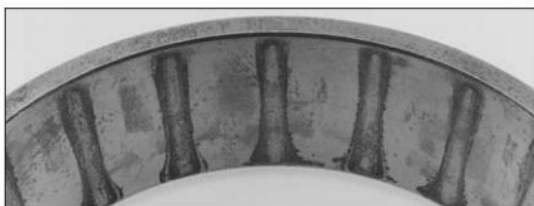
Pitting:



Spalling:



Corrosion:



Scoring/Peeling:



NOTE: Bearing damage pictures taken from Timken Bearing Damage Analysis Reference Guide online 10/31/2018.

APPENDIX D: Dexter's Service Manual Bearing Lubrication – Grease, By Hand

CAUTION

Do not mix Lithium, calcium, sodium or barium complex greases due to possible compatibility problems. When changing from one type of grease to another, it is necessary to ensure all the old grease has been removed.

Along with bearing adjustment, proper lubrication is essential to the proper function and reliability of your trailer axle. Bearings should be lubricated every 12 months or 12,000 miles. The method to repack bearing cones is as follows:

1. Place a quantity of grease into the palm of your hand.
2. Press a section of the widest end of the bearing into the outer edge of the grease pile closest to the thumb forcing grease into the interior of the bearing.
3. Repeat this while rotating the bearing from roller to roller.
4. Continue this process until you have the entire bearing completely filled with grease.



APPENDIX E: Seal Replacement

1. Pry the seal out of the hub with a seal removal tool or a screwdriver. Never drive the seal out with the inner bearing as you may damage the bearing.
2. Apply a sealant similar to PERMATEX® High-Temp Red RTV Silicone Gasket to the outside of the seal. Use only enough to provide a thin coat to prevent any excess from contaminating the rubber lip(s) of the seal. It is okay to apply a slight amount of lube to the inner rubber lip(s) to aid with installing onto the spindle. Note: No sealant should be used if the outside of the seal is rubber coated. For these type of seals it is recommended to apply a thin coat of oil to the outside rubber.
3. Clean the seal journal of the spindle to inspect for nicks or roughness. Use a file to remove any burrs from the leading edge or shoulder area. Clean the journal area with very fine emery cloth. Any presence of deep gouges or scratches in this area may cause seal failure allowing lubricant to leak out of the hub.
4. Clean the seal bore in the hub and inspect for any nicks, gouges, or scratches that may prevent the seal from retaining the bearing lubricant inside the hub.
5. Orient the seal properly. Many oil bath seals will be marked AIR SIDE on the side of the seal to facing out of the hub after installation.
6. Install new seal into place using a seal driver or seal installation tool of proper size. It is important that any seal installation tool contact the outer ring of the seal casing. If no seal driver is available, use a clean block of wood. It is critical that the seal be driven in evenly and straight. NEVER hammer directly on the seal.
7. The seals will be pressed flush to the back surface of the hub in the 600-8,000 lbs. capacity product line. It is NEVER necessary to bottom out the seal for proper installation. Driving the seal in too deep may damage the seal and may come in contact with the inner bearing preventing it from rotating freely.
8. Proper installation will maintain the seal flatness in the hub within .010". A seal that is cocked too much inside the hub will be more likely to leak.

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.

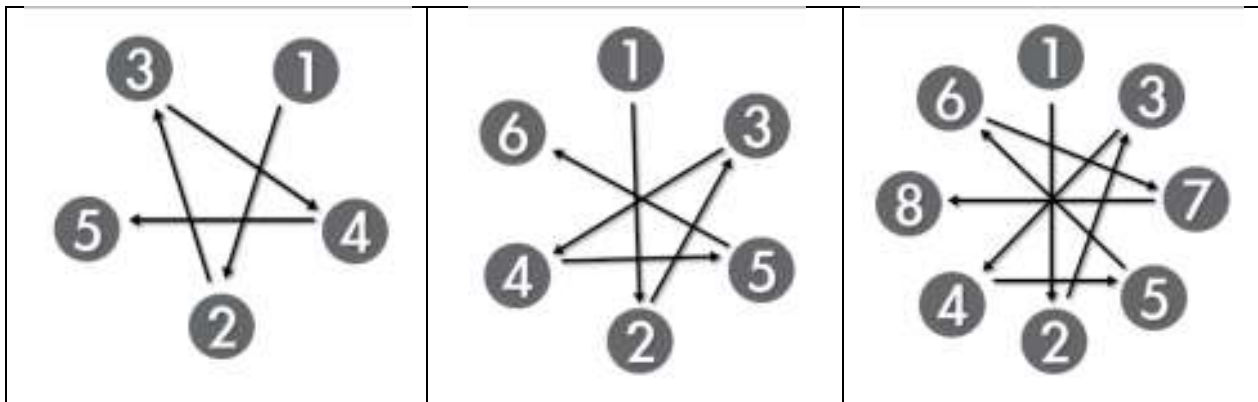


Fig. 1

Step 4 Using the star pattern outlined in Figure 1, tighten the lug nuts until the 1st 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 2nd 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 3rd 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

Submit the claim with clear pictures of the axle tag on Key Express using **Flat Rate Code # 7134042F**

In the Complaint section note: Safety Advisory # 19-340

In the Cause section note: Insect axle for manufacturing date

In the Correction section note: Inspection only, does not match recall manufacturing date

The amount of time authorized for this repair is **.5 hour** per unit.

REPAIR

Submit a Pre-Authorization request with photos of the damaged components and clear photos of the axle tags, then claim on Key Express using **Flat Rate Code # 7134042A**

In the Complaint section note: Safety Advisory # 19-340

In the Cause section note: Inspect axle for manufacturing date

In the Correction section note: Inspect components and bearing grease packing; re-packed bearing

The amount of time authorized for this repair is:

Component	Remedy	Hours
Bearing inspection per axle	Repair or Replace	1.0
Axle Complete (per axle)	Replace	2.25 (includes initial inspection time)

PARTS DISPOSITION

No return parts.

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

Team Premium (866) 273-1454

Team Light Weight (866) 273-1456

Team Traditional (855) 895-4422

Team Dutchmen (855) 382-4100