

Keystone RV Company

4/22/24

SAFETY ADVISORY # 24-453

Axle Clearance

Keystone is conducting a voluntary RECALL notification campaign in accordance with the National Highway Transportation and Safety Act. It has been decided vehicles in the recall population may not have the proper clearance between the axle and the frame. Under certain conditions during travel, the axle may come in contact with the frame leading to an increased risk of vehicle crash.

Models Included: 2024 Retreat 39CLDL, 391CLDL, Residence 40CLDL, 401CLDL, Aspen Trail 421LOFT, Hampton 390PVL

Year	Model	Serial Number Ranges
2024	Retreat 39CLDL, 391CLDL	RW260157 - RW260220
2024	Residence 40CLDL, 401CLDL	RW160184 - RW160243
2024	Aspen Trail 421LOFT	R8921352 - R8922114
2024	Hampton 390PVL	R9330063 - R9330343

Parts Required:

Model	KRV #	Quantity	Description
Retreat	238533	5	7/16-20 Flange Nut (This part may be ordered in bulk without a VIN)
Residence	505103	2	Equalizer only EQ310-w/ Nylon Bushing (This part may be ordered in bulk without a VIN)
Aspen Trail	735530	8	Bracket plate 2" x 3" w/holes (This part may be ordered in bulk without a VIN)
	102493	24	Screw #14 x 1" Hex Washer- T3- Zinc (This part may be ordered in bulk without a VIN)
Hampton	735530	8	Bracket plate 2" x 3" w/holes (This part may be ordered in bulk without a VIN)
	102493	24	Screw #14 x 1" Hex Washer- T3- Zinc (This part may be ordered in bulk without a VIN)

Tools Required:

- 4 jack stands adequate to trailer weight - Box end wrench 13/16
- Sockets 11/16 & 13/16 - Torque Wrench - Impact Wrench
- 2 Floor jacks adequate to trailer weight - Screw gun - 5/16 driver bit

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 remove both the equalizers and replace them with Part # 505103. Use the new nuts and make sure the LP manifold is clear from the axles U-bolt by installing the new p-clamps.

REPAIR INSTRUCTIONS

Retreat, Residence, Aspen Trail

Step 1

Locate the trailer on a level, flat, hard surface and shut the LP off. Place a jack stand in front of each front tire, and behind each rear tire on the frame. Leave approximately 2 feet of space for the floor jack.

Step 2

With the floor jacks placed on the frame, lift until the tires are just off the level ground surface and remove tires. Do this on both sides of the unit.

Step 3

With jack stands and floor jacks securely in place remove one of the equalizers and replace it with the new equalizer and nuts, torque nuts to 30-50 ft-lbs. Follow the same steps on the other side of the unit.

Step 4

Reinstall all 4 tires being sure to torque all lugs to 120-130 ft-lbs. Remove all jack stands and floor jacks.

Step 5

Remove all the p-clamps and screws that hold the LP manifold to the frame. Install the brackets to the frame, then reinstall the p-clamps to the brackets (see figure 1). This will increase the distance needed so the LP manifold is not sitting directly above the axle U-bolt. Proceed to warranty reimbursement.

Hampton

Step 1

Locate the trailer on a level, flat, hard surface and shut the LP off.

Step 2

Remove all the p-clamps and screws that hold the LP manifold to the frame. Install the brackets to the frame, then reinstall the p-clamps to the brackets (see figure 1). This will increase the distance needed so the LP manifold is not sitting directly above the axle U-bolt. Proceed to warranty reimbursement.



WARRANTY REIMBURSEMENT

REPAIR

Retreat, Residence, Aspen Trail

Submit a claim on Key Express using **Flat Rate Code # 7145342A**

In the Complaint section note: Safety Advisory # 24-453

In the Cause section note: Safety Advisory # 24-453

In the Correction section note: Retreat, Residence, Aspen Trail – replace equalizer and install bracket

The amount of time authorized for this repair for Retreat, Residence, Aspen Trail is **2.0 hours**.

Hampton

Submit a claim on Key Express using **Flat Rate Code # 7145342B**

In the Complaint section note: Safety Advisory # 24-453

In the Cause section note: Safety Advisory # 24-453

In the Correction section note: Hampton – install bracket

The amount of time authorized for this repair for Hampton is **.8 hour**.

PARTS DISPOSITION

No part return.

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

Retreat, Residence – **Team Traditional (855) 895-4422**

Aspen Trail – **Team Dutchmen (855) 382-4100**

Hampton – **Team CrossRoads (844) 361-8455**