


RECALL 24V313 REMEDY INSTRUCTIONS

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|  | Make(s): ROCKPORT WORK TRUCKS Model(s): MANY, SEE BELOW Model Year(s): MANY, SEE BELOW | Repair Code: RC-710-01-00-004535 Allotted Time: 1.00 HRS. Inspection Code: RC-710-05-00-004534 Allotted Time: .20 HRS. |
| | Concern: The rear liftgate U-bolts may not have been installed correctly. | Photo(s) Required: YES, SEE BELOW Prior Authorization Required: YES Part(s) Kit Number: SEE BELOW Part(s) Return: NO |

Place vehicle in (P) Park and engage the Parking Brake. Disconnect the vehicles' battery Positive and Negative, disconnect any House battery(s) Positive and Negative, if equipped with a generator ensure it is off and lastly, ensure the vehicle is disconnected from shore power. Block any tires/wheels to prevent the vehicle from rolling. Failure to do so may result in electrocution, fire or other personal injury, property damage and/or death.

- CERTAIN – 2017, 2018 & 2024 – ROCKPORT – RP5A20 (20') BOX TRUCK
- CERTAIN – 2018 & 2023 – ROCKPORT – RP5A22 (22') BOX TRUCK
- CERTAIN – 2011, 2017, 2018, 2019, 2022, 2023 & 2024 – ROCKPORT – RP5A24 (24') BOX TRUCK
- CERTAIN – 2016, 2017, 2018, 2019, 2021, 2023 & 2024 – ROCKPORT – RP5A26 (26') BOX TRUCK

U-BOLT SIZES TO ORDER
FROM ROCKPORT:

- U-BOLT = 16"
- U-BOLT = 18"
- U-BOLT = 20"
- U-BOLT = 22"
- U-BOLT = 24"

INSPECTION:

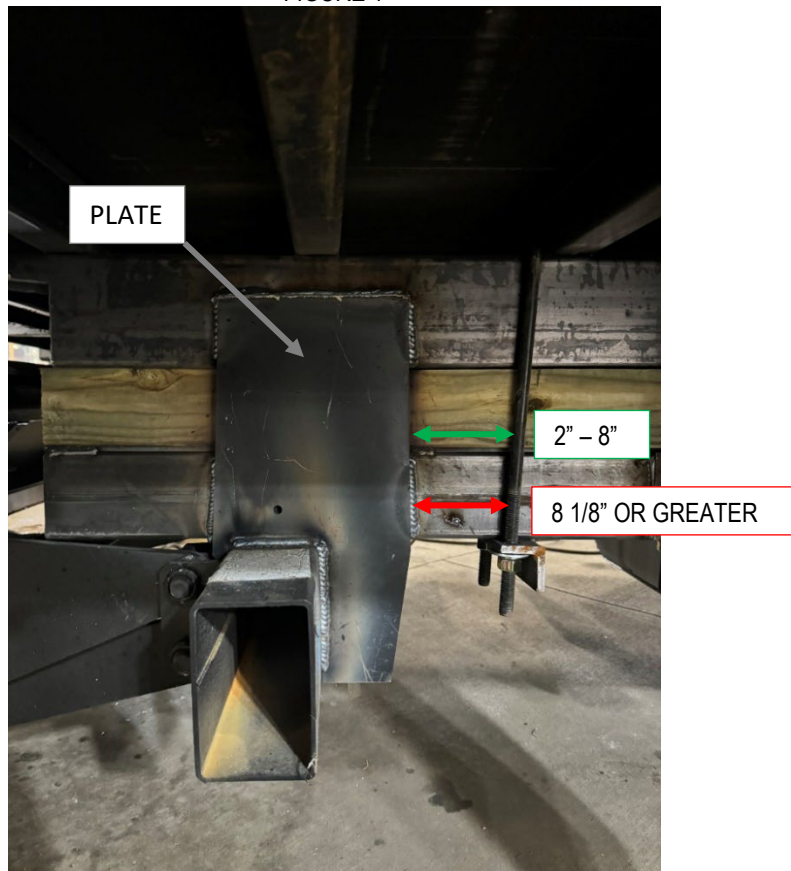
STEP 1: LOCATE THE LIFT GATE MOUNTING PLATE THAT IS ATTACHED TO THE TRUCK AT THE REAR OF THE VEHICLE;

- LOCATE THE U-BOLTS THAT ARE INSTALLED CLOSEST TO THE LIFT GATE MOUNTING PLATE AT THE REAR OF THE TRUCK BODY;

STEP 2: MEASURE FROM THE PLATE TO THE U-BOLT, ON THE DRIVERS SIDE AND PASSANGER SIDE (*FIGURE 1*);

- THE U-BOLT(S) SHOULD BE LOCATED BETWEEN 2" TO 8" FROM THE PLATE;
 - IF THE U-BOLT IS WITHIN THIS DIMENSION, SNAP PHOTOS SHOWING THE MEASUREMENT AND FILE WITH THE CLAIM USING THE INSPECTION CODE;
- IF THE U-BOLT(S) ARE OUTSIDE OF THE 2" TO 8", CONTINUE TO THE REMEDY (*FIGURE 1 – RED*);

FIGURE 1



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REMEDY ON THE NEXT PAGE

REMEDY:

STEP 1: MEASURE HEIGHT OF CHASSIS STACK (*FIGURE 2 - RED*);

STEP 2: ORDER THE PROPER LENGTH U-BOLT KIT FROM ROCKPORT;

- GRADE 5 U-BOLTS, HARDWARE, AND ANY MISC. ITEMS;
- THIS APPLIES TO BOTH ROAD SIDE AND CURB SIDE;

STEP 3: INSTALL THE U-BOLTS NO MORE THAN 8" FROM THE PLATE (*FIGURE 2 - GREEN & ORANGE*);

- INSTALL THE U-BOLT UPSIDE DOWN AS NEEDED (*FIGURE 2*);
- THIS APPLIES TO BOTH ROAD SIDE AND CURB SIDE;

STEP 4: TORQUE TO PROPER SPECIFICATION – 45FT. LBS. TO 55 FT. LBS. (*FIGURE 2 - BLUE*);

- PAINT WITH BLACK SPRAY PAINT OR AN UNDERCOATING;
- THIS APPLIES TO BOTH ROAD SIDE AND CURB SIDE;

STEP 5: PHOTO EACH SIDE WITH A TAPE MEASURE INDICATING THE U-BOLTS ARE PROPERLY INSTALLED WITHIN 8" OF THE PLATE;

STEP 6: FILE THE PHOTOS WITH THE REPAIR CODE;

FIGURE 2

