

Keystone RV Company

11/1/22

SAFETY ADVISORY # 22-437

Equalizer Jack Pads

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 certain Equalizer brand hydraulic leveling legs installed that have a foot pad that may become loose and separate from the vehicle. Under certain conditions during travel, if the foot pad separates from the vehicle it can lead to an increased risk of personal injury, or vehicle crash.

Models Included:

Year	Model	Serial Number Ranges
2021 - 2023	Alpine – All Models	ME781070 - ME781779 NE780000 - NE781560 PE780000 - PE780203
2021 - 2023	Avalanche – All Models with Equalizer Hydraulic Leveling	ME761120 - ME761822 NE760000 - NE761879 PE760000 - PE760356
2020 - 2023	Fuzion – All Models	LF811170 - LF811206 MF810000 - MF811755 NF810000 - NF811225 PF810000 - PF810165
2020 - 2023	Impact – All Models with Equalizer Hydraulic Leveling	LF815592 - LF815604 MF815010 - MF815854 NF815000 - NF815628 PF815000 - PF815084

Parts Required:

- KRV# 685977 - Mechanism - Foot Pad and Screw - For Side and Rear Jacks - SL-15 (as needed per inspection, VIN required for purchase)
- blue tread locker as needed (purchased locally)

Tools Required:

- Ratchet Wrench – ½” Allen 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 extend the four (4) rear hydraulic legs down about 3”, mark each cylinder, and test the mounting screw holding the foot pad for tightness manually using a ratchet handle/wrench (No Impact wrench). If the screw is not tight, remove the screw, clean the mounting screw hole with brake cleaner or acetone, and reinstall it using blue thread locker. If the mounting pad is missing clean the mounting screw hole with brake cleaner or acetone and install KRV# 685977 - Mechanism - Foot Pad and Screw - For Side and Rear Jacks - SL-1, using blue thread locker.

REPAIR INSTRUCTIONS

Step 1

See inspection instructions.



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INSPECTION OF FOOT ATTACHMENT BOLT ON SL 15 ASSEMBLIES

This process is to determine if the bolt retaining the foot on the SL 15 jack leg assemblies used on the rear and center of fifth wheel trailers is properly secured

Vehicle and Jack Status

The bolt head access is on the underside of the foot of the center and rear jacks.

Tools required: Standard ½ inch drive ratchet handle/wrench, a ½ inch drive & ½ inch Allen head socket bit. A "sharpie" or "magic marker" may be used to mark the position of the cylinder rod.

Process/Steps

1. Extend the center and rear Jacks slightly from full retraction (about 3 inches) by using the up arrow on the control panel for the rear jacks, to a point where the chromed cylinder rod can be clearly seen but not so far as to prevent access to the bolt at the bottom of the foot with the ratchet and Allen socket bit.
2. Using a sharpie or magic marker, make a small mark or line on the cylinder rod. This is done so that if/as the rod rotates it can be noted.
3. Using the ratchet and Allen socket bit, by hand, attempt to loosen/remove (Counterclockwise) the bolt in the bottom of the foot.
4. The bolt should not come loose, rather the cylinder rod should rotate.
5. If the bolt is tight and won't come loose by hand, then it is good.
6. Repeat above on the remaining center and rear jacks on the vehicle/trailer.
7. If all bolts are tight and won't loosen by hand as above, then nothing further needs to be done.
8. If a bolt or bolts do come loose, then the process for installing a foot and bolt needs to be completed.

Step 2

If bolt is loose or foot pad is missing proceed to the following instructions.



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SL 15 JACK LEG FOOT & BOLT RE-INSTALLATION

This process is for the re-installation of a foot and bolt that was found to be loose during prior inspection. (See SL foot and bolt inspection process)

This assembly utilizes the 3/4" Flat Head Allen Bolt, 3/4" X 1 1/4" FHSCS - Equalizer part # 1383.

Required for installation:

- Brush and solvent to clean threads. Brake clean or Acetone.
- Blue thread locker.
- 1/2" drive impact gun.
- 1/2" drive X 1/2" Allen Hex socket.
- Compressed air source and air blow gun.

If the foot and bolt has already been removed, simply follow the below installation process.

If the foot and bolt have not yet been removed, then follow the SL foot and bolt inspection process.

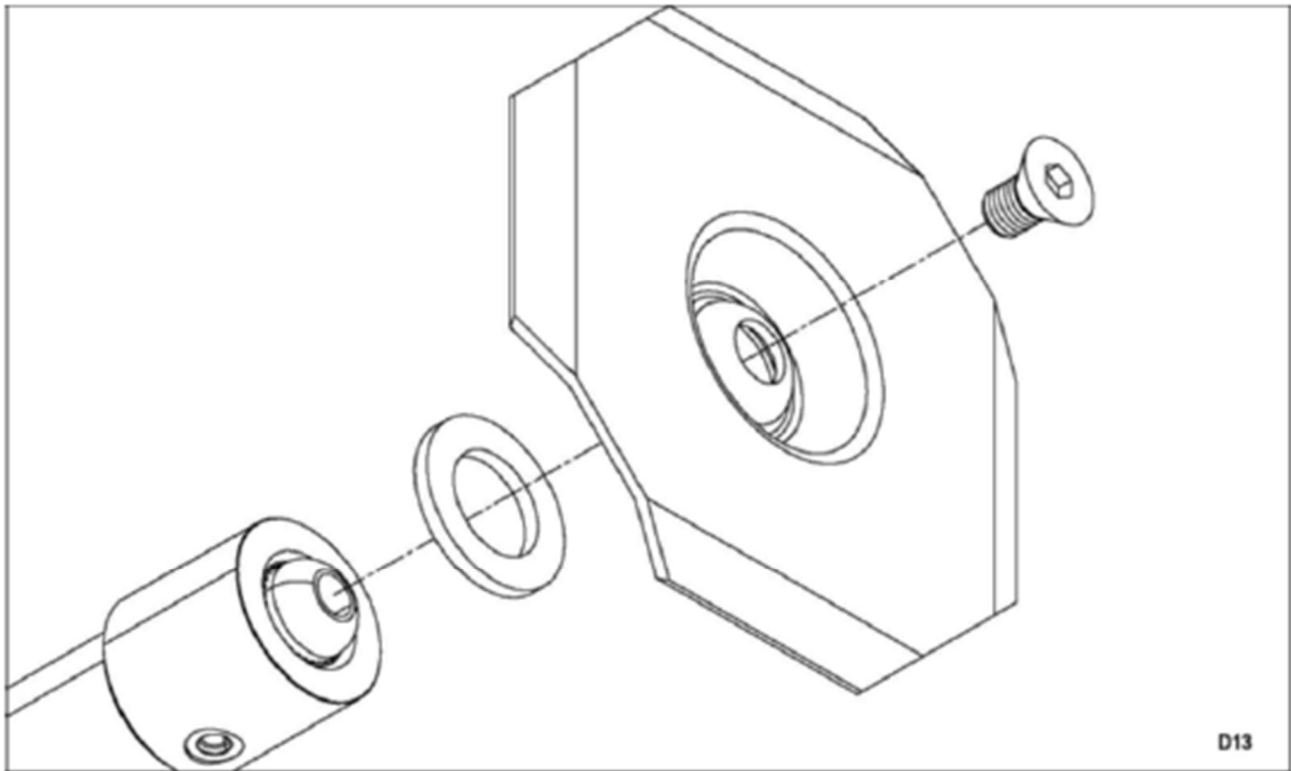
Installation Process

1. Using solvent and brush, clean out the threaded hole in cylinder rod end (there may be grease in this threaded hole for corrosion protection during storage/shipping. This grease or corrosion protection must be cleaned out prior to installing the foot). Use compressed air to dry.
2. Clean the bolt threads using solvent. Use compressed air to dry.
3. Apply liberally, blue thread locker to threads of cylinder rod and bolt (part # 1383).
4. Hold foot pad in place at end of cylinder rod with the cupped/up side to the cylinder rod.
5. Insert the bolt (part # 1383) through the hole in the center of the foot pad into the threaded end of the rod. Turn clockwise by hand to start (you may use the 1/2" Allen bit to help). Be sure that the bolt starts in straight and is not cross threaded.
6. Using the 1/2" Allen drive bit and 1/2" impact wrench/gun, tighten the bolt into the rod. Allow the impact wrench to impact/drive the bolt totally to full depth. Note that the cylinder rod will/may rotate as you do this.

Notes:

Once completed the foot is not intended to be tight. It is designed to pivot slightly and will be free to rotate when the cylinder is slightly extended.

- There may be a "foam" cushion or damping ring that is attached to the bottom of the cylinder body with adhesive. Its only purpose is to keep the foot from rattling when fully retracted. If it comes loose/falls it may be glued back up to the bottom of the cylinder or it may even be removed. Replacement part number for this ring on SL 15 is part # 1800.
- Some cylinder rods may have a rubber ring around them that may stick to the rod as it is extended. This is a protection ring that is used in production to keep paint from the rod and lower seal area. It may be ignored or removed; it has no other use. Its presence, or lack of, is not a defective component.



Step 3

Proceed to Warranty Reimbursement

WARRANTY REIMBURSEMENT

INSPECTION ONLY

Submit the claim on Key Express using **Flat Rate Code # 7143742L**

In the Complaint section note: Safety Advisory # 22-437

In the Cause section note: Safety Advisory # 22-437

In the Correction section note: None of the foot pads were loose.

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

REPAIR

Submit a Pre-Authorization request then claim on Key Express using **Flat Rate Code # 7143742A**

In the Complaint section note: Safety Advisory # 22-437

In the Cause section note: Safety Advisory # 22-437

In the Correction section note: _____# of foot pads were loose. _____# of foot pads missing.

The amount of time authorized for this repair is **.5 hour for inspection and .2 hour per loose foot pad or to install one that is missing**.

PARTS DISPOSITION

No part return

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