

# Keystone RV Company

1/11/19

## SAFETY ADVISORY # 19-338

### Voltage Endurance Tire Clearance

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

**Models Included:** 2017-2019 Voltage 3561, 3655

2019 Endurance 3506

**Serial Number Ranges:** 2017 Voltage HZ990884 - HZ991255

2018 Voltage JZ990000 - JZ991051

2019 Voltage KZ990047 - KZ990440

2019 Endurance KZ996051- KZ996131

**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.**

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

The remedy is to inspect the clearance above the tires and cut the floor supports so that there is a 3 inch minimum clearance if needed.

### **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 floor support located above the tires on the off door side of the unit. Cut the notch to allow 3" of clearance between the tire and the floor support, Figure 1.

**Step 4**

Touch up /spray paint the floor support as needed.

**WARRANTY REIMBURSEMENT**

**REPAIR**

Submit a claim on Key Express using **Flat Rate Code # 7133842A**

In the Complaint section note:      Safety Advisory # 19-338

In the Cause section note:              Safety Advisory # 19-338

In the Correction section note:      Cut notch to allow for proper clearance

The amount of time authorized for repair is **1.0 hour** per vehicle to cut notch for proper clearance.

Please call Keystone RV Customer Service at **(866) 273-1452** if you have any questions.