

G5.5 Exact-Slide Extended Shaft Motor Retro Kit

The information and instructions in a Keystone Service Bulletin (KSB) are intended to inform RV dealership Service Managers/Technicians of situations that may occur with some Recreational vehicles so dealership personnel can perform proper and efficient service. KSB's are intended to be used by trained RV technicians with the knowledge, tools and equipment to do the job properly and safely, not "do-it-yourselfers".

- Information is not presented as a repair guaranteed to be covered by warranty.
- Keystone's P & P (Policy & Procedures) must be followed for any requested warranty work.
- Do not assume this repair is covered by warranty.
- Not every unit listed requires a repair.

This process describes the repair of the Exact-Slide G5.5 motors in the event a motor fails due to gearbox failure or sprocket deflection.

Models Included:

2026	Alpine, Arcadia, Avalanche, Bullet, Carbon, Coleman, Cougar, Hideout, Impact, Outback, Passport, Springdale, Montana, Montana HC	Floorplans with BAL G5.5 Exact-Slides
2025	Alpine, Arcadia, Avalanche, Bullet, Carbon, Coleman, Cougar, Fuzion, Hideout, Impact, Outback, Passport, Springdale, Montana, Montana HC, Voltage	Floorplans with BAL G5.5 Exact-Slides
2024	Alpine, Arcadia, Avalanche, Carbon, Cougar, Fuzion, Hideout, Impact, Outback, Passport, Springdale, Montana, Montana HC, Voltage	Floorplans with BAL G5.5 Exact-Slides
2023	Alpine, Arcadia, Avalanche, Cougar, Fuzion, Hideout, Outback, Passport, Raptor, Springdale, Montana, Montana HC, Voltage, Yukon	Floorplans with BAL G5.5 Exact-Slides
2022	Fuzion, Outback, Voltage, Yukon	Floorplans with BAL G5.5 Exact-Slides
2021	Outback	Floorplans with BAL G5.5 Exact-Slides

Parts Required: 1 - KRV # 785661 – Mechanism - Slideout - Service Kit - G5.5
- Extended Shaft and Brushing Retrofit

Local parts: Blue Loctite 242 or 243

Tools Required: Screw gun, Drill, 3/16" drill bit, 5/32" Allen wrench, 7/16" wrench

This KSB requires a Pre-Authorization & Photograph

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

The remedy is to remove both the left-hand and right-hand top mount motors from the G5.5 Exact-Slide jambs and replace them with the Extended Shaft Motor Retro Kit.

REPAIR INSTRUCTIONS**Step 1**

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

Step 2

Follow the attached BAL by Norco Industries repair instructions.

Step 3

Proceed to warranty reimbursement.

WARRANTY REIMBURSEMENT

This KSB is for repair purposes only. If this is a warranty repair, the flat rate code is **# 7301742A**

Submit a pre-authorization then claim on Key Express with clear photographs of both the left and right removed motors showing the sprocket and motor label,

Flat Rate Code # 7301742A with **KSB # 260417** noted in the customer complaint section.

The time authorized for this repair is **5.0 hours**.

PARTS DISPOSITION

No part return required.

If you have questions, please contact Customer Service:

Luxury (LX) 866-273-1450

Traditional (TR) 855-895-4422

Toy Haulers (TH) 866-273-1452

Dutchmen (DM) 855-382-4100

Premium (PR) 866-273-1454

CrossRoads (CR) 844-361-8455

Light Weight (LW) 866-273-1456

Motor Replacement Video



Full Process Video



Motor Replacement Process

- **(Fig A)** Remove the two motor mount bolts using a 5/32" (or 4 mm) Allen wrench.
- **(Fig B)** Drill templates are labeled L (Left) and R (Right) and must be used on the correct jamb. Left/Right is determined by standing inside the unit, looking at the slide-out.
- **(Fig C)** Bolt the appropriate drill template to the motor mount bracket using the motor mounting holes. Tighten the template fasteners using a 5/32" Allen wrench and 7/16" Wrench.
- **(Fig D & E)** Using the supplied 5/8" drill bit, mark the center of the bushing hole through the large hole in the drill template. After marking the center, use a 3/16" drill bit to drill a pilot hole through the aluminum jamb.
- **(Fig F)** Leave the drill template installed. Enlarge the hole with supplied 5/8" drill bit. Keep drill square to the template and not oversize/enlarge hole.
- Remove template and aluminum shavings from the assembly/jamb after drilling. Deburr the hole is necessary without enlarging the hole.
- **(Fig G & H)** Support the back of the jamb and press the bushing into the 5/8" hole until it is fully seated.
- Install the new extended shaft motor with the chain over sprocket.
- **(Fig I)** Measure the top and bottom exterior cables to ensure that they are the same length, when pulled tight, before bolting the motor in place.
- Ensure that the motor mounting bracket and holes in the motor are properly aligned before installing the bolts using Blue Locktite on the threads of the bolts.

Additional Tools Needed:

- 1/2" Chuck drill
- 3/16" or 5/16" drill bit
- 5/32" or 4mm Allen wrench
- 7/16" wrench
- Blue Loctite 242 or 243 Medium Strength

