

Keystone RV Company

11/25/20

SAFETY ADVISORY # 20-391

Outback 335CG and 340BH Frame

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 a section of frame rail with inadequate support where the draw bar is attached. Under certain conditions during travel, the frame rail may yield and buckle possibly leading to an increased failure and vehicle crash.

Models Included: 2019-2021 Outback Travel Trailers: Model 335CG, 340BH

Serial Number Ranges: 2019 KB451063 - KB452951

2020 LB450012 - LB453963

2021 MB450019 - MB452323

Parts Required: 1 – KRV # 673276 - Frame - Service Kit - Plate Only - 21700159 (*VIN required for part order*)

1 – KRV # 673277 - Frame - Service Kit - Hardware Only - (24 Bolts & 24 Nuts) - 21700158 (*VIN required for part order*)

Tools Required: - Screw gun - Caulk Gun - Jack Stands - Torch, Plasma Cutter, Or Grinder
- 3/8" Drill Bit - Drill - Hammer - Cold Chisel - 9/16" Socket - Ratchet
- 9/16" Wrench

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 add reinforcement plates to the frame rails where the drawbar connects to the frame as outlined in this advisory.

REPAIR INSTRUCTIONS

Step 1

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

Step 2

Disconnect the 120VAC and 12VDC power from the unit.

Step 3

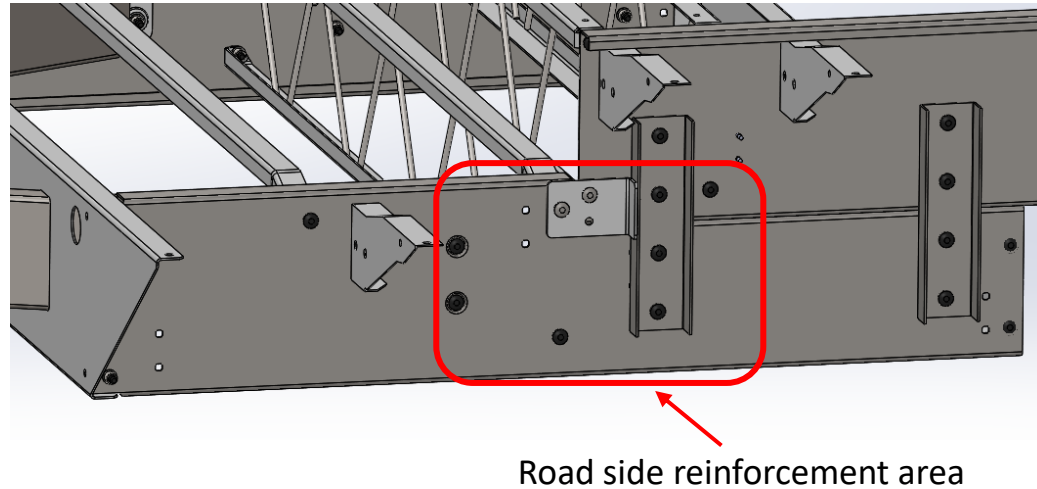
Using the following Norco Industries instructions, install the reinforcement plates as outlined.

DROP RAIL REPAIR

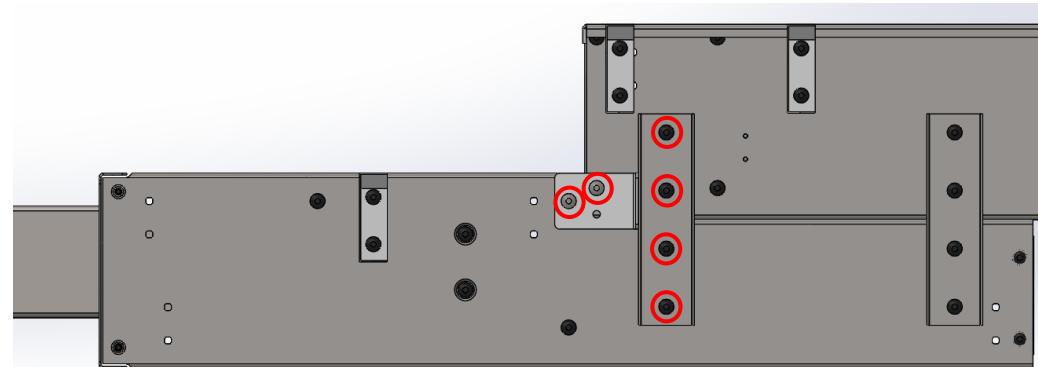
- Identify repair area – road side of the frame is shown
- Support the front of the frame on the tongue jack and front leveling legs or jack stands rearward of the repair area.

NOTE: Huck fasteners are under tension and will pop apart when cut loose. Use safety glasses and be aware that the hot fastener could cause injury if it hits you.

- The heads of the first 6 hucks can be cut off with a torch, plasma, or grinder from the outside of the frame. The u-channel and L-bracket will be discarded, it is ok if these parts are gouged during removal since they won't be reused. Do not gouge or cut the frame rail behind these parts.

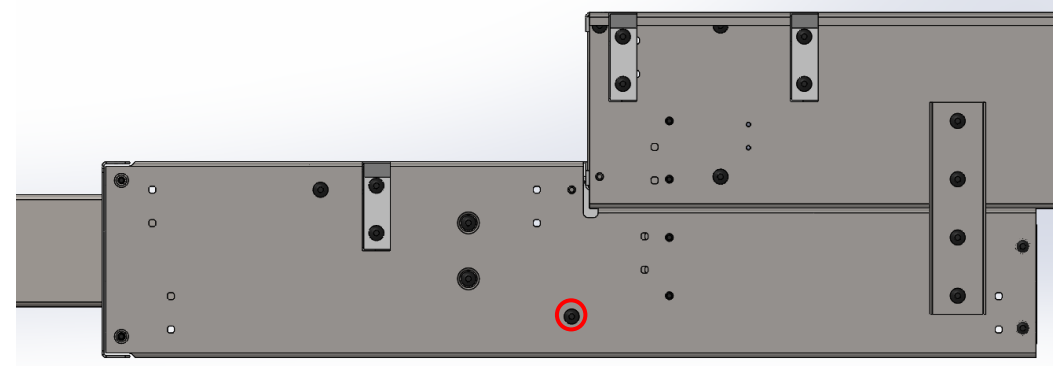


Road side reinforcement area



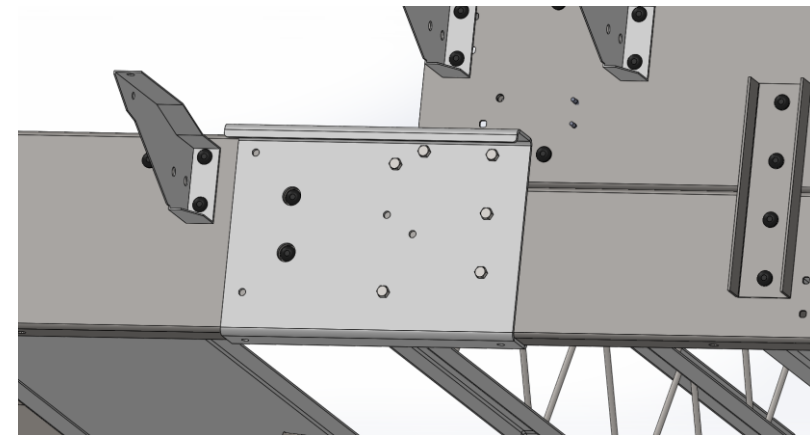
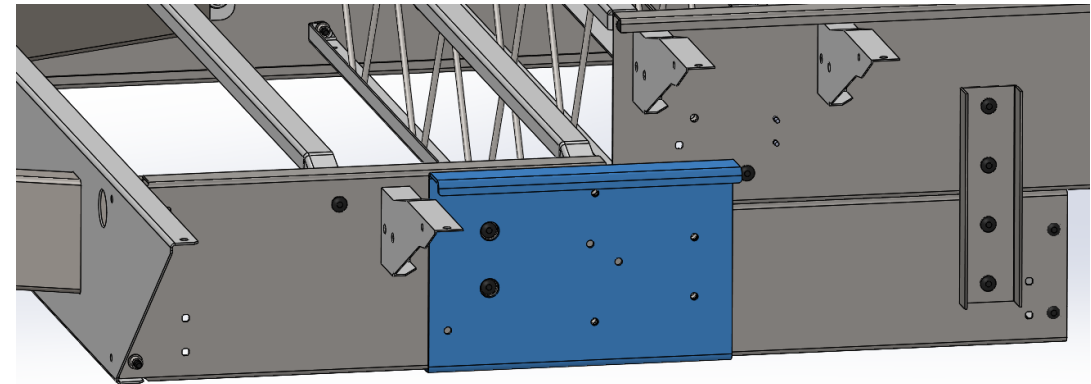
Remove these 6 hucks first

- Carefully remove the last huck without gouging or cutting the frame rail. Torching or plasma cutting in this area is not recommended. Either grind the head off or use a 3/8" drill bit to drill the center of the head until it comes off.

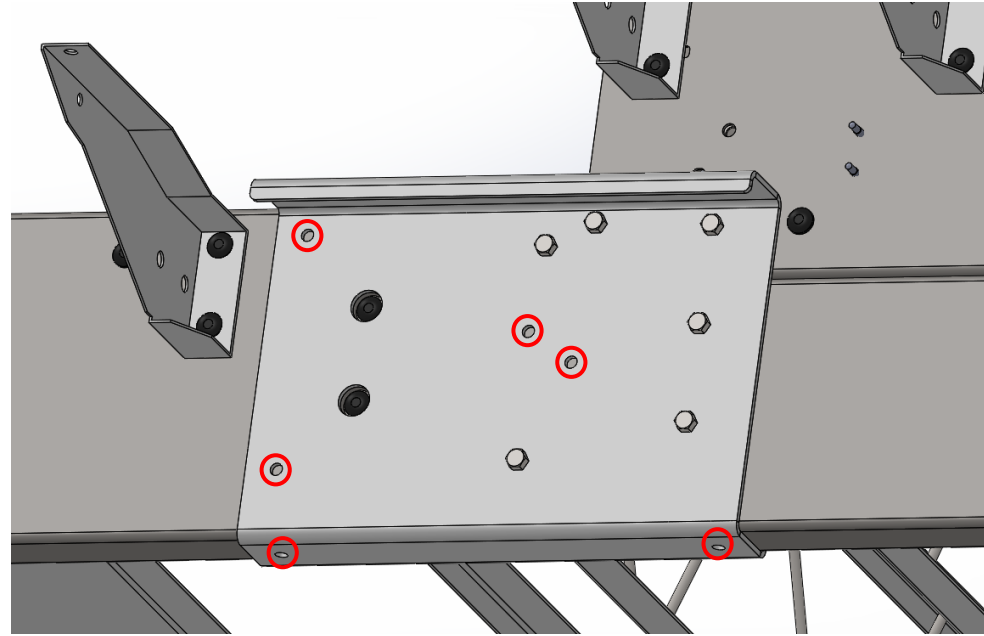


Carefully remove this huck without causing damage to frame rail

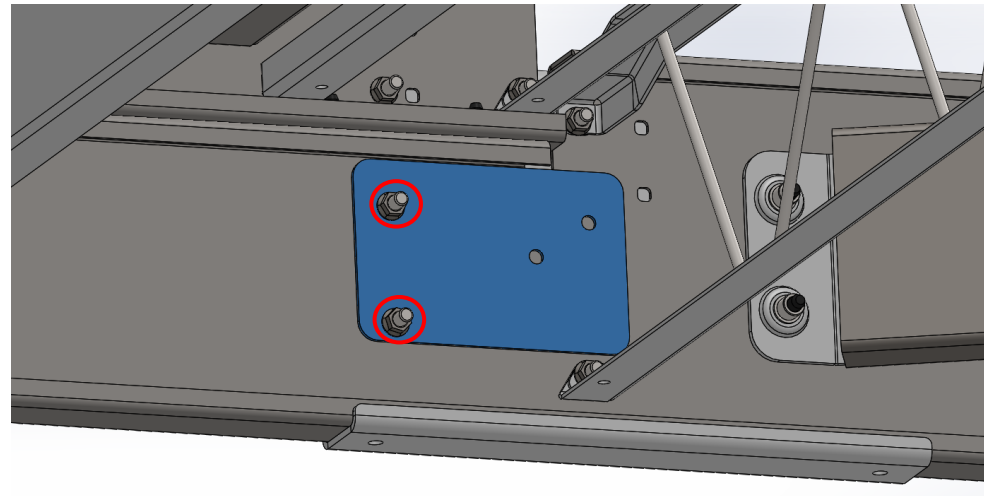
- With 7 hucks removed from the rail, clamp the appropriate repair plate on the frame rail aligning the holes with the existing holes in the rail as shown.
- Verify that 6 holes in the repair plate properly align with the current holes in the rail. If the holes are slightly misaligned, it may be necessary to chase the holes with a 3/8" drill bit, ideally from the inside of the frame outward.
- Install hardware in these 6 holes and snug by hand.



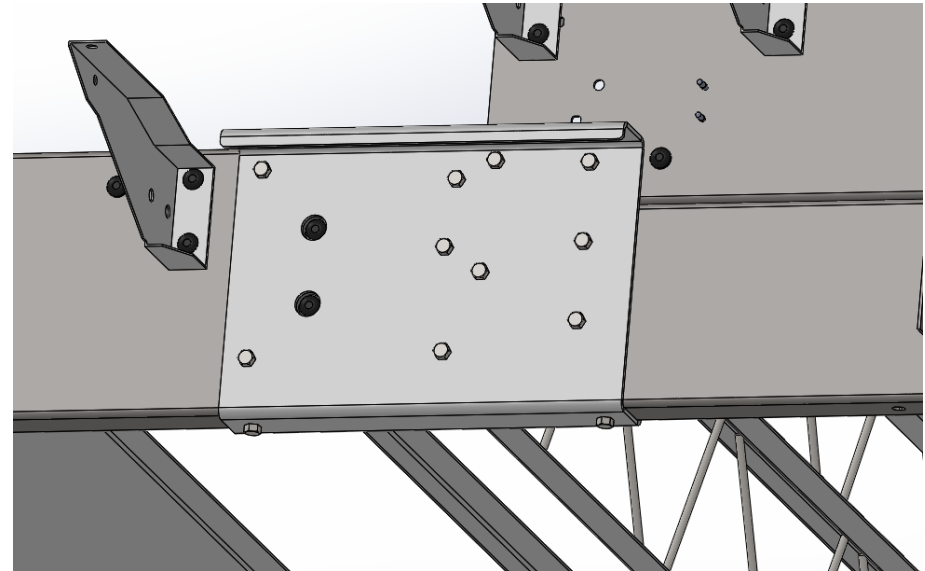
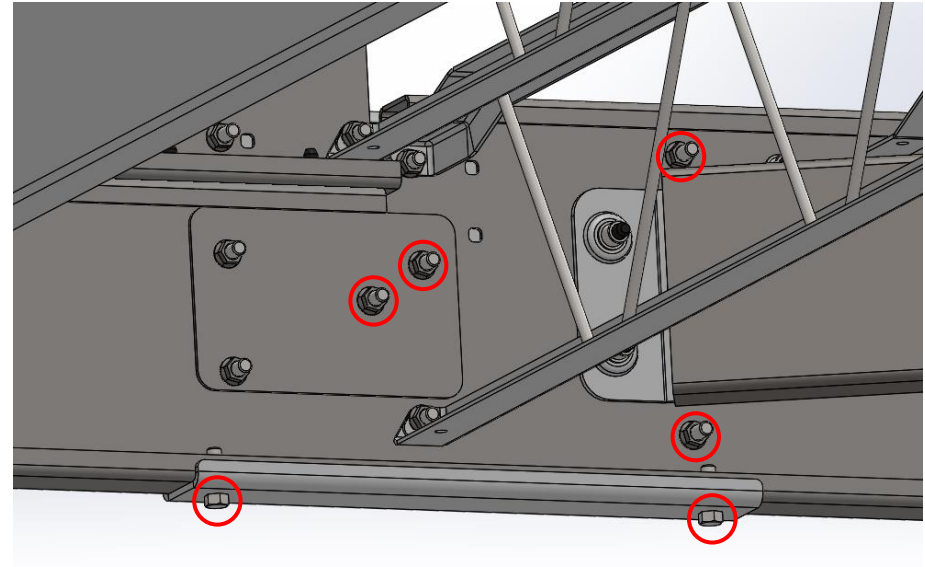
- With fasteners installed in 6 holes, use the reinforcement plate as a template to drill the remaining 6, 3/8" holes, 4 through the web, 2 through the bottom flange.



- Install inside backer plate on the inside of the frame rail. Two previously installed nuts will need removed and replaced over the backer.



- Install hardware in remaining holes.
- Torque all fasteners to 23 ft*lbs to flatten the frame rail between reinforcement plates.
- Repeat previous steps on opposite side of the frame.



Step 4

Proceed to Warranty Reimbursement.

WARRANTY REIMBURSEMENT

REPAIR

Submit the claim on Key Express using **Flat Rate Code # 7139142B**

In the Complaint section note: Safety Advisory # 20-391

In the Cause section note: Safety Advisory # 20-391

In the Correction section note: Add reinforcement plates as directed.

The amount of time authorized for this repair is **2.5 hours**.

PARTS DISPOSITION

No return parts.

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