



**RECREATIONAL VEHICLE SERVICE CAMPAIGN**

July 31, 2017

**SERVICE ADVISORY 17-292**

«Dealer\_name»  
ATTN: Service Manager  
«Street»  
«Street\_2»  
«City», «State» «Zip»  
«Country»

Dear «Dealer\_name»,

**Reason for this campaign** It has been determined that on some 2018 Fuzion, Raptor, and Voltage models, the ramp door pulleys rubbing on the cables may damage the cable sheathing.

The campaign population includes:

Year & Brand	Models	Serial Number Range
2018 Fuzion	369, 371, 417, 423, 4231, 4141, 345, 420, 4221	JF810046 – JF810125
2018 Raptor	428SP, 425TS, 355TS, 398TS, 424TS, 362TS	JR800062 – JR800130
2018 Voltage	3605, 3551, 3970, 3805, 3655, 3305, 3451, 3351, 2951	JZ990116 – JZ990225

Our records indicate unit(s) sold or in your present lot inventory fall within this range, which will require inspection. **Important:** Please complete the service campaign on these units before retail delivery. Our records indicate the following unit serial number(s) are presently in your inventory or have been sold:

«VIN1»

-- Serial numbers with '\*' have been retail sold --

We apologize for any inconvenience this situation may cause and greatly appreciate your cooperation. Should you have any questions or concerns regarding this correspondence or the enclosed Service Advisory, please contact us at: **(866) 273-1452**

Sincerely,

**KEYSTONE RV COMPANY**

Rick Deisler  
Vice President Service Operations

## SERVICE ADVISORY # 17-292

### MORryde Zero G Ramp Door Pulley

**It has been determined that on some 2018 Fuzion, Raptor, and Voltage models, the ramp door pulleys rubbing on the cables may damage the cable sheathing. This advisory explains how to replace the pulleys and cables if needed.**

**Models Included:** 2018 Fuzion - 369, 371, 417, 423, 4231, 4141, 345, 420, 4221  
2018 Raptor - 428SP, 425TS, 355TS, 398TS, 424TS, 362TS  
2018 Voltage - 3605, 3551, 3970, 3805, 3655, 3305, 3451, 3351, 2951

**Serial Number Ranges:** 2018 Fuzion: JF810046 – JF810125  
2018 Raptor: JR800062 – JR800130  
2018 Voltage: JZ990116 – JZ990225

**Parts Required:** 2 – KRV # 564611 – Garage - Ramp Door - Pulley & Cable Kit

**This Service Advisory requires a Photograph**

**Note – Check serial number on Key Express to verify the campaign is open.**

### **REPAIR INSTRUCTIONS FROM MORRYDE FOLLOW**

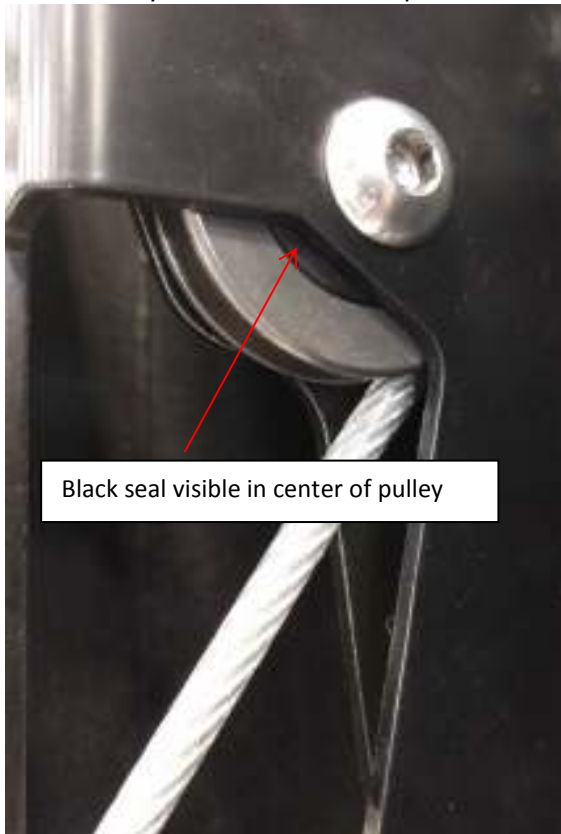
Online video for repair instructions available at <https://youtu.be/wqdrsSqBEJQ>

Service Advisory 17-292  
**MORryde Zero G Ramp Door Pulley Service Bulletin**

Objective: Inspect pulleys in the MORryde Zero G Ramp Door frame and replace pulleys and cables, if necessary.

Inspection: Look through the opening that the cable exits and inspect the pulley. Look for the black seal that is visible in the center of the pulley as shown in the pictures below. If the pulley does not have the seal, there is nothing further that needs to be done. If the pulley has the black seal and was manufactured during the date range, the cable and pulleys need to be replaced. Follow the instructions on the next page to do this.

Pulley that Needs to be Replaced



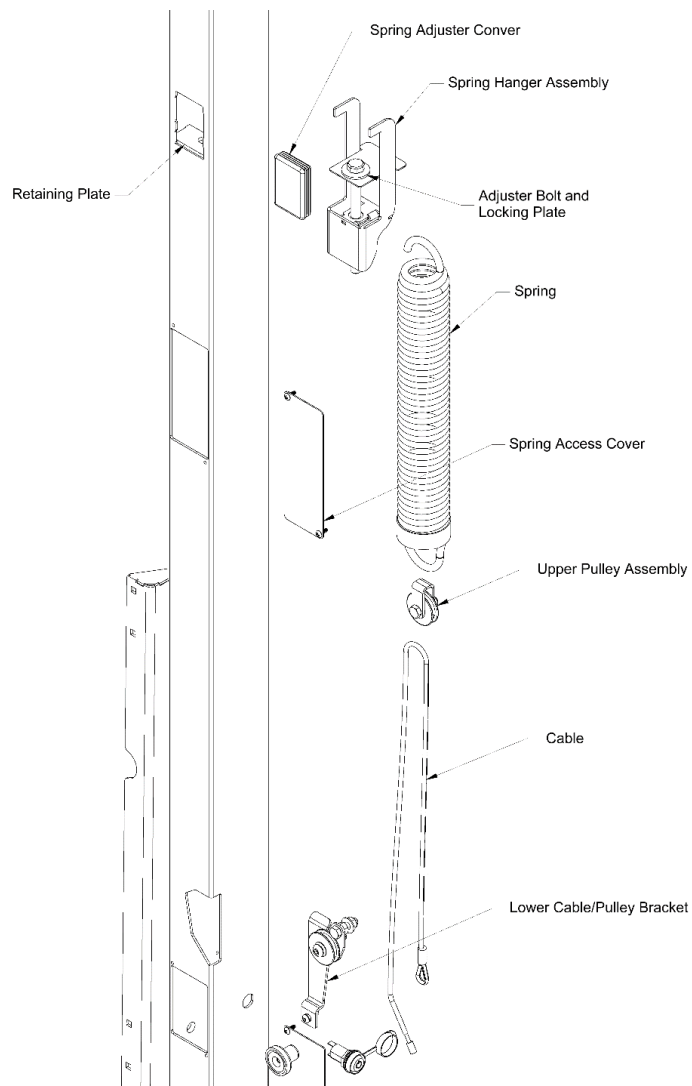
Good Pulley



Parts Required: (2) **KRV 564611** Ramp Door Pulley and Cable Replacement - (1) needed per side

Tools Required:

- Magnet for retrieving items that drop into the tube
- 5/32 and 7/32 Allen wrenches
- Wrench
- 9/16 socket and 3/4 socket
- Air and hand ratchets
- Needle-nose pliers
- Vise grips
- Flat blade screwdriver
- Phillips screwdriver or drill
- Mallet

Assembly Overview:

Replacement Instructions: Please watch the linked video for this procedure.

1. Using a flat blade screwdriver, pry off the spring adjuster cover to gain access to the spring.
2. Using a 3/4" socket on the air ratchet, loosen the spring adjuster bolt until the hooks on the spring hanger are just touching the retaining plate.
3. Nearly close the door and use needle-nose pliers to remove the cable from the clip on the door.
4. Lower the door to the ground.
5. Using a Phillips screwdriver or drill, remove the spring access cover.
6. Using a 5/32" and 7/32" Allen wrench, remove the 2 bolts from the lower cable/pulley bracket. It is best to remove the smaller bolt first. When removing the larger bolt, hold onto the pulley to prevent it from falling into the tube.
7. Drive a large slotted screwdriver between the spring coils near the top of the spring access opening. This will provide a handle to hold onto the spring while removing the adjuster bolt.
8. Finish loosening the adjuster bolt.
9. Using the screwdriver wedged into the spring, lift the spring up while also lifting the locking plate and adjuster bolt so the hanger can be pushed into the tube. This will allow the hooks to clear the retaining plate. The spring will now be able slide down into the tube. Using the screwdriver, lower the spring until the screw driver touches the bottom of the spring access hole.
10. Remove the screwdriver that has been wedged into the spring and with your hand, control how far the spring is lowered. Wedge the screwdriver into the spring hanger and pry the hooks out of the spring access hole. Lift up while prying on the screwdriver to pull the spring hanger out of the tube. Once the hanger is out, remove the entire spring and cable assembly.
11. Lay the spring and cable assembly on a flat surface and note the routing of the cable. Using a 9/16" wrench and socket, remove the bolt holding the upper pulley assembly together. Re-assemble the upper pulley assembly with a new pulley and new cable. Make sure the cable is aligned the same as before.
12. Remove the bolt that holds that cable to the lower pulley bracket. The orientation of this bolt and bracket is important, so ensure that the bolt remains on the same side of the bracket. Install the new plain nut, *as part of the repair*, onto the bolt and tighten it against the bracket. Install the loop end of the new cable over the bolt and use the locking flange nut to hold the cable on. This should be just loose enough to allow the cable end to rotate around the bracket.
13. Put the spring assembly back together and reinstall the spring into the frame. Make sure the cable is neatly aligned before inserting it through the spring access hole. Push in the cable until the spring hanger reaches the bottom of the hole. Hook up the bottom before the assembly is pulled up.
14. Make sure the upper pulley is not flipped up on the spring. Through the hole where the cable exits, work the cable back and forth to make sure it rolls nicely on the pulley.

15. Install the smaller button head screw into the lower cable/pulley bracket but do not fully tighten. This will hold the bracket in place while installing the pulley. Install the pulley using the larger button head bolt. Before tightening both of these bolts, make sure the cable is located in the center of the pulley. Once it is, tighten both of the bolts.
16. Lightly clamp a pair of vice grips onto the fitting at the end of the cable. This will keep the cable from being pulled up into the tube when raising the spring.
17. Using a 3/4" open wrench or a large screwdriver wedged into the hanger, insert the spring hanger into the tube. The open end wrench makes it easier to hold the hanger once it is in the tube and will keep it from falling inside the tube. Lift the spring as high possible in the tube and wedge a screwdriver between the coils at the bottom of the spring access opening.
18. Using the screwdriver, lift the spring up until the hooks on the hanger reach the retaining plate. Lift the bolt and locking plate so the hanger hooks can be pulled over the retaining plate. Work the locking plate down between the hanger hooks to keep the hanger in the plate. With the hanger hooked, start the long bolt into the nut in the spring hanger. **Important:** Once the bolt is started, use a hand ratchet to tighten the bolt until the hooks just lift off the retaining plate. This will make sure the bolt is not cross-threaded.
19. Lightly pull on the end of the cable; the spring should be able to stretch a little. Make sure the spring rides smoothly in the pulleys.
20. Lift the door up to the point where it is almost closed and reattach the cable to the bracket on the door.
21. Adjust the spring tension. Using the 3/4" socket in the air ratchet, tighten the bolt until the bottom of the hooks on the spring hanger are 1/4" to 1/2" above the top of the opening for the spring adjuster.
22. Check the tension of the springs by putting the door in patio height and verifying that it maintains the position on its own. Adjust the door further, if necessary. It is recommended to keep the adjustment of the springs similar, but they do not need to be exactly the same.
23. Reinstall the spring adjuster cover.
24. Reinstall the access cover.

**WARRANTY REIMBURSEMENT**

**INSPECTION ONLY**

Submit the claim on Key Express using **Flat Rate Code # 7129242F** with **Service Advisory # 17-292** noted in the customer complaint section. The amount of time authorized for repair is **.3 hour**.

**REPAIR**

Submit the claim on Key Express using **Flat Rate Code # 7129242B** with **Service Advisory # 17-292** noted in the customer complaint section. The amount of time authorized for repair is **2.0 hour**.

If you have questions, please contact Customer Service:

Fuzion	<b>(866) 273-1452</b>
Raptor	<b>(866) 273-1450</b>
Voltage	<b>(855) 382-4100</b>



## RECREATIONAL VEHICLE SERVICE CAMPAIGN

July 31, 2017

Service Advisory: 17-292

### **SERVICE CAMPAIGN**

«Owner\_name»  
«Street»  
«City», «State» «Zip»  
«Country»

VIN: «VIN»

Dear «Owner\_name»:

Keystone RV Company is conducting a service campaign on certain 2018 Fuzion, Raptor, and Voltage models. We apologize for any inconvenience this action may cause you; however your continued satisfaction is of the utmost importance to us.

#### ***Reason for this campaign***

It has been determined that on some 2018 Fuzion, Raptor, and Voltage models, the ramp door pulleys rubbing on the cables may damage the cable sheathing.

#### ***What we will do***

Keystone has notified our dealers regarding this situation. The remedy is to inspect the pulleys and replace pulleys and cables if necessary. The service required for this corrective action will be provided at no charge to you.

#### ***What we need you to do***

At your earliest convenience, please make an appointment to have your RV serviced by your dealership. The labor time to perform this campaign is approximately 1 hour. Please ask your dealer if you wish to know how much additional time will be needed to schedule and process your RV for this repair.

#### ***If you have questions***

Your dealer is best equipped to obtain parts and provide service to ensure your RV is corrected as promptly as possible. If your dealer is unable to assist or if you take your RV to your dealer on the agreed service date, and the dealer does not remedy the condition within a reasonable amount of time, or without charge to you, please contact Keystone Customer Service by calling 1-866-425-4369.

Thank you for your attention and cooperation in this matter.

Sincerely,

**KEYSTONE RV COMPANY**

Rick Deisler  
Vice President Service Operations

**PO Box 2000 Goshen, IN 46527-2000**  
**Phone: (574) 535-2100 – Fax: (574) 535-2199**  
**www.keystonerv.com**