

Keystone RV Company

2/25/26

SAFETY ADVISORY # 26-478

3000 Series Hidden Hinge Ramp Door

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 a design issue that may allow the 3000 Series Hidden Hinge Door to experience a structural failure, particularly when additional dynamic or unanticipated forces are applied during loading or unloading. Under certain conditions during loading or unloading of power sport vehicles into the garage area, the door core may disengage from the ramp door frame extrusion leading to an increased risk of personal injury.

Year	Models	Serial Number Range
2025	Fuzion	SF810066 - SF810274
2026	Fuzion	TF810000 - TF810106
2025	Raptor	SF800055 - SF800300
2026	Raptor	TF800000 - TF800218
2025	Redwood - 4512TH	S9340051 - S9340124
2026	Redwood - 4512TH	T9340000 - T9340000
2024	Voltage - 3500, 3600, 3800, 3850, 4013, 4113	RZ990005 - RZ990175
2025	Voltage - 3500, 3600, 3800, 3850, 4013, 4135	SZ990000 - SZ990215
2026	Voltage - 3600, 3800	TZ990000 - T9990006

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 # 786616 - Garage - Ramp Door - Hidden Hinge – Core Reinforcement Kit - Black - Service Advisory 26-478 (*This part may be ordered in bulk without a VIN*)

Tools Required:

- Tape Measure - 13/32" and assorted smaller drill bits - T55 star bit
- Cordless or electric drill - ½" wrench or socket - All-weather silicone
- Torque wrench rated up to 48 in-lb. - Nonpermanent marker or scribe

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

The remedy utilizes the original ramp door, installing the addition of three support brackets to prevent any core separation from the ramp door frame.

REPAIR INSTRUCTIONS**Step 1**

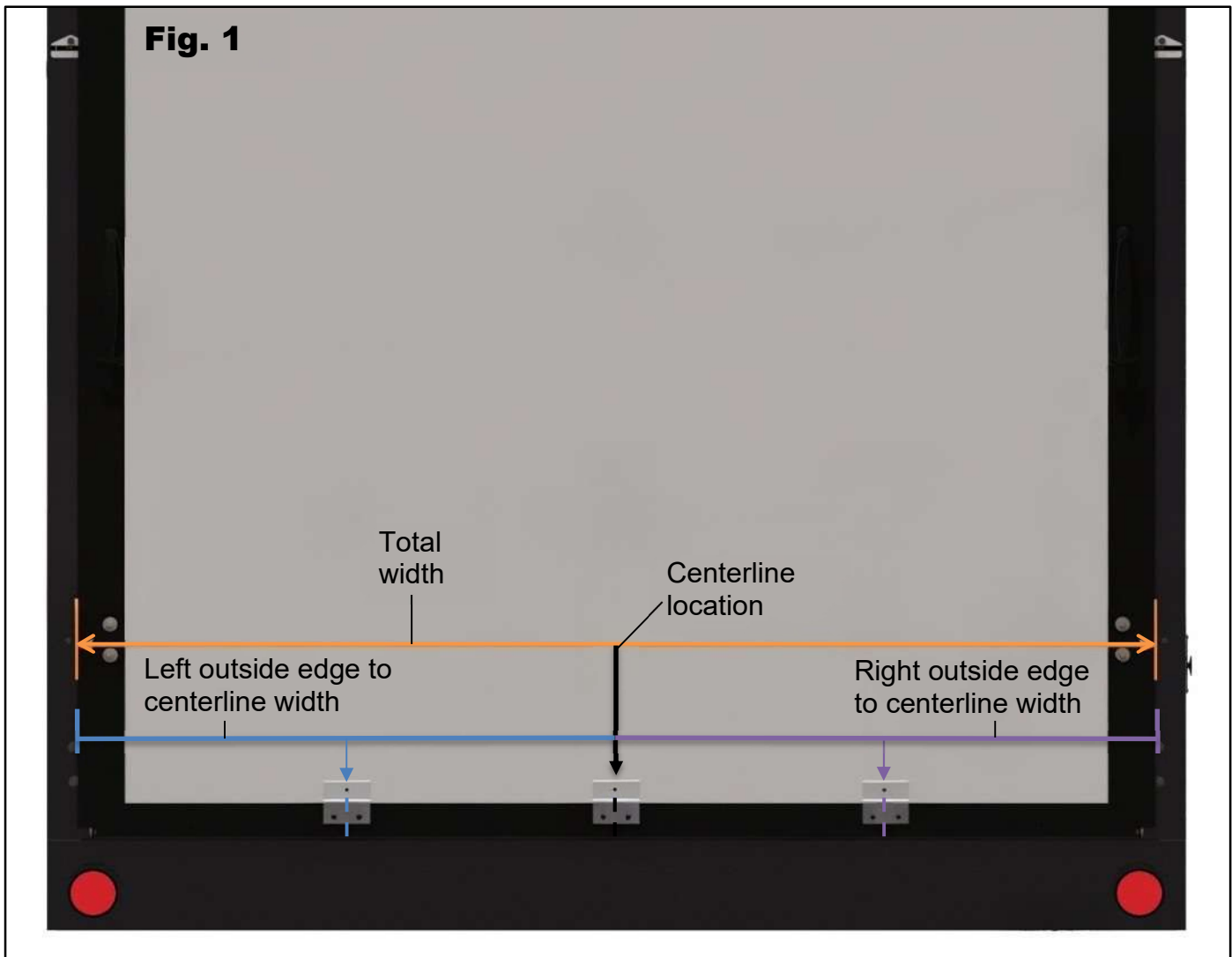
Locate the trailer on a level, flat, hard surface. Chock the wheels.

Step 2

Use a tape measure to find the total width of the ramp door, from the outside edge of the ramp door to the opposite outside edge. Determine and mark the centerline location for the center bracket by dividing the total width by two. See Fig. 1

Step 3

Measure from the left outside edge to the now marked centerline location, determine and mark the left side bracket's center position by dividing the left outside edge to centerline width by two. Repeat the process on the opposite side. See Fig. 1



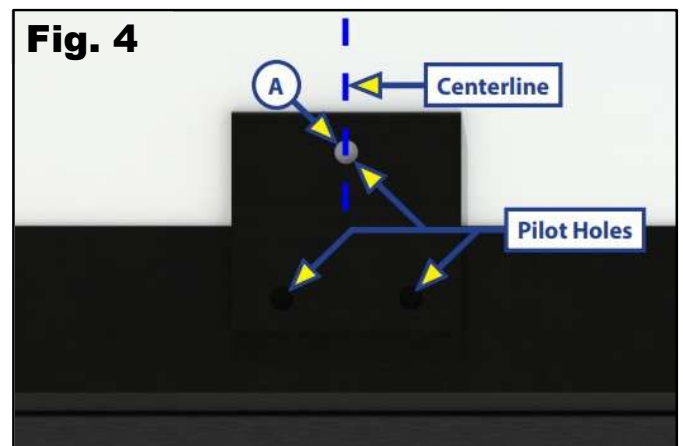
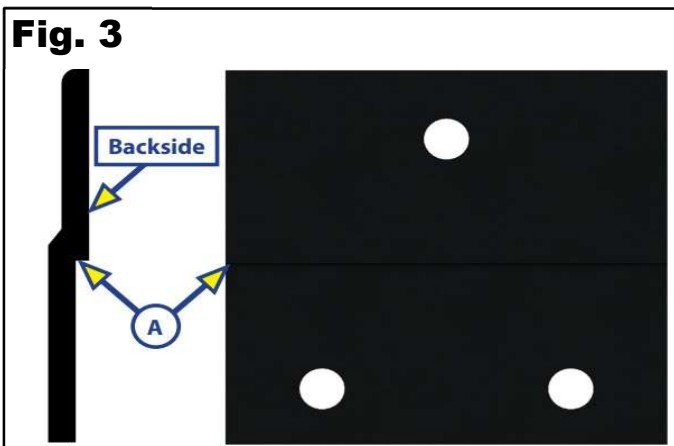
Step 4

Open the ramp door approximately two feet to make bracket installation easier (Fig. 2A).



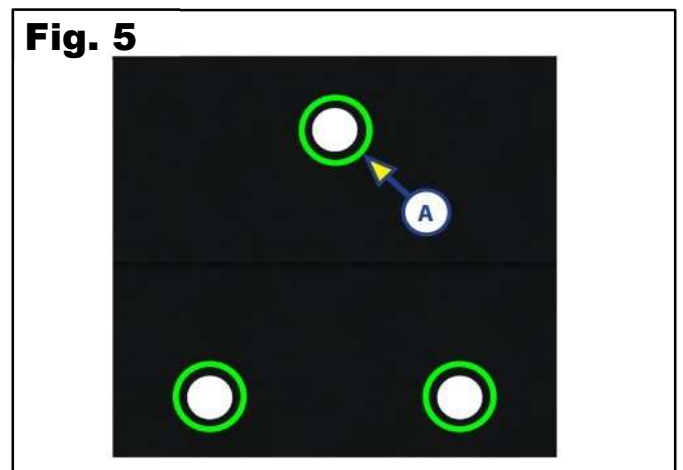
Step 5

Using one of the brackets as a guide, set the ridge on the backside of the bracket (Fig. 3A) onto the top edge of the lower extrusion and align the top center hole of the bracket with the marked centerline, mark the top hole (Fig. 4A). Repeat the process at the two remaining marked bracket center locations. Use a small drill bit to drill pilot holes through the door's core and extruded frame at all three-hole locations on each bracket (Fig. 4). Set the bracket aside then, using a 13/32" drill bit, drill through holes at each pilot hole location.



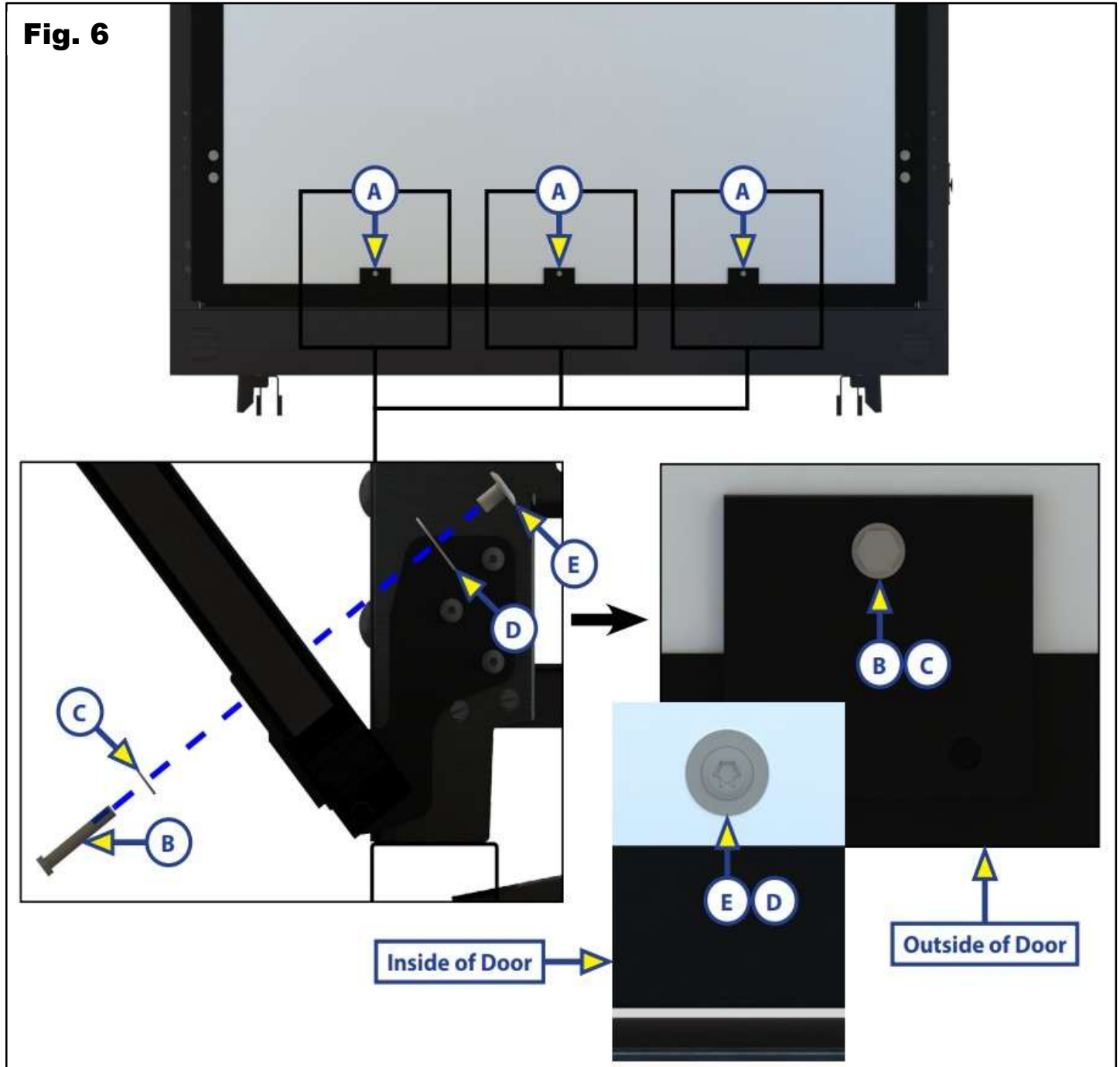
Step 6

On the backside of each bracket, apply a thin layer of all-weather clear silicone sealant (green circles) around all three mounting holes (Fig. 5A).



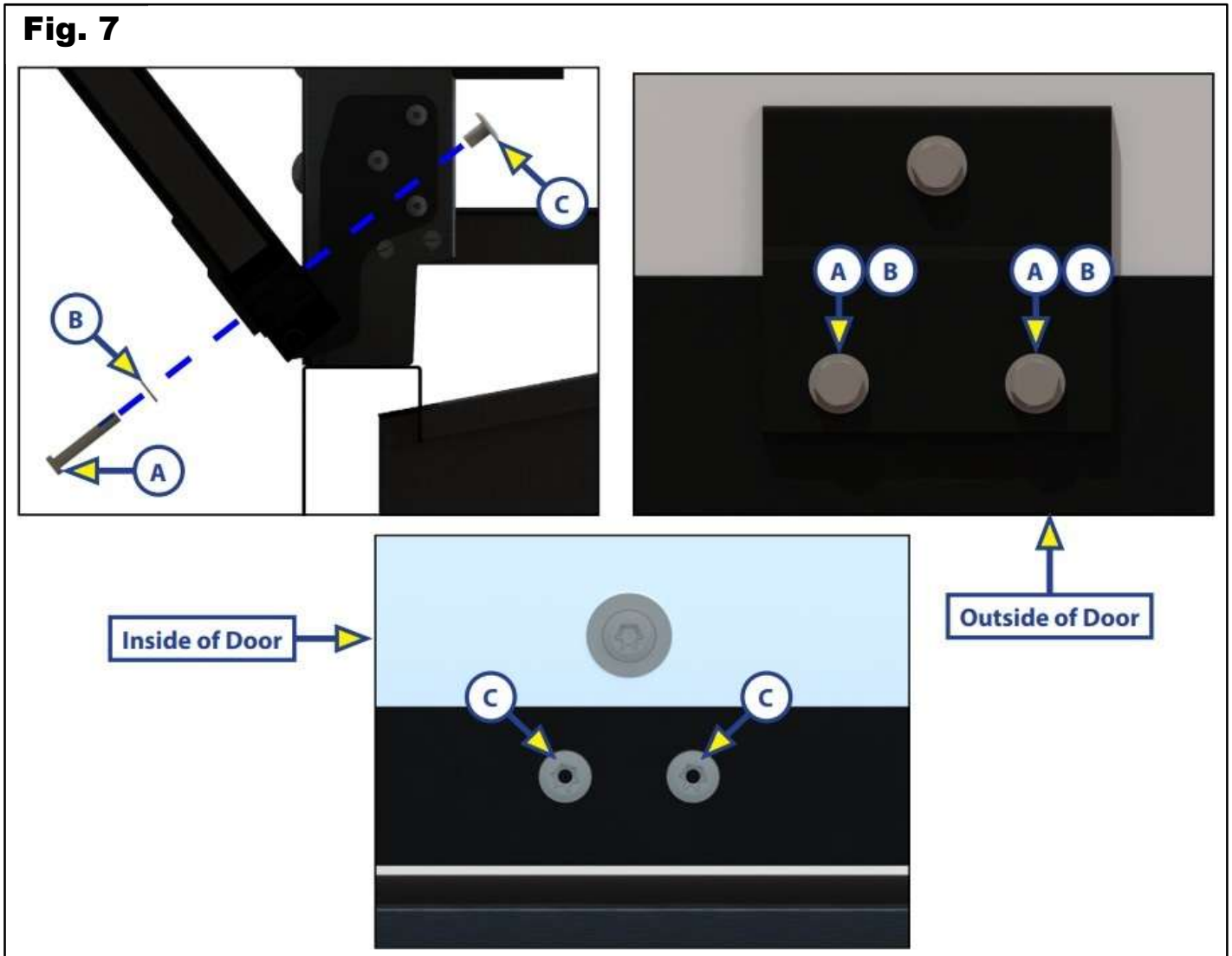
Step 7

For proper mounting alignment, set the ridge on the backside of the bracket (Fig. 3A) onto the top edge of the lower extrusion (Fig. 6A). Install bolts (Fig. 6B), 5/16" washers (Fig. 6C), 3/8" fender washers (Fig. 6D) and barrel nuts (Fig. 6E) in each of the previously drilled top mounting holes.



Step 8

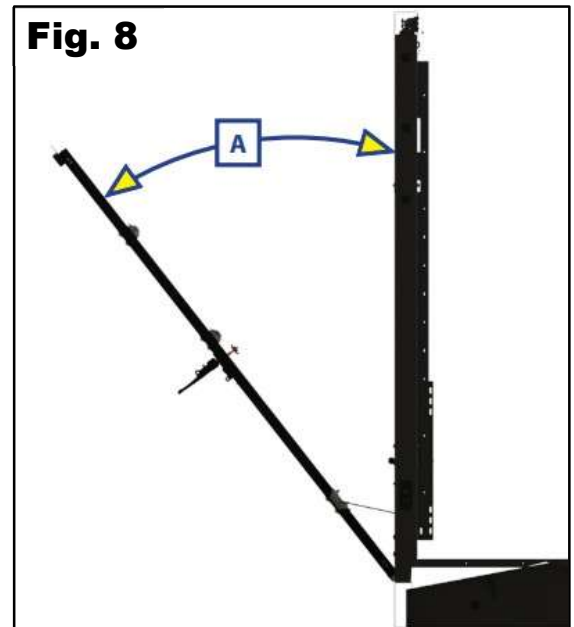
Install bolts (Fig. 7A), 5/16" washers (Fig. 7B) and barrel nuts (Fig. 7C) in each of the previously drilled holes. Using a 1/2" socket or wrench and T55 star bit, torque each bolt to 48 in-lb.



Step 9

Cycle the ramp door open and close a few times to ensure proper bracket installation and door functionality.

See (Fig. 8A)



WARRANTY REIMBURSEMENT

REPAIR

Submit the claim on Key Express using **Flat Rate Code # 7147842K**

In the Complaint section note: Safety Advisory # 26-478

In the Cause section note: Ramp door modifications

In the Correction section note: Install hidden hinge core reinforcement kit

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

PARTS DISPOSITION

No parts return

Fuzion, Raptor, Voltage

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

Redwood

Please call Keystone RV Customer Service at **(844) 361-8455** if you have any questions.