

# Keystone RV Company

12/16/25

## SAFETY ADVISORY # 25-477

### 3000 Series Patio Rail

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 be missing components for the patio railing. Under certain conditions during use, the gap panels won't be able to be used as intended, leading to an increased risk of personal injury. The following procedure describes how to repair the installation.

Year	Model	Serial Number Range
2026	Carbon 29WFO, 30WFO	TW805070 - TW805194
2026	Impact 2813, 2915	TW815046 - TW815191

**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 # 783233 - Garage - Ramp Door - Bracket Only - 3/4" x 1" x 3/4"-  
- L33.00 – Angle – PC Black – For Service Advisory 25-477  
(This part may be ordered in bulk without a VIN)

2 – KRV # 643808 – Garage – Footman Loop – Specialty – 1.63 x 44  
(This part may be ordered in bulk without a VIN)

Purchase locally - #8 x 1" pan head self-drilling screws

**Tools Required:** – Screw gun with right angle attachment – 1" Square bit – Quick grip clamp

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

The remedy is to install the missing components, enabling the patio rail kit to be used as intended.

### **REPAIR INSTRUCTIONS**

#### **Step 1**

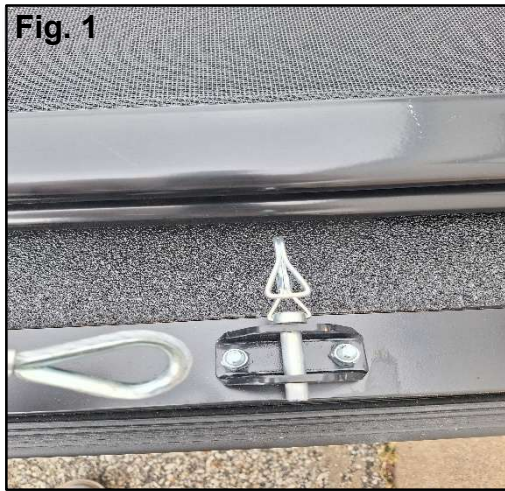
Locate the trailer on a level, flat, hard surface. Chock the wheels.

#### **Step 2**

Verify the compression latches on the exterior ramp door are unlocked. Raise the handle of the compression latch so that it is parallel with the ground, twist the compression latch handle 90 degrees in either direction to release the locking tab from the door jamb. Repeat on the opposite side and slowly lower the ramp door until it rests in the extended position.

**Step 3**

Place the ramp door in the ramp position by removing the retainer pins from the door cable brackets on both sides of the ramp door. Gently lower the ramp door to the ground. After removal, place the retainer pins back in the door cable bracket so the retainer pins do not get lost. **See Fig.1 – Fig. 2**

**Step 4**

Unsnap all nylon straps from the brackets holding the patio railings to the ramp door. Raise a side patio panel assembly up into the 90-degree position from the ramp door. Unhook the bungee strap located on the outside rear of the patio railing closest to the door jamb. Place the hook of the bungee onto the footman loop (KRV # 643808 – Garage – Footman Loop – Specialty – 1.63 x 44). Place the footman loop with bungee attached onto the front of the door jamb, where tension can be felt in the bungee. Mark the location of the footman loop bracket holes with a non-permanent method. **See Fig. 3**

**Step 5**

Install the footman loop (KRV # 643808) at the marked location on the front of the door jamb using two #8 x 1" pan head self-drilling screws. **See Fig. 4**

Repeat **Step 4 - Step 5** on the opposite side.

**Step 6**

Raise the ramp door back to the extended position by reattaching the door cables to the door cable brackets with the retainer pins on both sides of the ramp door.



**Step 7**

Raise both side patio panel assemblies up into the 90-degree position from the ramp door, swing the front patio panels inward towards the center of the ramp door. Slide the front patio panel legs into the keeper assembly and latch into place.

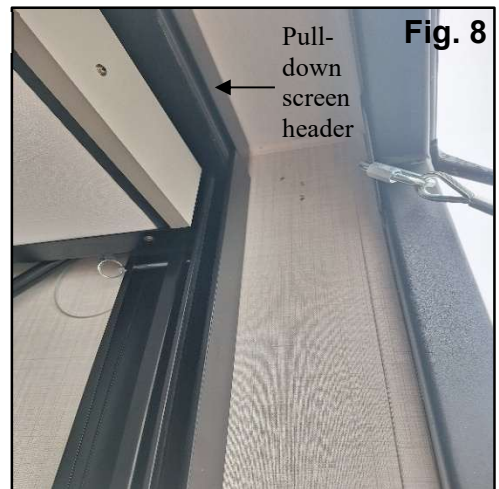
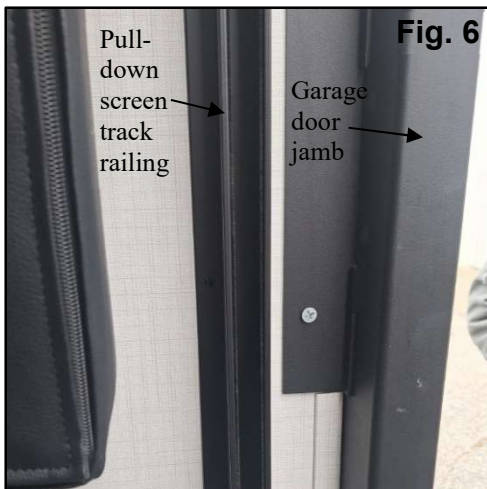
**See Fig. 5**



**Step 8**

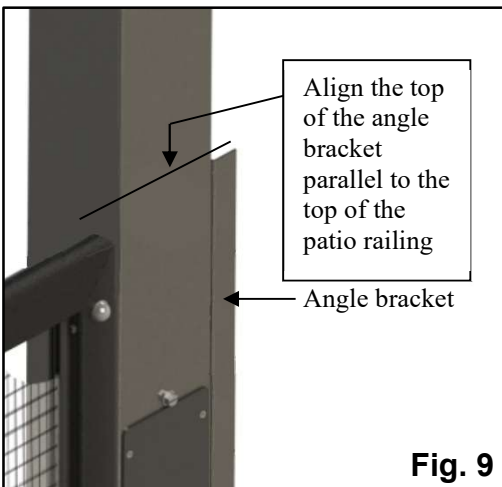
From the trailer interior, identify the pull-down screen track railing located next to the garage door jamb. The pull-down screen track railing will need to be moved to gain additional clearance for the angle bracket installation in the next step. Remove the screws securing the track railing to the wall and carefully slide the pull-down screen header and the track railing towards the front of the trailer. Be sure not to pull the track railing away from the wall once screws are removed as the pull-down screen header rests on top of the track railing. **See Fig. 6 – Fig. 8**

**NOTE:** Perform **Steps 8 – 10** to only one side of the trailer at a time.



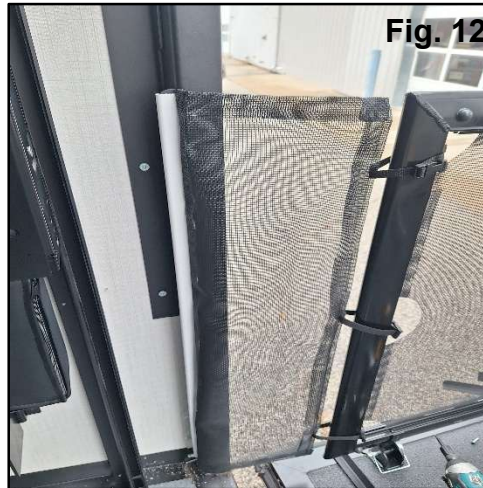
**Step 9**

Use a quick grip clamp to position the angle bracket (KRV # 783233 - Garage - Ramp Door - Bracket Only - 3/4" x 1" x 3/4"-- L33.00 – Angle – PC Black – For Service Advisory 25-477) flush on the inside of the door jamb with the screw holes facing the inside of the jamb. Align the top of the angle bracket to match the height of the patio railing. Use a screw gun with a right-angle attachment, a short bit, and #8 x 1" pan head self-drilling screws to secure the angle bracket to the door jamb. **See Fig. 9 – Fig. 10**



**Step 10**

The gap panel can now be added in between the rear of the patio railing and the door jamb. Slide the rubber bulb side of the gap panel onto the extrusion edge of the angle bracket. Attach the three buckles on the other side of the gap panel around the rear side patio panel vertical post, through the holes in the screen and snap the buckles together. **See Fig. 11 – Fig. 12**

**Step 11**

Repeat **Steps 8 – 10** on the opposite side of the trailer.

**WARRANTY REIMBURSEMENT****REPAIR**

Submit claim on Key Express using **Flat Rate Code # 7147742K**

In the Complaint section note: Safety Advisory # 25-477

In the Cause section note: Missing components

In the Correction section note: Installed angle bracket / footman loops

The amount of time authorized for this repair is **0.6 hour**.

**PARTS DISPOSITION**

No parts return

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