

Keystone RV Company

5/20/26

SAFETY ADVISORY # 26-483

Touring Coil Suspension Shock Bolt Replacement

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 improperly torqued shock bolts. Under certain conditions during travel, the vehicle may experience excessive bouncing or swaying with decreased stability, leading to an increased risk of a vehicle crash.

Year	Models	Serial Number Range
2025	Alpine	SE780149 - SE780337
2026	Alpine	TE780000 - TE780244
2024	Cougar	R2506425 - R2506425
2026	Montana - 3100RL, 3900RK	T4700376 - T4700949
2026	Walkabout - 22MAX, 26MAX	TD480000 - TD480329

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 # 792927 - Axle - Shock Service Kit - For CURT Touring Coil Suspension
Or
16 - 3/8" – 16 x 3/4" Grade 8 Hex head bolts (Purchased locally)
1 - Loctite® Blue 242® (or the equivalent) (Purchased locally)

Tools Required: - Torque wrench, ft-lb rated, short-handled 3/8" drive
- 9/16" crowfoot wrench - Ratchet with 9/16" socket

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

The remedy is to replace the existing touring coil suspension shock bolts with the replacement shock service kit hardware, and torque to specifications.

REPAIR INSTRUCTIONS

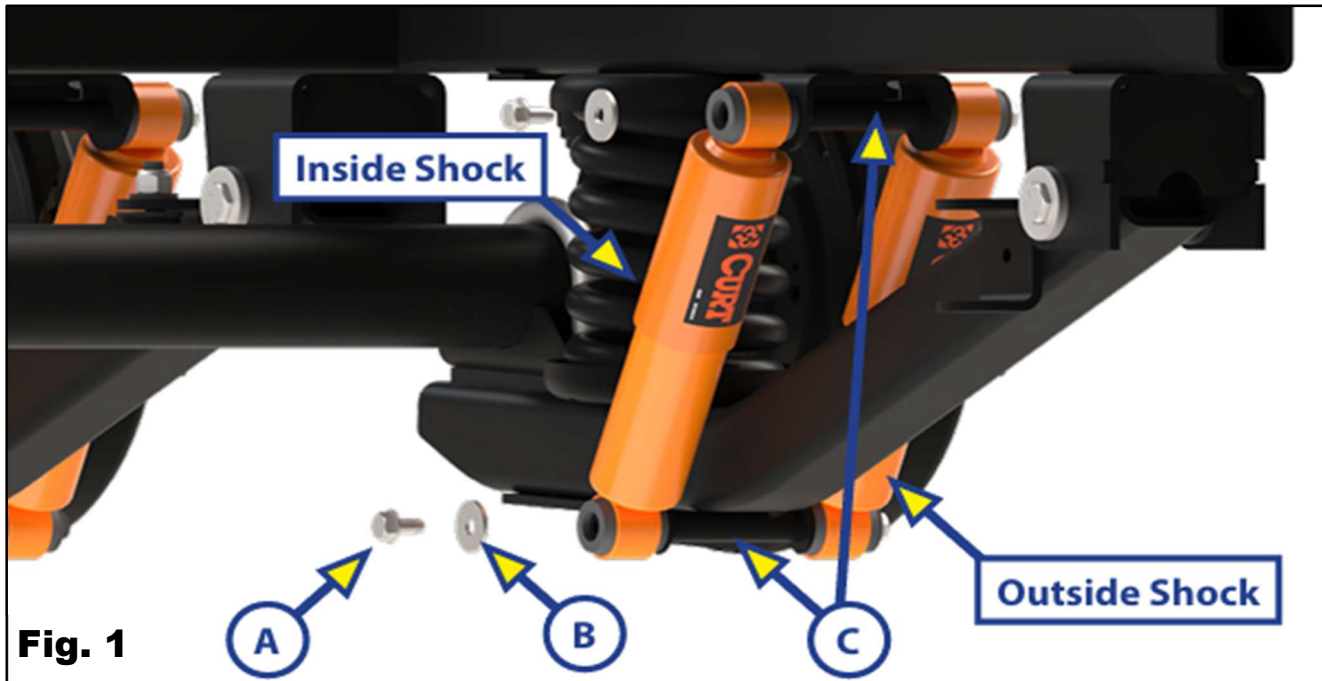
NOTE: The shocks do not need to be removed for this procedure.

Step 1

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

Step 2

Starting with the inside shocks, loosen and remove the two existing 3/8"-16 x 3/4" thread forming screws (Fig. 1A) and washers (Fig. 1B) securing each shock absorber onto its posts (Fig. 1C). Retain the washers for reinstallation in Step 3.

**Step 3**

Reinstall the previously removed washers onto two new 3/8" - 16 x 3/4" Grade 8 hex head bolts from the shock service kit (KRV # 792927 - Axle - Shock Service Kit - For CURT Touring Coil Suspension System).

Step 4

Apply two threads of Loctite® Blue 242® to the Grade 8 bolt threads (See Fig. 2).

Step 5

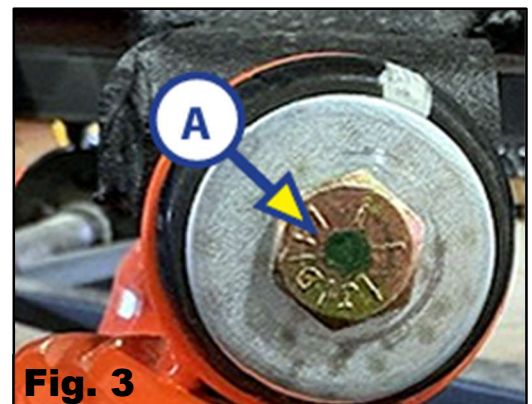
Install the new bolt assemblies by hand for a minimum of three full threads (or three turns), then torque each new Grade 8 bolt to 30ft-lbs. Do not over-torque the bolts.

Step 6

Repeat the procedure on all other inside and outside shock absorber bolts.

Step 7

Once all shock bolts have been tightened to 30 ft-lbs. spec, apply a green or yellow dot of epoxy paint (Fig. 3A) onto the newly installed bolts to indicate completed repair status.



WARRANTY REIMBURSEMENT

REPAIR

Submit the claim on Key Express using **Flat Rate Code # 7148342B**

In the Complaint section note: Safety Advisory # 26-483

In the Cause section note: Replace TCS shock bolts

In the Correction section note: Installed bolt replacement kit – Torqued to specification

The amount of time authorized for this repair is **0.5 hour**.

PARTS DISPOSITION

No parts return.

Alpine, Montana

Please call Keystone RV Customer Service at **(866) 273-1450** if you have any questions.

Cougar

Please call Keystone RV Customer Service at **(866) 273-1454** if you have any questions.

Walkabout

Please call Keystone RV Customer Service at **(866) 273-1456** if you have any questions.