

# Keystone RV Company

2/2/21

## SAFETY ADVISORY # 21-394

### Redwood Dexter 8k Axles

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 Dexter axle using a substitute spring with U-bolts that were not properly torqued. Under certain conditions during travel, if the improperly torqued U-bolts come loose, there is an increased risk of the axle sliding back on the spring, which could result in poor vehicle handling and/or vehicle crash.

**Models Included:** 2021 Redwood Fifth Wheels: 3401RL, 3901MB, 3901WB, 3911RL, 3951MB, 3951WB, 3981FK, 3991RD, 4001LK, 4150RD

**Serial Number Range:** 2021 M9340030 - M9340238

**Parts Required:** None

**Tools Required:** - Torque Wrench –  $\frac{3}{4}$ " socket

**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 torque the axle u-bolt nuts in a cross pattern to 110 ft lbs.

### **REPAIR INSTRUCTIONS**

#### **Step 1**

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


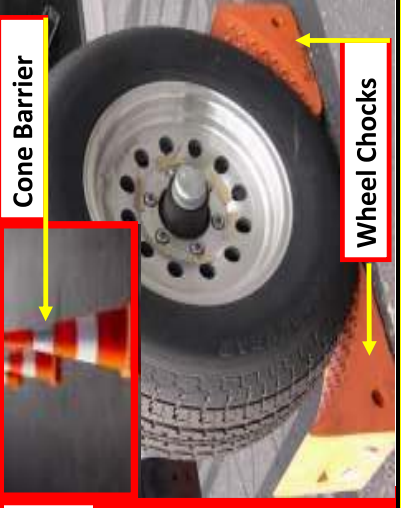
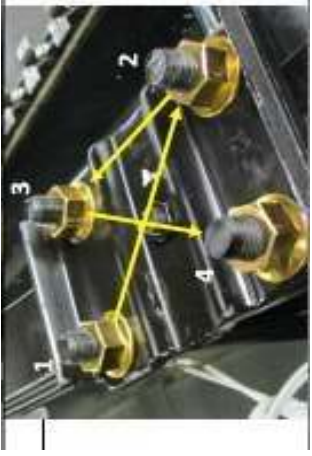
#### **Step 2**

Follow the Dexter instructions below.

#### **Step 3**

Proceed to warranty reimbursement.

# CrossRoads U-Bolt Fastener Torque on D80 Axle Models (RE-TORQUE)

<p><b>MATERIALS:</b> Wood blocks or wheel chocks, click torque wrench, road cones, and safety equipment including: safety glasses, cut resistant gloves, and steel-toed shoes.</p>	
<p><b>1) Evaluate the Work Area</b></p> <p><b>Safety First</b></p> <p><b>Avoid Potential Hazards:</b></p> <ul style="list-style-type: none"> <li>- Slippery surfaces like water, ice, or snow.</li> <li>- Inadequate lighting</li> <li>- Highway/Road Traffic</li> <li>- Mobile Equipment Traffic (forklifts, cranes, etc.)</li> <li>- Uneven, sloped, or slippery terrain (position the trailer on firm and level ground)</li> <li>- Slip and trip hazards (clear the area of debris)</li> </ul>	<p><b>2) Secure the Trailer</b></p> <p><b>Safety First</b></p> <ol style="list-style-type: none"> <li>1. Chock all the trailer's wheels.</li> <li>2. Place a coupler lock on the trailer's hitch.</li> <li>3. Place a cone or service vehicle in front of the trailer hitch to prevent someone from trying to hitch up.</li> <li>3. Place warning devices such as a cone barrier around the work area to alert vehicles and mobile equipment.</li> </ol>
<p><b>TORQUE SPECIFICATION LISTED BY PART NUMBER</b></p>	
 <p><b>Part #: 006-301-00</b>  <b>Description:</b> 9/16-12 FLANGED HEX NUT (SILVER)  <b>Application:</b> TIE PLATE U-BOLT NUT</p> <p><b>Minimum Torque: 100 ft. lb.</b>  <b>Maximum Torque: 120 ft. lb.</b></p>	
<p><b>3) Torque Fasteners (RE-TORQUE)</b></p> <p>Using click torque wrench, apply specified torque to fasteners in sequential criss-cross pattern as shown.</p> <p><b>TORQUE WITH AXLE INSTALLED AND IN LOADED STATE*</b></p>	 <p><b>STOP</b></p> <p>If any of the U-bolt nuts on this tie plate do not meet torque specifications, repeat step 3.</p>

**WARRANTY REIMBURSEMENT**

**REPAIR**

Submit the claim on Key Express using **Flat Rate Code # 7139442G**

In the Complaint section note: Safety Advisory # 21-394

In the Cause section note: Safety Advisory # 21-394

In the Correction section note: Torqued U-bolts to 110 ft lbs.

The amount of time authorized for this repair is **.7 hour**.

**PARTS DISPOSITION**

No return parts.

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