

# Keystone RV Company

6/4/26

## 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, 3800FL, 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**

#### **Step 1**

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

**SEE FOLLOWING LIPPERT INSTRUCTIONS**



# TOURING COIL SUSPENSION SHOCK BOLT REPLACEMENT

Recall Number	26E-032		
Product:	Curt Touring Coil Suspension		
Date:	05/27/2026	Labor Rate:	Tandem Axle - 0.8 hrs Triple Axle - 0.9 hrs

## Purpose

Lippert has identified instances where CURT® Touring Coil Suspension (TCS) shock bolts may have been improperly torqued during installation. Although we are confident it is a small quantity, out of an abundance of caution, Lippert is issuing this Safety Recall to replace all shock bolts on units equipped with factory-installed TCS on Lippert chassis manufactured prior to April 23, 2026.

This document outlines the procedure for replacing existing 3/8"-16 x 3/4" thread forming screw with 3/8"-16 x 3/4" Grade 8 hex head screws at all Touring Coil Suspension shock absorber locations on a unit. This procedure uses Bolt Replacement Kit PN 2026070484.

**NOTE:** Images used in this document are for reference only when assembling, installing and/or operating this product. Actual appearance of provided and/or purchased parts and assemblies may differ.

## Safety

This document provides general instructions. Many variables can change the circumstances of any procedure, i.e. the degree of difficulty involved in the service operation and the ability level of the individual performing the operation. This document cannot begin to plot out procedures for every possibility, but will provide the general instructions for effectively installing, removing or servicing the system. In the event the skill level required is too advanced or the procedure too difficult, a certified technician should be consulted before performing the necessary operation. Failure to correctly install, remove or service the system may result in voiding the warranty, inflicting injury or even death.

### **WARNING**

The "WARNING" symbol above is a sign that a procedure has a safety risk involved and may cause death, serious personal injury, severe product and/or property damage if not performed safely and within the parameters set forth in this document.

### **WARNING**

Securely chock the tires of the RV prior to starting this procedure. Failure to ensure the tires are securely chocked and the RV is stationary could cause serious personal injury, including possible death.

### **CAUTION**

The "CAUTION" symbol above is a sign that a procedure has a safety risk involved and may cause personal injury, product and/or property damage if not performed safely and within the parameters set forth in this document.

### **CAUTION**

NOT using task-appropriate personal protective equipment (PPE) may result in minor product, property damage and/or minor personal injury. Always wear eye protection, and any other task-appropriate PPE, when performing service or maintenance to the RV to avoid potential hazardous risks.

Recall Number	26E-032		
Product:	Curt Touring Coil Suspension		
Date:	05/27/2026	Labor Rate:	Tandem Axle - 0.8 hrs Triple Axle - 0.9 hrs

## Resources Required

- Bolt Replacement Kit (PN 2026070484) with:
  - Hex head bolts, 3/8"-16 x 3/4" Grade 8 (x16)
  - 0.02oz Loctite® Blue 242® capsule (x2) (see **Note**)
- Proper protective equipment (PPE)
- Torque wrench, ft-lb rated, short-handled 3/8" drive
- 9/16" crowfoot wrench
- Ratchet with 9/16" socket
- 9/16" Combination wrench (optional)

**NOTE:** Some kits will come with bolts pre-coated with threadlocker instead of 0.02oz capsules of Loctite. If the bolt already has threadlocker, you'll see a colored coating—usually blue, red, or green—on the threads. It typically looks like a dry patch or band on part of the threads. If the threads are completely bare and metallic with no color, then threadlocker has not been pre-applied.

**NOTE:** Kit parts hex head bolts, 3/8"-16 x 3/4" Grade 8 (x16) and Loctite® Blue 242® (or the equivalent) can also be sourced locally.

### ⚠ CAUTION

**DO NOT USE POWER TOOLS TO REMOVE THE SHOCK BOLTS.  
Use only hand tools as described in this document.**

## Procedure

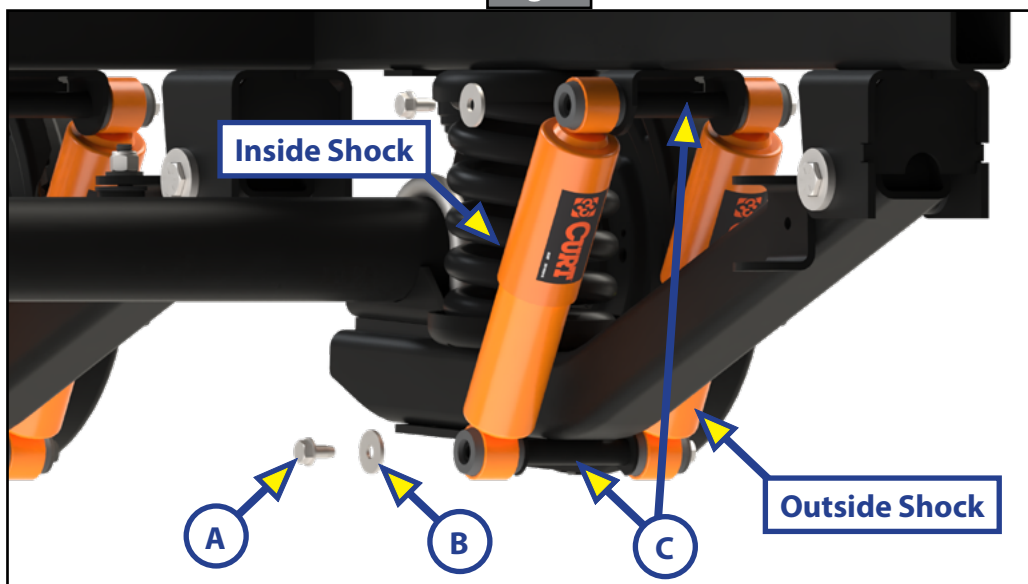
**NOTE:** The shocks do not need to be removed for this procedure.

1. 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 washers (PN 249853) for reinstallation in Step 2.

**NOTE:** If a bolt head is broken, refer to [TI-580](#) for extraction instructions.

2. Reinstall previously-removed washers onto two new 3/8" - 16 x 3/4" Grade 8 hex head bolts.

Fig. 1



Recall Number	26E-032		
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**NOTE:** Some kits will come with bolts pre-coated with threadlocker instead of 0.02oz capsules of Loctite. If the bolts are pre-coated (Fig.2), skip step 3.

**Fig. 2**



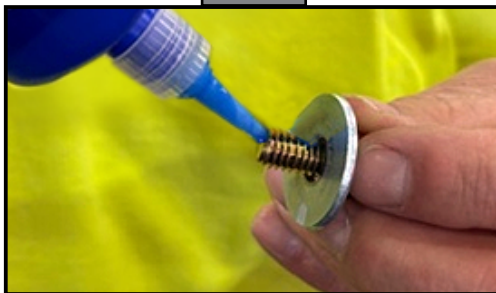
3. Apply two threads of Loctite® Blue 242® (or locally sourced equivalent) to the Grade 8 bolt threads (Fig. 2).
4. Install new bolt assemblies by hand for a minimum of three full threads (or three turns) before proceeding to Step 5.
5. Torque new Grade 8 bolts to 20-30 ft-lbs. Do not over-torque bolts.
6. Repeat procedure on all other inside and outside shock absorber bolts.

**NOTE:** To prevent having to remove the tire and wheel, use a crowfoot socket on the outside bolts.

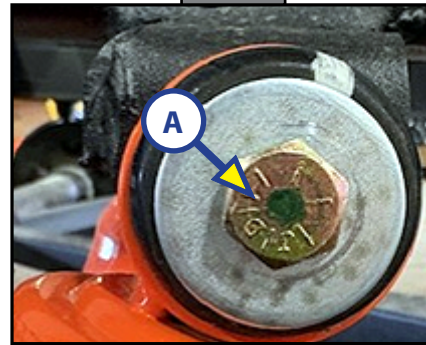
**NOTE:** To ensure the most accurate torque value place the crowfoot wrench at an angle 90-degrees to the torque wrench handle. Placing the crowfoot wrench at a 90-degree angle does not change the amount of torque you are applying as the center of the fastener remains on the same plane as it was before you added the crowfoot wrench.

7. Once all bolts have been tightened to 20-30 ft-lbs spec, apply a green or yellow dot of epoxy paint (Fig. 3A) onto the newly-installed bolt to indicate completed repair status.

**Fig. 3**



**Fig. 4**



**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 for Tandem Axle - **0.8 hour**.

The amount of time authorized for this repair for Triple Axle - **0.9 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.