

Keystone RV Company

6/13/19

SAFETY ADVISORY # 19-354

Voltage 4185 Pin Box

Keystone is conducting a voluntary RECALL notification campaign in accordance with the National Highway Transportation and Safety Act. It has been decided the vehicles in this recall population may have been manufactured with a 18,000 lb fifth wheel pin box hitch instead of one rated at 21,000 lbs as specified. If the vehicle is loaded to a weight greater than 18,000 lbs there is an increased risk of failure in the pin box, which could result property damage and/or vehicle crash.

Models Included: 2019 – 2020 Voltage Fifth Wheel: Model 4185

Serial Number Ranges: 2019 KZ990431 - KZ990851
2020 LZ990003 - LZ990120

Parts Required: 1 – KRV # 635982 - Frame - Pin Box - Rota Flex w/Sl - 1621 - 21K (*This part must be ordered with a VIN*)
1 – KRV # 610280 - Label - Sheet - Thor Label - 2018 Set (*This part may be ordered in bulk without a VIN*)

Tools Required: -Tape Measure -Impact wrench or ratchet -Sockets -Torque wrench capable of 110 ft. lbs. -Screw gun and bit if components need to be removed for pin box
-Drift/centering pin

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 remove the underrated 18K pin box and replace it with the correctly rated 21K pin box.

REPAIR INSTRUCTIONS

Step 1

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

Step 2

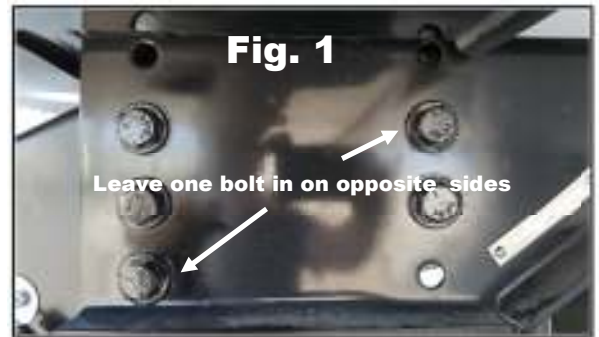
Measure the distance from the bottom of the king pin to a flat surface directly below. The install of the replacement part will need the pin height to be within ½” of the original height. Note the bolt hole location of the pin box. These same hole locations will be used for the replacement part installation.

Step 3

Remove any items that are attached to the pin box, such as power cord box, breakaway switch, exterior light, lube plate, etc.

Step 4

Remove all but two of the bolts securing the pin box to the fifth wheel frame. Leave one bolt in place on the left side at front and one bolt on the right side at the rear (Opposite sides), Figure 1.

**Step 5**

Safely support factory installed pin box. Remove the remaining two bolts.

Step 6

Remove the factory pin box and replace it with the correct one.

Step 7

Using a drift/center pin or screwdriver, center the holes and install at least one bolt on the left side and one on the right in different locations.

Step 8

Confirm pin height is within 1/2", more or less, of the original installation height, then install the remaining bolts and nuts. Use a torque wrench and verify all bolts are torqued to 95-110 ft. lbs.

Step 9

Install labels, Figure 2, and any of the original attachments removed in Step 3.

**WARRANTY REIMBURSEMENT****REPAIR**

Submit the claim on Key Express using **Flat Rate Code # 7135442B**

In the Complaint section note: Safety Advisory # 19-354

In the Cause section note: Incorrect Pin Box Installed

In the Correction section note: Replace 18K Pin Box with 21K Pin Box

The amount of time authorized for this repair is **1.0 hour**.

PARTS DISPOSITION

No part return.

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