

SAFETY ADVISORY # 21-404

Aspen Trail Ramp Door Fasteners

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 ramp door fasteners that were improperly installed and can strip out. Under certain conditions while loading items into the rear garage area, the ramp door fasteners can strip and pull out of the frame, leading to an increased risk of personal injury.

Models Included: 2020 - 2021 Aspen Trail Travel Trailers: 2760THS, 3250THS, 3251THS

Serial Number Ranges: 2020 L8921666 - L8923021
2021 M8920182 - M8921725

Parts Required: 12 – KRV # 398231 - Nut - 3/8" x 16 - Hex - Kep - Zinc
(This part may be ordered in bulk without a VIN)

Tools Required: - 1/4" Ratchet Wrench or 1/4" Cordless Impact - 7/16 Socket
- T-45 Torx tamper Resistant Bit (if needed)

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 add 3/8" x 16 lock nuts to the existing ramp door hinge bolts.

REPAIR INSTRUCTIONS

Step 1

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

Step 2

Install and finger tighten all 12 nuts on the existing ramp door hinge bolts. See Figure 1 and 2



**Step 3**

Using a 7/16" socket and Cordless Impact firmly tighten the lock nuts against the frame. If using a ratcheting wrench use a quick action to tighten the lock nut as the bolts may loosen and a T-45 Tamper Resistant Torx bit will be needed to keep the self-threading bolts from backing out. Figures 3.

Step 4

Proceed to warranty reimbursement.

WARRANTY REIMBURSEMENT**REPAIR**

Submit the claim on Key Express using **Flat Rate Code # 7140442A**

In the Complaint section note: Safety Advisory # 21-404

In the Cause section note: Safety Advisory # 21-404

In the Correction section note: Installed lock nuts

The amount of time authorized for this repair is **.5 hour**.

PARTS DISPOSITION

No part return.

Please call Keystone RV Customer Service at **(855) 382-4100** if you have any questions.