

# Keystone RV Company

6/9/25

## SAFETY ADVISORY # 25-468

### MORryde Clip-on Step Brackets

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 steps that can detach while in use. Under certain conditions during use the receiver may come loose and disengage from the bracket leading to an increased risk of personal injury.

#### Models Included:

Year	Models	Serial Number Ranges
2024	Fuzion	RF810132 - RF810146
2025	Fuzion	SF810000 - SF810070
2025	Hideout - 26PATIO	S7241069 - S7242678
2024	Raptor	RF800111 - RF800136
2025	Residence - 401FLFT, 401FSRL, 40FLFT, 40FSRL	SW160054 - SW160152
2025	Retreat - 391FSRL, 39FSRL	SW260126 - SW260206
2025	Springdale - 266DECK	S7100972 - S7102670
2024	Voltage	RZ990169 - RZ990171
2025	Voltage - 4135, 4225	SZ990006 - SZ990205

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

- Parts Required:**
- 1 – KRV # 768047 - Step - Mounting Bracket - Clip On - Sliding Door Kit – For Svc Advisory 25-468 (Models: Hideout, Residence, Retreat, Springdale)  
(This part may be ordered in bulk without a VIN)
  - 1 – KRV # 768048 - Step - Bracket Kit - Ramp Door - Toy Hauler – For Svc Advisory 25-468 (Models: Fuzion, Raptor, Voltage)  
(This part may be ordered in bulk without a VIN)

**Tools Required:** 1 – 3/8 Wrench/Ratchet 1 – Drill with 3/8 drill bit 1 – Impact driver with 3/8 driver bit

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

The remedy is to replace the MORryde clip-on brackets with replacement kits (KRV #768047 or KRV #768048) using the instructions and diagrams provided.

#### **REPAIR INSTRUCTIONS:**

**Hideout, Residence, Retreat, Springdale models - (KRV # 768047)**

##### **Step 1**

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

**Step 2**

Disconnect all 12 Volt and 120 Volt power to the trailer.

**Step 3**

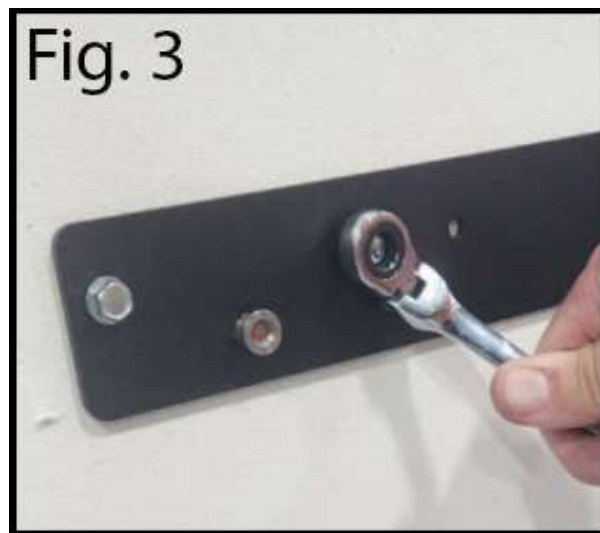
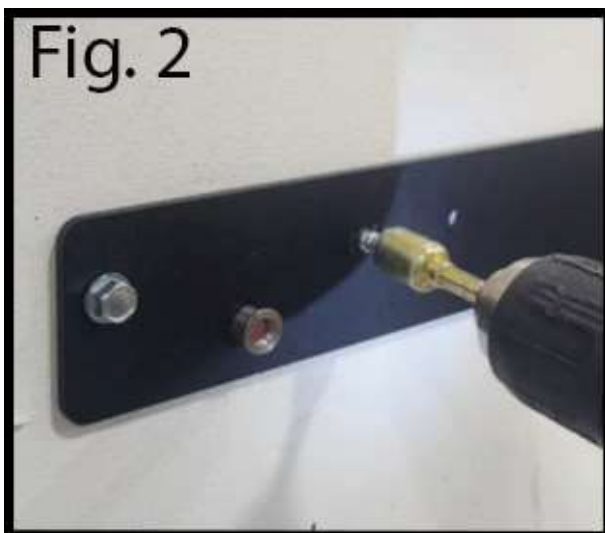
Remove the four mounting screws that secure the mounting bracket. Once removed, discard the original mounting bracket. See Figure 1.

Note: It is OK to use a drill/impact with 3/8" bit for the removal of each of the brackets.

**Step 4**

Use the replacement kit KRV # 768047 to attach the new mounting bracket. To install the new bracket, start by installing four mounting screws into the four original holes. The above-mentioned holes will line up with the holes from the bracket that was removed. See Figures 2 & 3.

Note: To avoid over-torquing these screws, it is necessary that final tightening be by hand with a 3/8" wrench.



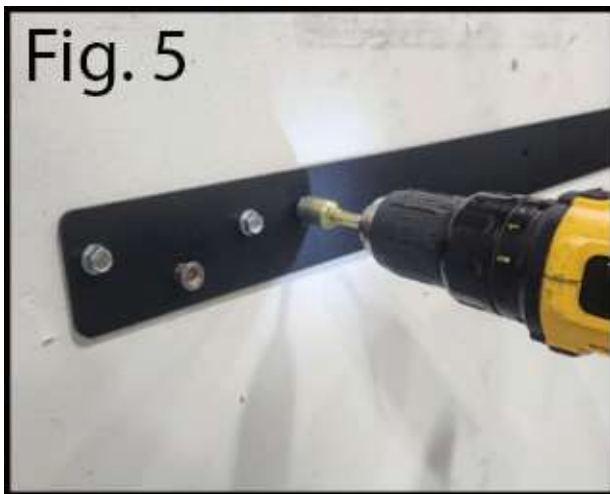
**Step 5**

Use a drill and 3/16" drill bit to pre-drill pilot holes for the three new holes. See Figure 4.

**Step 6**

Use an impact driver and 3/8" sockets to install the three new screws in the mounting bracket. This completes the repair for KRV # 768047. See Figure 5 – Figure 7.

Note: To avoid over-torquing these screws, it is necessary that final tightening be by hand with a 3/8" wrench.



**REPAIR INSTRUCTIONS:****Fuzion, Raptor, Voltage models - (KRV # 768048)****Step 1**

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

**Step 2**

Disconnect all 12 Volt and 120 Volt power to the trailer.

**Step 3**

Remove the 12 mounting screws that secure the mounting bracket. Once removed, discard the original mounting bracket. See Figure 8.

Note: It is OK to use a drill/impact with 3/8" bit for the removal of each of the screws.

**Step 4**

Use the replacement kit KRV # 768048 to attach the new mounting bracket. To install the new bracket, start by installing 12 mounting screws into the 12 original holes. The above-mentioned holes will line up with the holes from the bracket that was removed. See Figure 9.

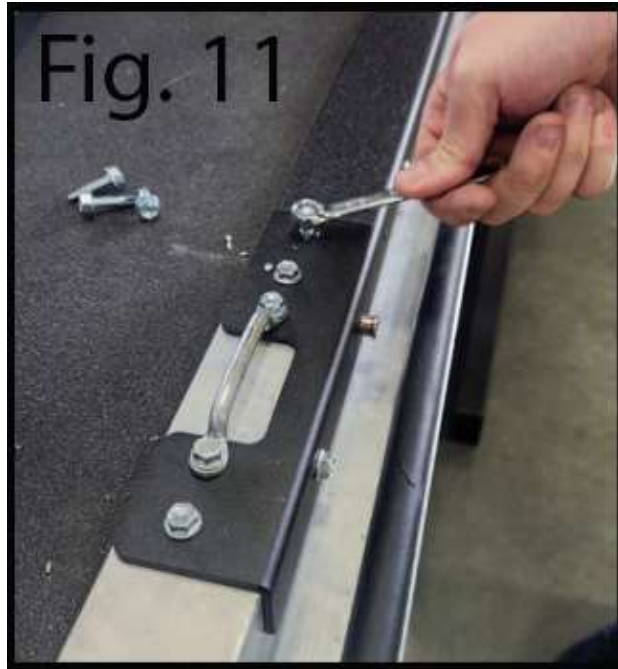
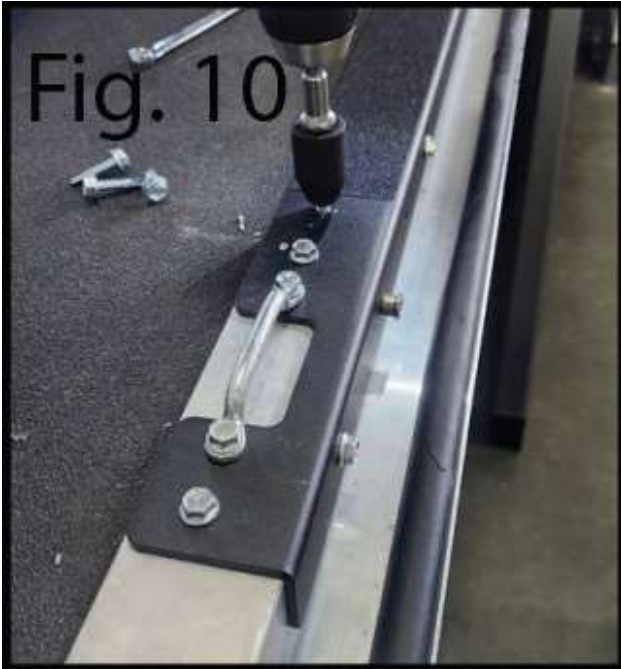
Note: To avoid over-torquing these screws, it is necessary that final tightening be by hand with a 3/8" wrench.



**Step 5**

Use a drill and 3/8" bit to install the four new screws in the mounting brackets. See Figure 10 – Figure 11. This completes the repair for KRV # 768048.

Note: To avoid over-torquing these screws, it is necessary that final tightening be by hand with a 3/8" wrench.



**WARRANTY REIMBURSEMENT**

**REPAIR**

Submit a claim on Key Express using **Flat Rate Code # 7146842K**

In the Complaint section note: Safety Advisory # 25-468

In the Cause section note: Defective step bracket

In the Correction section note: Replacement kit installed

The amount of time authorized for this repair is **1.0 hour**.

**PARTS DISPOSITION**

Not Required

**Hideout, Residence, Retreat, Springdale**

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

**Fuzion, Raptor, Voltage**

Please call Keystone RV Customer Service at **(866) 273-1452** if you have any questions.