

## SAFETY ADVISORY # 24-459

### Helux Pin Box Torque

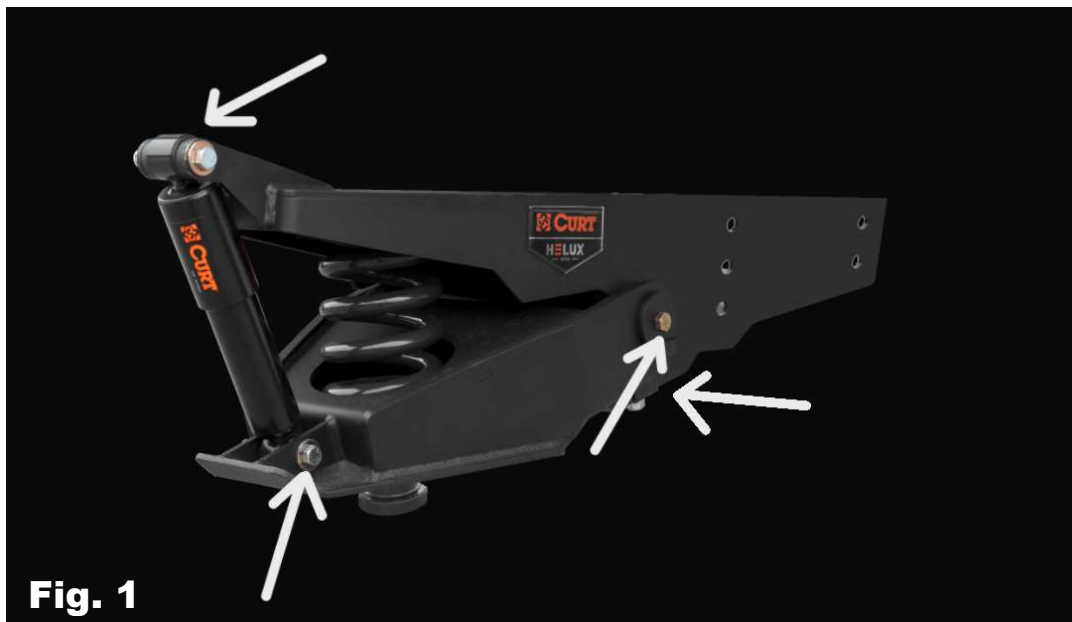
Keystone is conducting a voluntary RECALL notification campaign in accordance with the National Highway Transportation and Safety Act. It has been decided that the vehicles in the recall population are assembled with fasteners that may have been improperly torqued on some Helux pin boxes. Under certain conditions during travel, if the fasteners are not properly torqued and become loose or fall out, the pin box may detach from the tow vehicle leading to an increased risk of personal injury or vehicle crash.

- Models Included:** 2025 Arcadia  
2025 Cougar 260MLE, 290RLS, 316RLS, 320RDS, 360MBI, 364BHL
- Serial Number Ranges:** 2025 Arcadia SE550223 - SE550242  
2025 Cougar S2502292 - S2502928
- Parts Required:** None
- Tools Required:** - Torque Wrench - Socket-  $\frac{3}{4}$ " for Pivot and Stop Bolts, Socket-13/16" -Shock Bolt Head, Socket - 7/8" Shock Bolt Nut

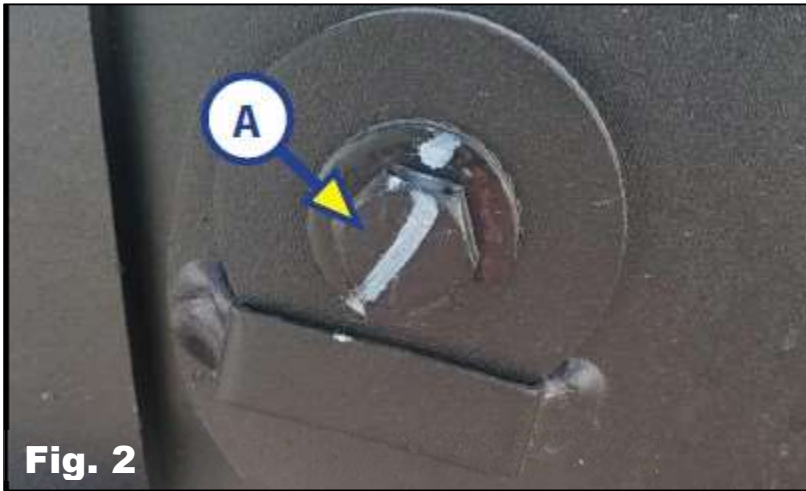
**Note – Check serial number on Key Express to verify the campaign is open. Some vehicles were repaired before they left Keystone.**

When performing warranty or recall service, please make certain that appropriate Personal Protective Equipment (PPE) is used.

The remedy is to properly torque the fasteners on the CURT Helux Pin Box, see Figure 1.



**Fig. 1**

**REPAIR INSTRUCTIONS****Fig. 2****Step 1**

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

**Step 2**

Tighten the Curbside Pivot Bolt Figure 2 to 120 ft-lb. and repeat for the Roadside Pivot Bolt. (not shown).

**Fig. 3****Step 3**

Tighten the Top Shock Bolt (Figure 3) to 65 ft-lb.

**NOTE:** Secure the nut side with a back-up wrench in the event the bolt turns while setting torque.

Repeat for the Bottom Shock Bolt (Figure 4).

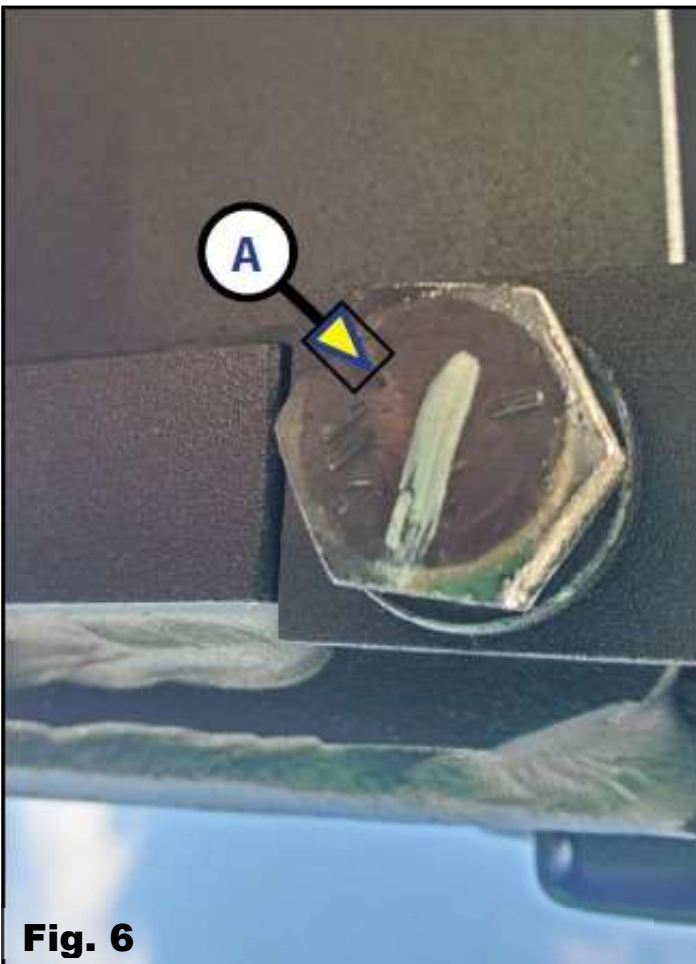
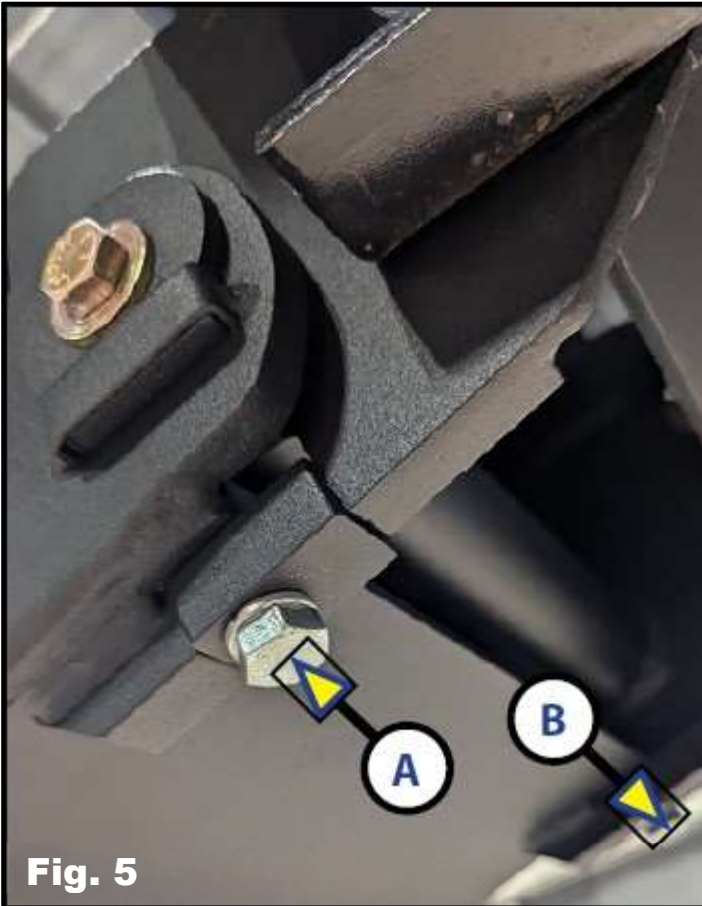
**Fig. 4**

**Step 4**

Tighten the Roadside Stop Bolt (Figure 5) to 75 ft-lb.

Repeat for the Curbside Stop Bolt A & B.

**NOTE:** Stop Bolt locations are found on the underside of the pin box (Figures 5 & 6 bolts A & B).



**WARRANTY REIMBURSEMENT**

**REPAIR ONLY**

Submit the claim on Key Express using **Flat Rate Code # 7145942G**

In the Complaint section note: Safety Advisory # 24-459

In the Cause section note: Improper Torque Values.

In the Correction section note: Tighten Pin Box Bolts to Proper Torque.

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

**PARTS DISPOSITION**

NONE

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

Team Luxury LX 1-866-273-1450

Team Premium PR 1-866-273-1454