

## SAFETY ADVISORY # 21-407

### Bullet Egress Window Crank

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 an egress window installed in the bedroom and did not have the correct crank handle installed. If an emergency situation arises the emergency exit may be difficult to open as the current black round knob may impede the ability to open the window, which could result in an increased risk of personal injury.

**Models Included:** 2020 – 2021 Bullet 34BIPR

**Serial Number Ranges:** 2020 LD434360 - LD435442  
2021 MD430666 - MD435638

**Parts Required:** 1 – KRV # 114843 - Crank Handle - Red - Full Exit Window (*This part may be ordered in bulk without a VIN*)

1 – KRV # 532131 - Screw - #8-32 x 1" RMHS - For Window Crank Handle - FR01108-1 (No Canadian Sales) (*This part may be ordered in bulk without a VIN*)

**Tools Required:** Phillips #2 Screwdriver

**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.



**Fig. 1**

The remedy is to replace the black round knob on the bedroom egress window with the narrow crank handle.

### **REPAIR INSTRUCTIONS**

#### **Step 1**

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

#### **Step 2**

Locate the bedroom egress window. Figure 1

**Step 3**

Remove the black round knob and install the narrow crank handle using KRV # 114843 - Crank Handle - Red - Full Exit Window and KRV # 532131 - Screw - #8-32 x 1" RMHS - For Window Crank Handle - FR01108-1 (Canadian Dealers purchase locally). See Figure 2.

**Step 4**

Proceed to warranty reimbursement.

**WARRANTY REIMBURSEMENT****REPAIR**

Submit the claim on Key Express using **Flat Rate Code # 7140742B**

In the Complaint section note: Safety Advisory # 21-407

In the Cause section note: Safety Advisory # 21-407

In the Correction section note: Installed correct crank handle

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

**PARTS DISPOSITION**

No part return.

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