

# Keystone RV Company

3/2/20

## SAFETY ADVISORY # 20-371

### Bear Claw Tire Carrier

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 spare tire carrier that may have a U-Bolt used for attachment to the bumper that can break. Under certain conditions during travel, if both the spare tire carrier U-Bolts break, the carrier and tire can become detached from the unit leading to an increased risk of personal injury and/or vehicle crash.

**Models Included:** 2020 Hideout Travel Trailers: 175LHS, 176LHS, 177LHS, 178LHS, 179LHS, 186LHS

2020 Springdale Travel Trailers: 1720TH, 1790FQ, 1800BH, 1860SS

2020 Zinger Travel Trailers: 18BH, 18DS, 18RD, 18RK, 211RD, 229BH, 249RK, 252BH, 270BH, 280BH, 280RB, 280RK, 290KB, 292RE, 298BH, 299RE, 320FB, 328SB, 330BH, 331BH, 333DB, 340BH, 340RE

**Serial Number Ranges:** 2020 Hideout LW244386 - LW244797

2020 Springdale LW106017 - LW106260

2020 Zinger LS371411 - LS371858

**Parts Required:** 1 – KRV # 656753 - Carrier - U Bolt - Includes 2 U Bolts/2 Nuts - New Production - 2-04-2020 (*This part may be ordered in bulk without a VIN*)

**Tools Required:** - 9/16" socket with ratchet or 9/16" 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 replace the existing spare tire carrier mounting U-Bolts with KRV # 656753 - Carrier - U Bolt - Includes 2 U Bolts/2 Nuts.

### **REPAIR INSTRUCTIONS**

#### **Step 1**

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

#### **Step 2**

Locate the spare tire carrier on the rear of the unit.

#### **Step 3**

Remove one U-Bolt at a time and replace them with the supplied KRV # 656753 - Carrier - U Bolt - Includes 2 U Bolts/2 Nuts. Proper torque is as follows: hand-tighten the nuts against the provided lock washers. Using a 9/16 wrench or socket, tighten the nut one full turn.

#### **Step 4**

Proceed to warranty reimbursement.

**WARRANTY REIMBURSEMENT**

**REPAIR**

Submit the claim on Key Express using **Flat Rate Code # 7137142B**

In the Complaint section note: Safety Advisory # 20-371

In the Cause section note: Defective U-bolts

In the Correction section note: Replaced U-bolts

The amount of time authorized for this repair is **.3 hour**.

**PARTS DISPOSITION**

No return parts, **field destroy old U-bolts.**

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

Team Traditional (Hideout and Springdale) 855-895-4422

Team CrossRoads (Zinger) 844-361-8455