

# Keystone RV Company

2/26/19

## SAFETY ADVISORY # 19-346

### Redwood MORryde Pin Box

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 the recall population have a MORryde pin box that may have mounting bolts that were not properly torqued. Under certain conditions during travel, if the improperly torqued bolts come loose there is an increased risk of failure in the pin box, which could result property damage and/or vehicle crash.

**Models Included:** 2019 Redwood Fifth Wheels: 3401RL, 3951MB, 3991RD, 3901MB, 3901WB, 3881MD, 3881ES, 388MD, 340RL, 399RD, 395MB, 3951WB, 3981FK, 390WB, 395WB

**Serial Number Ranges:** 2019 K9340102 - K9340229

**Parts Required:** N/A

**Tools Required:** - See attached repair instructions from MORryde.

**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 properly torque the mounting bolts for the MORryde pin box.

**REPAIR INSTRUCTIONS FROM MORRYDE FOLLOW**

# SAFETY ADVISORY

## MORryde Rubber Pin Box

It has been determined that vehicles in this recall population may have pin box mounting hardware that was insufficiently tightened. This could lead to an increased risk of personal injury. In order to prevent injury or damage to the vehicle, the mounting hardware must be properly torqued.

### Models Included:

2019 Crossroads Redwood

### Serial Number Ranges:

2019 Crossroads

### Tools Required:

15/16" deep well socket  
Torque wrench capable of 135ft-lbs  
15/16" wrench  
Paint marker

**Allotted Time:** 0.5 hour

### Instructions:

**Step 1:** Disconnect truck from trailer.

### Step 2:

Set the torque wrench to 135ft-lbs, use the 15/16" deep well socket and torque all 10 bolts that mount the pin box to the trailer frame. Keep the nuts from moving by using a 15/16" wrench.



### Step 3:

Use a paint marker and torque mark all bolts.



**WARRANTY REIMBURSEMENT**

**REPAIR**

Submit the claim on Key Express using **Flat Rate Code # 7134642A**

In the Complaint section note: Safety Advisory # 19-346

In the Cause section note: Improper torque on mounting bolts

In the Correction section note: Torque mounting bolts

The amount of time authorized for this repair is **0.5 hour**.

Please call Keystone RV Customer Service at **(844) 361-8455** if you have any questions.