

Keystone RV Company

10/31/25

SERVICE ADVISORY # 25-474

Underslung Axle Tank Clearance

It has been determined that certain models with underslung axles may have insufficient clearance between the axle beam and the holding tank located above the axle. The lack of clearance may cause damage to the holding tank. The following procedure describes how to correct the issue.

Year	Model	Serial Number Range
2026	Aspen Trail - 13BH, 13FB	T8920197 - T8920346
2026	Colorado - 13BHC, 13FB	T8950271 - T8950308
2026	Fun Time - 125QB	T8376100 - T8376113
2026	Zinger - 12BH, 12FB	T8370222 - T8370327

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 # 651808 - Axle – 4000# - Straight – Overslung – 86.5/68.5 – NOS-OS-L-545-7224-18PT-CAP-4000# (This part may be ordered in bulk without a VIN)

1 – KRV # 600065 - Axle – A/P Kit – Single – Wax Flange Nuts
(This part may be ordered in bulk without a VIN)

1 – KRV # 493004 - Step – Double – 24” – Radius – w/Tape
(This part may be ordered in bulk without a VIN)
(Only needed on BH models with side entry doors and single steps)

Tools Required: - Impact wrench - Torque wrench -11/16” Deep socket
-13/16” Deep socket - 11/16” Box end wrench - 2” Socket extension
- Wheel chocks - Wire wheel brush - Wire cutters/crimpers
- Jack stands and Floor jacks (adequate to trailer weight)

This Service Advisory requires a Pre-Authorization

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

The remedy is to verify that the unit is affected, remove and replace the underslung axle with an overslung axle to provide adequate clearance for the holding tank. Replace the single step with double steps on units that apply.

REPAIR INSTRUCTIONS

AXLE REPLACEMENT

Step 1

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

Step 2

Disconnect all 12-volt and 120-volt power to the trailer.

Step 3

Use a floor jack of sufficient capacity to raise one side of the trailer. Place the floor jack under the main frame rail behind the rear spring hanger, leaving enough room to install a jack stand immediately behind the spring hanger. Elevate the frame just enough to take some of the weight off the wheel. Do the same with the front spring hanger.

Note: Never raise the unit by placing a jack under the axle beam, this can cause damage to the axle beam.

Step 4

Loosen the lug nuts on the wheel about a half turn. DO NOT remove the lug nuts at this time. Continue to elevate the frame using the floor jacks until the tire just clears the shop floor.

Step 5

Install jack stands of sufficient capacity directly behind the rear spring hanger and one directly in front of the front spring hanger. With the tire now slightly off the ground, finish removing the lug nuts and wheel from the trailer.

Step 6

Repeat Steps 3 – 5 for the other side of the trailer.

Step 7

Disconnect the wiring from the brake backing plates. Make note of how the wires connect to the unit as they will be reconnected in a later step. (See Fig.1)

Step 8

Remove the existing AP axle kit hardware. Remove the existing underslung axle from underneath the unit. (See Fig. 2 – Fig. 3)

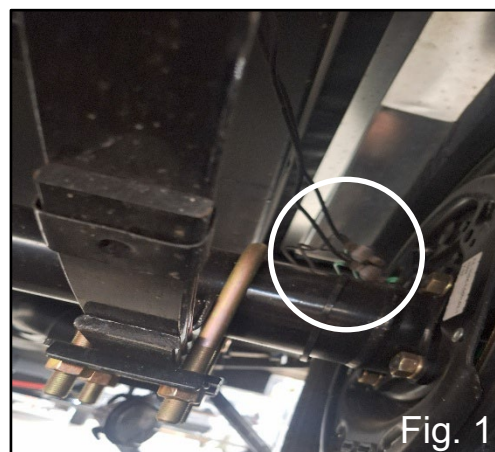


Fig. 1



Fig. 2



Fig. 3

Step 9

Position the new overslung axle (KRV # 651808 - Axle – 4000# - Straight – Overslung – 86.5/68.5 – NOS-OS-L-545-7224-18PT-CAP-4000#) into place aligning the spring leaf to the hangers.

Step 10

Install the overslung axle using the new AP hardware kit. (KRV # 600065 - Axle – A/P Kit – Single – Wax Flange Nuts) in the same manner as the previous AP hardware was installed. (See Fig. 2 – Fig. 3)

Step 11

Connect the wires from the brake backing plates on the new axle to the previously disconnected wires in Step 7.

Step 12

Proceed to wheel installation.

WHEEL REINSTALLATION

Step 1

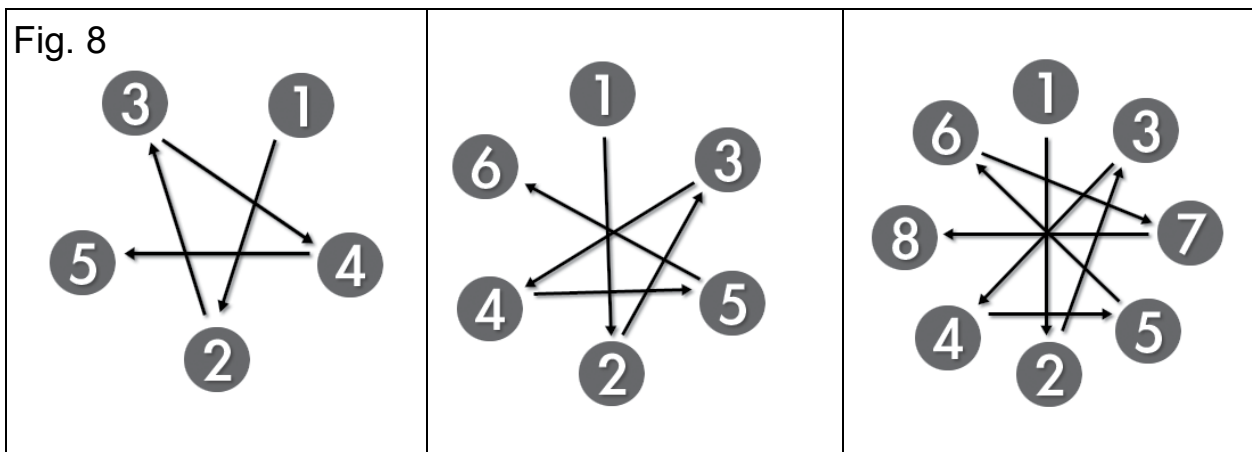
Using a clean rag, wipe down all lug nuts and tapered nut seats on wheel to remove any remaining residue.

Step 2

Start the lug nuts on each stud by hand.

Step 3

You must use the star pattern and torque wrench when tightening the lug nuts to the wheel. This sequencing pattern shows how to progressively tighten the lug nuts to best achieve the proper torques and clamp load. (See Fig. 8)



Step 4

Using the star pattern outlined in Fig. 8, tighten the lug nuts until the 1st stage torque (20-25 ft/lbs.) Verify the lug nuts are properly positioned in the tapered seats of the wheel. (See Fig. 9)

Fig. 9 Wheel Torque Requirements			
Wheel Size	1st Stage	2nd Stage	3rd Stage
14", 15" & 16"	20-25 ft/lbs	50-60 ft/lbs	110-120 ft/lbs

Step 5

Using the star pattern outlined in Fig. 8, tighten the lug nuts until the 2nd stage torque (50-60 ft/lbs.) (See Fig. 9)

Step 6

Lower the trailer to the ground.

Step 7

Using the star pattern outlined in Fig. 8, tighten the lug nuts until the 3rd and final stage (110-120 ft/lbs.) (See Fig. 9)

Step 8

Use a dial or digital torque wrench to verify that the proper amount of torque has been applied.

Note: **Reminder – Follow-Up re-torque required at 10, 25, and 50 miles.**

STEP REPLACEMENT- (Aspen Trail 13BH, Colorado 13BHC, Zinger 12BH models only)**Step 1**

Locate the mounting bolts attaching the single steps to the frame. Use a socket wrench or impact driver to remove the mounting bolts and nuts. Carefully lower and remove the old step assembly.

Step 2

Lift the new double step assembly (KRV # 493004 - Step – Double – 24” – Radius – w/Tape) into place aligning the bolt holes, insert the bolts and thread on the nuts removed in step one, tighten using the appropriate sockets/wrenches. Ensure the bolts are tightened adequately.

Step 3

Test the operation of the steps by ensuring they deploy and retract smoothly. Carefully step onto the new steps to test their strength and stability.

WARRANTY REIMBURSEMENT**REPAIR**

Submit a Pre-Authorization request then claim on Key Express using **Flat Rate Code # 7147442B**

In the Complaint section note: Service Advisory # 25-474

In the Cause section note: Inadequate holding tank clearance

In the Correction section note: Replace axle / Replace axle added double step

The amount of time authorized for the **Replace axle** repair is **1.0 hour**.

The amount of time authorized for the **Replace axle added double step** repair is **1.5 hour**.

PARTS DISPOSITION

No part return required.

Aspen Trail / Colorado:

Please call Keystone RV Customer Service at **(855) 382-4100** if you have any questions.

Fun Time / Zinger:

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