

# Keystone RV Company

8/5/24

## SAFETY ADVISORY # 24-456

### Loose Sidewall Metal

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 experienced loose sidewall metal in transit. Under certain conditions during travel, sidewall metal may become dislodged leading to an increased risk of personal injury.

#### Models Included:

Year	Model	Serial Number Ranges
2024	Aspen Trail 260THLOFT, 360THLOFT	R8922052 - R8922876
2024	Colorado 360THCLOFT	R8950864 - R8950883
2024	Springdale 245ML	RW105242 - RW105389
2024	Hideout 24LOF	RW244340 - RW245511

#### Parts Required:

Models	Quantity	KRV #
Aspen Trail 260THLOFT	2	743572 – Trim - Plate - Windmill Logo - Metal - Textured Black ( <i>This part may be ordered in bulk without a VIN</i> )
Aspen Trail 360THLOFT	1	743572 – Trim - Plate - Windmill Logo - Metal - Textured Black ( <i>This part may be ordered in bulk without a VIN</i> )
Colorado 360THCLOFT	1	743572 – Trim - Plate - Windmill Logo - Metal - Textured Black ( <i>This part may be ordered in bulk without a VIN</i> )
Springdale 245ML	2	742119 – Trim - Plate - Keystone Logo - 16.645" x 36.037" - Metal - Textured Black ( <i>This part may be ordered in bulk without a VIN</i> )
Hideout 24LOF	2	742119 – Trim - Plate - Keystone Logo - 16.645" x 36.037" - Metal - Textured Black ( <i>This part may be ordered in bulk without a VIN</i> )

#### Tools Required:

- Screw Gun - #2 square head bit - Tape Measure - 6' ladder
- Marker - Use wood screws - #8 - 1-1/2" with black heads. - Butyl tape.

**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 install the metal logo(s) to the sidewall using 4 screws in each logo in the described location for each model.

**REPAIR INSTRUCTIONS****Step 1**

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

**Step 2**

For each model view the pictures for vertical location of each logo, then check the measurements and press gently on the valley of the sidewall metal to feel for the stud with the palm of your hand, see Figure 1. Then place a small mark on each measurement. Be sure the mark is on the seam where the sidewall metal locks together as all screws will go through both pieces of sidewall metal at the seams.

All measurements are to be done with the tape measure hooked on the front corner of the molding, see Figure 2.

**Step 3**

Make sure the logo is faced the correct direction, place butyl tape over each of the 4 holes on the back of the logo. Then add the 4 screws at the marked locations.

On Aspen Trail model **260 THLOFT**, see Figures 3 and 4 for mounting locations.

On the Door Side, the first screw measures 16" and the second screw is 32".

On the Off Door Side, the first screw measures 18 ½" and the second screw is 34 ½".



Both the **Colorado 360THCLOFT** and **Aspen Trail 360THLOFT** will only get one logo, it will be on the Off Door Side, see Figure 5

The measurements are the first screw 32" second screw 48"



The **Hideout 24LOF** and **Springdale 245ML** logos will be in the same locations, see Figures 6 and 7

Door Side: for the first screw there is a stud that is located at the middle of the outside microwave vent. Press gently on the valley of the sidewall metal to feel for the stud with the palm of your hand. The second screw will be 16" behind that screw and will fall in the hole of the logo.

Off Door Side first screw is 66 1/2" second screw is 82 1/2"



**WARRANTY REIMBURSEMENT**

**REPAIR**

**Aspen Trail 360THLOFT**

**Colorado 360THCLOFT**

Submit a claim on Key Express using **Flat Rate Code # 7145642K**

In the Complaint section note: Safety Advisory # 24-456

In the Cause section note: Loose sidewall metal

In the Correction section note: Installed 1 logo

The amount of time authorized for this repair is **0.5 hour** for one logo.

**REPAIR**

**Aspen Trail 260THLOFT**

**Springdale 245ML**

**Hideout 24LOF**

Submit a claim on Key Express using **Flat Rate Code # 7145642A**

In the Complaint section note: Safety Advisory # 24-456

In the Cause section note: Loose sidewall metal

In the Correction section note: Installed 2 logos

The amount of time authorized for this repair is **0.8 hour** for two logos.

**PARTS DISPOSITION**

No return parts.

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

Team Dutchmen 1-855-382-4100

Team Traditional 1-855-895-4422