

Keystone RV Company

2/29/24

SAFETY ADVISORY # 23-447

Coleman Axle Springs

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 may have axle springs rated at 4400 pounds rather than the 5100 pound axle rating as specified on Federal Identification Tag. Under certain conditions during travel, undersized axle springs can be overloaded leading to an increased risk of axle spring failure and increasing the risk of a crash.

Models Included: 2021-2022 Coleman Travel Trailers: 1855RB, 1905BH

Year	Model	Serial Number Ranges
2021	1855RB 1905BH	MM944089 - MM944147 MM944148 - MM944172
2022	1855RB 1905BH	NM932255 - NM935637 NM932886 - NM933536

Parts Required:

- 8 – KRV # 475873 - Axle - U-Bolt - Nut Only - Hex - 9/16" - 18 - GR8 - Zinc
- 2 – KRV # 630779 - Axle - Leaf Spring - For 2600 lb - Double Eye - ML - 26 Eye To Eye
- 2 – KRV # 600065 - Axle - A/P Kit - Single - Wax FLange Nuts).
- 4 – KRV # 435354 - Axle – U-bolt
- 1 – KRV # 730511 - Label - Keystone Notice - 5" x 2.63" - For Service Advisory 23-447
- 1 – KRV # 730512 - Label - Notice - 3" x 6" - Clear Overlay - For Coleman Axle Spring Notice

Tools Required: - Impact Wrench - Torque Wrench - Deep Socket 7/8"

- Box end wrench 13/16" - Jack stands adequate to trailer weight -Wheel chocks
- Floor jack adequate to trailer weight -Socket 11/16"

This Safety Advisory requires a Pre-Authorization & Photograph

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 under rated 4400LB springs with the correct size 5100LB springs.

REPAIR INSTRUCTIONS

Step 1

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

Step 2

Inspect the axle tag, see Figure 1. If the tag reads CAP 5100#, no further action is needed. Proceed to warranty reimbursement for inspection only. If the axle tag reads CAP 4400#, proceed to Step 3.

Step 3

Use a floor jack of sufficient capacity to raise one side of the trailer. Place the floor jack under the main frame rail behind the rear spring hanger, leaving enough room to install a jack stand immediately behind the spring hanger. Elevate the frame just enough to take some of the weight off the wheel. Do the same on the front spring hanger.

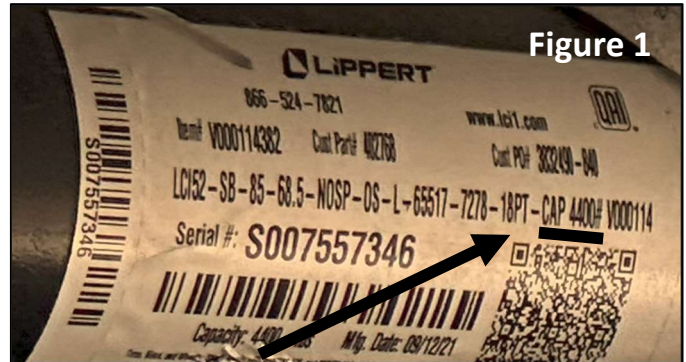


Figure 1

Note : never raise the unit by placing a jack on the axle beam as this can damage the axle beam.

Step 4

Support the axle with another jack stand.

Step 5

Remove and discard the shackle bolts from the springs that attach to the spring hanger.

Step 6

Remove the axle spring U-bolts and axle spring.

Step 7

Install new axle spring and U-bolts and torque nuts to 65 ft-lbs

Step 8

Install new shackle bolts and torque nuts to 30-50 ft-lbs

Step 9

Be sure to clean area with alcohol before applying recall sticker. Install recall sticker, see Figure 2, just to the right of the axle sticker. Then install the clear protective coating over the recall sticker.

Step 10

Safely jack the unit up to remove all jack stands and set unit back onto the flat ground.

Step 11

Complete these same steps on the other side of the unit also.

Step 12

Proceed to warranty reimbursement for repair.



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WARRANTY REIMBURSEMENT

INSPECTION ONLY

Submit the claim with pictures on Key Express using **Flat Rate Code # 7144742L**

In the Complaint section note: Safety Advisory # 23-447

In the Cause section note: Safety Advisory # 23-447

In the Correction section note: Inspected, axle tag reads 5100LB.

The amount of time authorized for this repair is **0.3 hour**.

REPAIR

Submit a Pre-Authorization request with pictures then claim on Key Express using **Flat Rate Code # 7144742B**

In the Complaint section note: Safety Advisory # 23-447

In the Cause section note: Safety Advisory # 23-447

In the Correction section note: Axle tag reads 4400LB, replaced with axle springs rated 5100LB

The amount of time authorized for this repair is **1.5 hour**.

PARTS DISPOSITION

No part return.

Please call Keystone RV Customer Service at **(855) 895-4422** if you have any questions.