

## SAFETY ADVISORY # 19-345

### Bullet Crossfire Tire Carrier

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 have a spare tire carrier that may not have adequate support in the rear wall of the unit. Under certain conditions during travel, the spare tire carrier can loosen and detach from the rear wall leading to an increased risk of property damage and vehicle damage.

**Models Included:** 2019 Bullet Crossfire Travel Trailers: 1650EX, 1700BH, 1750RK, 1800RB, 1900RD, 2190EX, 2200BH

**Serial Number Range:** KT433891 – KT435352

**Parts Required:**

- 1 – KRV # 102108 - Sealant - Silicone - White - Tempro 645
- 1 – KRV # 110745 - Butyl - Tape - 1/16" x 3/4" - White - #110 - 20/45
- 1 – 2"x4" or 2"x6" lumber purchased locally

**Tools Required:**

- Screw gun - Caulk Gun – 3/8" Socket - Ratchet Wrench - 3/4" inch Socket
- Flat bar/Pry bar

### This Safety Advisory requires a Pre-Authorization & Photograph for repairs

**Note – Check serial number on Key Express to verify the campaign is open. Some vehicles were repaired before they left Keystone.**

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

The remedy is to first inspect the tire carrier to verify that the mounting bracket is loose or solid. If the tire carrier bracket is loose, remove the tire carrier, remove the trim and any attachments half way up the rear wall and pull the rear skin out to inspect the backer for the tire carrier. If there is no backer for the tire carrier, one will need to be added.

### INSPECTION & REPAIR



**Fig. 1**

#### **Step 1**

Go to the tire carrier and pull on the tire to see if the mounting bracket is loose at the wall. If it is not loose and determined to be solid, go directly to Warranty Reimbursement for inspection. If the mount is loose, locate the trailer on a level, flat, hard surface, chock the wheels, proceed to step 2.

#### **Step 2**

Remove the tire from the carrier using a 3/4 inch socket and ratchet wrench.

#### **Step 3**

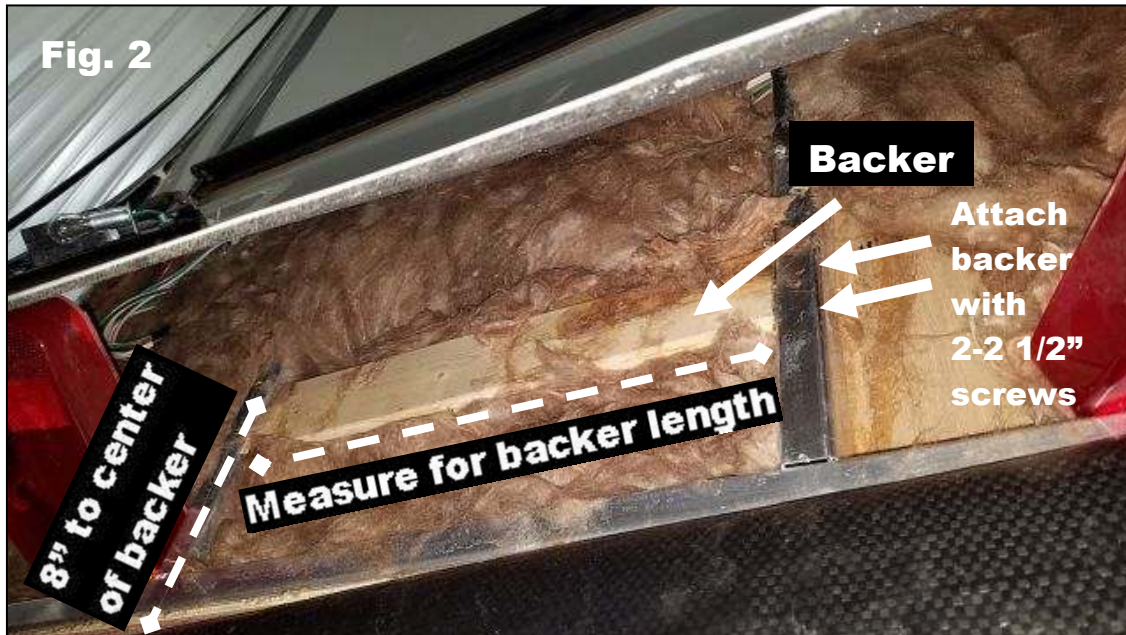
Remove the 3/8 lags from the carrier and retain all fasteners and carrier for reassembly, Figure 1.

**Step 4**

Remove any moldings and attachments approximately 36" from the bottom of the wall. **Note:** Do not damage the moldings or attachments as they will be re-used for assembly.

**Step 5**

Detach brake lights. **Note:** Only the fasteners for the brake lights need to be removed, wiring can be left attached for the following steps.

**Step 6**

Pull the bottom of the skin out and prop open to inspect for wood backer, Figure 2. **If backer is present, proceed to Step 8.** If there is no backer present, proceed to step 7. **Note:** Pictures of the backer area will be required on the pre-authorization for repair verification.

**Step 7**

Measure the distance between the aluminum studs for the backer length, Figure 2. Cut a 2"x4" or 2"x6" piece of lumber for the backer and install on center 8" above the bottom of the wall, using 2 - 2 1/2" screws on each side, Figure 2.

**Step 8**

Re-assemble using steps 5 to 2 in reverse. Seal attachments using butyl and top sealing with silicone. **PLEASE NOTE:** If the water heater is moved to pull skin out, a drop pressure test will need to be performed on the LP system.

**Step 8**

Proceed to warranty reimbursement.

**WARRANTY REIMBURSEMENT****INSPECTION ONLY**

Submit the claim with on Key Express using **Flat Rate Code # 7134542F**

In the Complaint section note: Safety Advisory # 19-345

In the Cause section note: Spare Tire Bracket Inspection

In the Correction section note: Spare tire is mounted solid into the rear wall. Inspection only

The amount of time authorized for this repair is **.3 hour** per unit.

**REPAIR**

Submit an authorization request with clear pictures of incorrectly installed backer on Key Express using **Flat Rate Code # 7134542A**

In the Complaint section note: Safety Advisory # 19-345

In the Cause section note: Spare Tire Bracket is loose

In the Correction section note: Remove attachments on rear wall and add backer, see attached pictures.

The amount of time authorized for this repair is:

| <b>Models</b>                                | <b>Repair Time</b> |
|--|--------------------|
| 1650EX, 1750RK,<br>1900RD, 2190EX,<br>2200BH | 2.0 hours          |
| 1700BH, 1800RB                               | 1.0 hour           |

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