

# Keystone RV Company

3/7/2019

## SAFETY ADVISORY # 19-341

### Montana 3854BR/3855BR Slide Rams

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 may have an adjustment bolt for the kitchen slide room and adjustment head mechanism on the dinette slide room that can come into contact with the tire. If the slide mechanism comes into contact with the tire during travel, there is an increased risk of a tire blow out leading to the possibility of poor vehicle handling and/ or vehicle crash.

**Models Included:** 2019 Montana, Models 3854BR, 3855BR

**Serial Number Range:** K4700837– K4702164

**Parts Required:** 1 KRV # 625668 - 1 pc – Bolt - 1/2" - 13 x 2" - Tap - SAE J429 - GR5 - Plain - Steel Finish

1 KRV # 628594 - Mechanism - Drop Head Assembly - 2 1/2" x 2 1/2" - Adjustable - w/Gussets - Powder Coated Black

**Tools Required:** - Ratcheting wrench - 3/4" socket - Sawzall with metal blade  
- Black paint - Side grinder - 3/4 open end wrench - Vice grips  
- 9/16" socket - 1 1/8" socket or wrench

**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 correct the tire clearance over tires on the door side and off door side of the unit. The door side slide room adjustment head will need to be replaced on the front slide ram with an offset head. The off door side adjustment bolt needs to be replaced with a shorter 2 inch bolt.

### **REPAIR INSTRUCTIONS**

#### **OFF DOOR SIDE KITCHEN SLIDE OUT INSTRUCTIONS**

##### **Step 1**

Locate the kitchen slide ram at the off door side front tire.

##### **Step 2**

Inspect the distance between the tire and adjustment bolt.

**Step 3**

If there is less than 2 ¾" of space between the bolt head and tire replace the bolt with the part number provided above. See Figure 1 for incorrect bolt and Figure 2 for correct bolt. Using a ratchet and ¾" socket, remove the existing bolt. Start the new bolt by hand and finish with the ratchet, install the bolt firmly against the adjustment plate.

**Step 4**

Inspect the tire for any physical damage and touch up /spray paint the bolt as needed. Proceed to door side instructions below.

**DOOR SIDE DINETTE SLIDE OUT INSTRUCTIONS****Step 1**

Locate the dinette slide ram on the door side between the tires.

**Step 2**

Inspect the distance between the tire and adjustment head mechanism.

**Step 3**

If there is less than 2 ¾" of space between the adjustment head and tire replace the head with the part number provided above. See Figure 1 for incorrect head. Replace the adjustment head mechanism with an offset adjustment head using the following steps.

1. Extend the dinette slide room out about half way.
2. Remove the fender and skirt metal and fender skirt support as shown in Figure 3.



3. Remove nut on the end of the hydraulic ram, use a backup wrench or vise grips to prevent the ram from turning.
4. Support the weight of the slide room using a jack, taking care not to damage the slide room floor.

**Fig. 4**

5. Remove the head assembly from the end of the inner arm assembly and remove the first lag in the room bar to the right of the inner arm. Transfer the adjustment bolt to the new head assembly. The adjustment bracket is attached to the room bar and will remain there until the next step. See Figure 4.

6. Carefully using a Sawzall with a metal blade, cut off the adjustment bracket from the room bar. Cut it right at the room bar as it will be needed for later use. See Figure 4.

7. Attach the adjustment bracket to the KRV # 628594 - Mechanism - Drop Head Assembly - 2 1/2" x 2 1/2" - Adjustable - w/Gussets - Powder Coated Black

and set in place on the inner arm assembly as seen in Figure 5. Insert bolts for the head assembly from bottom to top as seen in Figure 6.

**Fig. 5****Fig. 6**

8. Align adjustment bracket with room bar so that it is flush with the outer portion of the room bar. Grind the paint off the room bar and weld the adjustment bracket in place. See Figure 7.

**Fig. 7**

9. Touch up with black paint as needed.

10. Re-attach hydraulic ram and adjust the slide room aligning the decals on sidewall and adjust the hydraulic ram to seal the room in and out.

11. Verify clearance to tire is 3 inches above tire.

12. Re-install skirt metal and fender skirt, re-seal all as needed.

#### Step 4

Inspect the tire for any physical damage. Replace if damage is present, pictures will be required if damaged.

**Step 5**

Proceed to warranty reimbursement instructions.

**WARRANTY REIMBURSEMENT**

Submit the claim on Key Express using **Flat Rate Code # 7134142A**

In the Complaint section note: Safety Advisory # 19-341

In the Cause section note: Improper tire clearance

In the Correction section note: Replaced adjustment bolt and head assembly

The amount of time authorized for this repair is **3.0 hours**.

Please call Keystone RV Customer Service at **(866) 273-1450** if you have any questions.