

# Keystone RV Company

7/31/25

## SAFETY ADVISORY # 25-470

### Rear Gate Pins and Leg Support Bracket

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 missing rear gate pins and or a missing leg support bracket. Under certain circumstances during operation the rear gate may shift around in place, and or the patio steps may be unstable, this can lead to an increased risk of personal injury.

**Models Included:** 2025 – Carbon, Fuzion, Raptor  
**Serial Number Ranges:** Carbon – SF805249 - SF805293  
Fuzion – SF810071 - SF810274  
Raptor – SF800059 - SF800300

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

**Parts Required:**

- 2 – KRV # 510418 - Bed lift - Pin - Wire Lock Pin  
(This part may be ordered in bulk without a VIN.)
- 1 – KRV # 507493 – Step – For Patio Ramp Door – LHS – Keeper Assembly  
(This part may be ordered in bulk without a VIN.)
- 1 – KRV # 771707 – Label – Patio Rail Drop Leg – 6" x 1 3/4" – w/ Bar Code - 25-470 (This part may be ordered in bulk without a VIN.)
- 1 – KRV # 771710 – Label – Warning – 3 1/2" x 2" – Victory Step Wall Mount - Gen3 - 25-470 (This part may be ordered in bulk without a VIN.)
- 2 – 3/8" Head x 1 1/4" self-tapping screws (Purchase locally)

**Tools Required:** – Tape Measure – Screw gun with 3/8 Hex Bit

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

The remedy is to open the tailgate to expose brackets that are missing the securement pins. Install the pins to secure the patio gate system from bouncing during travel. Install the leg support bracket at the specified location on the tailgate.

### **REPAIR INSTRUCTIONS**

#### **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**

Locate the patio gate corner brackets inside at the door frame on each side. If pins are missing, install both pins (KRV # 510418 - Bed lift - Pin - Wire Lock Pin), one on each side. See Fig. 1 – Fig. 2.

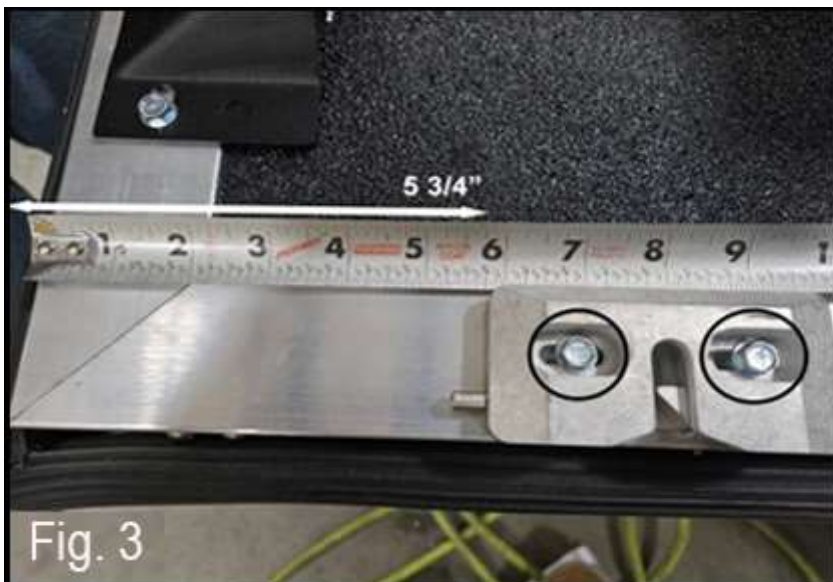
Fig. 1 shows no pin in the bracket.

Fig. 2 shows the pin installed.

**Step 4**

Measure 5 3/4" from the end of the ramp door towards the steps. Install (KRV # 507493 – Step – For Patio Ramp Door – LHS – Keeper Assembly) using 3/8" head screws. See Fig. 3.

Fig. 3 shows the drop leg keeper assembly installed at proper location.



**Step 5**

Insert the patio rail drop leg into the keeper assembly bracket. See Fig. 4 – Fig. 5.

Note: Step brackets may need to be moved if they interfere with adjustable drop leg support operation.



Fig. 4 shows the drop leg keeper assembly with the patio rail drop leg installed into the bracket.

Fig. 5 shows the drop leg keeper assembly with the patio rail drop leg installed, from above.



**Step 6**

Place the Victory step wall mount warning label - (KRV # 771710) and the Patio rail drop leg label - (KRV # 771707) to their proper locations. See Fig. 6.

Fig. 6 shows the victory step wall mount warning label, and the patio rail drop leg label (enlarged for viewing) with arrows indicating proper placement.

**WARRANTY REIMBURSEMENT**

**INSPECTION ONLY**

Submit the claim on Key Express using **Flat Rate Code # 7147042L**

In the Complaint section note: Safety Advisory # 25-470

In the Cause section note: Inspect patio gate pins. / Support leg bracket.

In the Correction section note: No repair required.

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

**REPAIR**

Submit the claim on Key Express using **Flat Rate Code # 7147042K**

In the Complaint section note: Safety Advisory # 25-470

In the Cause section note: Patio gate pins missing. / Support leg bracket missing.

In the Correction section note: Installed patio gate pins. / Support leg bracket.

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

**PARTS DISPOSITION**

Return parts are not required.

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