

Keystone RV Company

5/24/21

SAFETY ADVISORY # 21-410

Passport Safety Chains

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 were built with safety chains that are underrated for the Gross Vehicle Weight Rating (GVWR). Under certain conditions during travel, if the vehicle becomes detached from the tow vehicle, the safety chains may not carry the weight of the unit as designed, leading to an increased risk of personal injury and or vehicle crash.

Models Included: 2021 Passport Travel Trailers: 282QB, 2400RB, 2704RK

Serial Number Ranges: 2021 MD411679 - MD414993
MK410671 - MK414878

Parts Required: 2 – KRV # 681306 - Chain - Safety - 5/16" x 27" - 11700# - w/Tag
(This part may be ordered in bulk without a VIN)

1 – KRV # 681310 - Chain - Attachment Bar - .44" Safety Chain
(This part may be ordered in bulk without a VIN)

Tools Required: - Welder - Grinder

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 remove the existing under rated safety chains and install the appropriately rated safety chains.

REPAIR INSTRUCTIONS

Step 1

Locate the trailer on a level, flat, hard surface. Chock the wheels and disconnect 12VDC and 120VAC power to unit.

Step 2

Follow the attached Norco instructions for replacing safety chains.

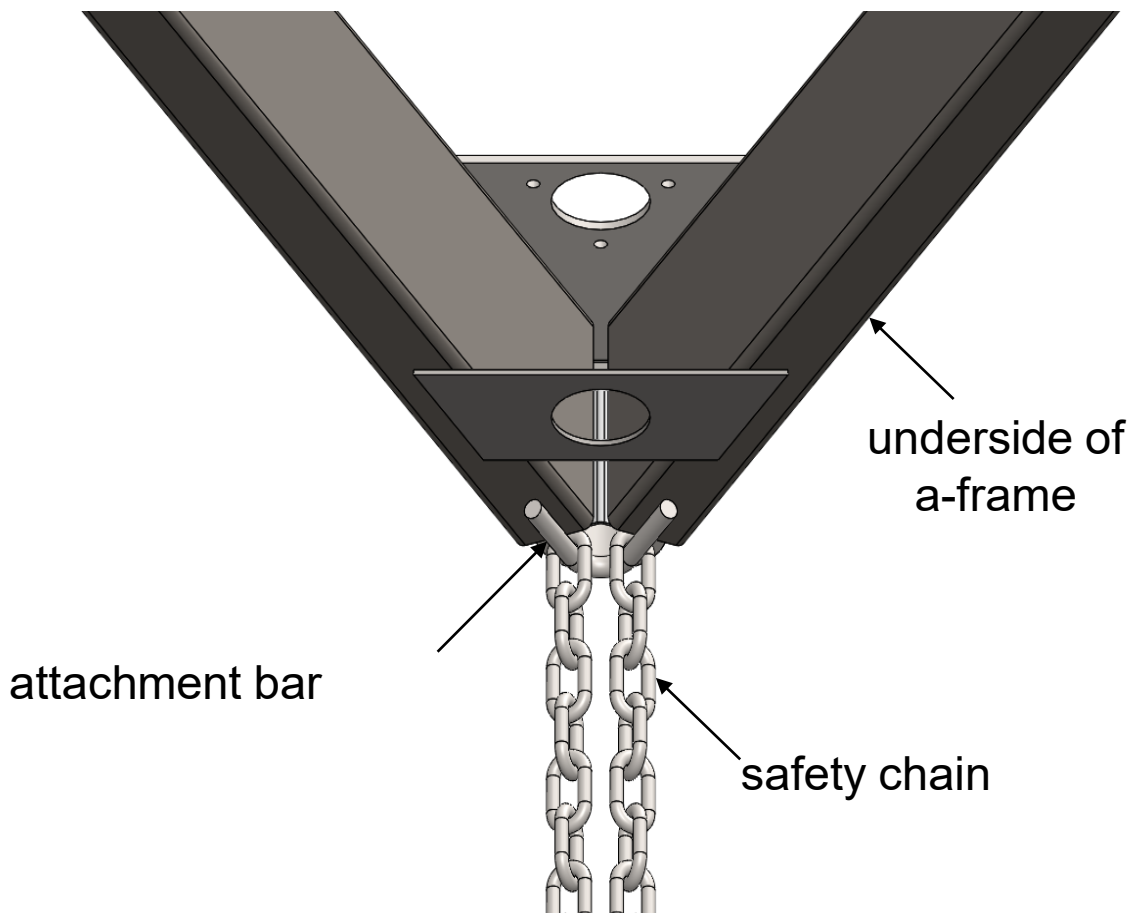


RV PRODUCTS GROUP

Safety Chain Replacement Instructions

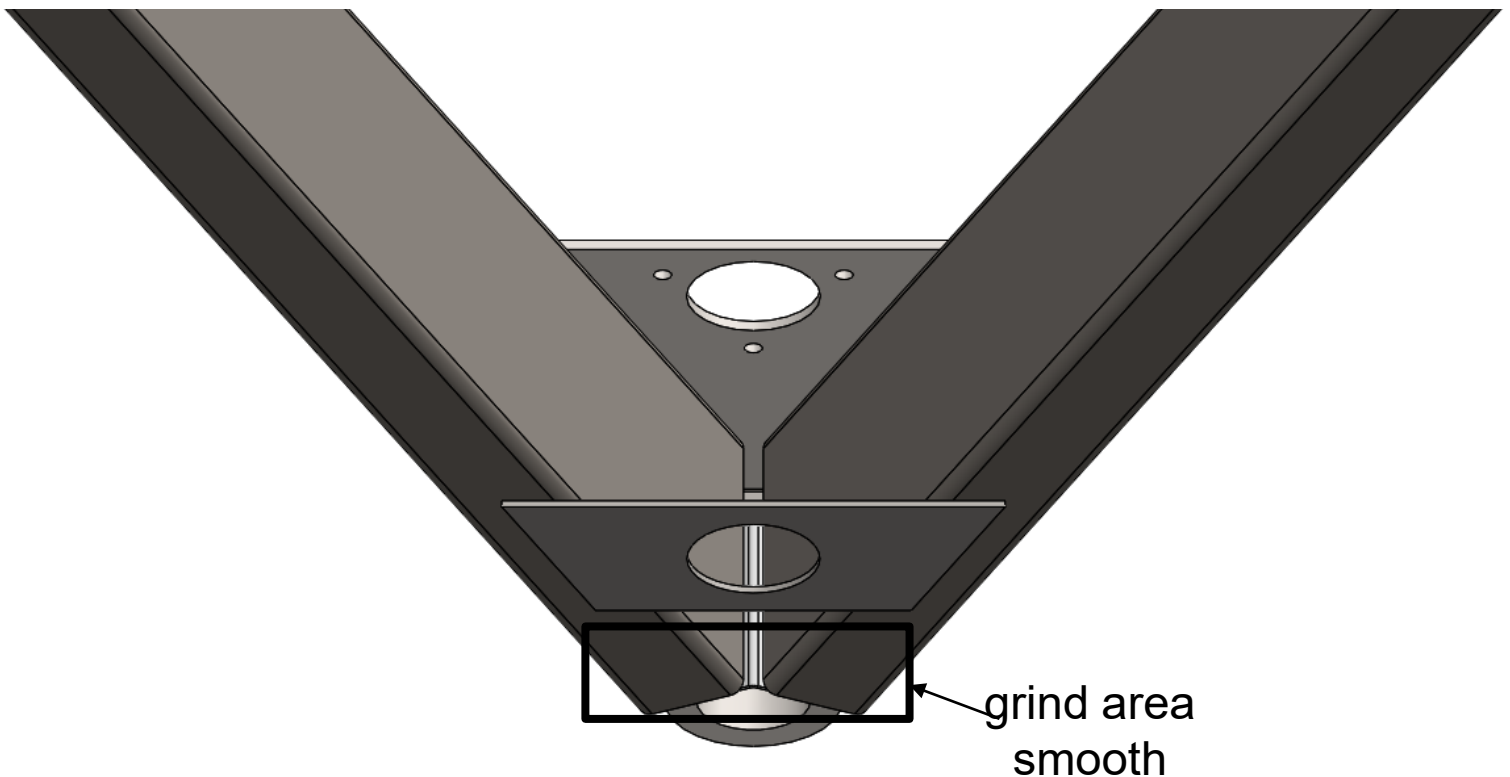
Remove Old Chains

- Using a grinder with a cutoff wheel, carefully remove the safety chain attachment bar from the a-frame
- Use caution when removing the old chains to prevent cutting or gouging the a-frame tubes while cutting



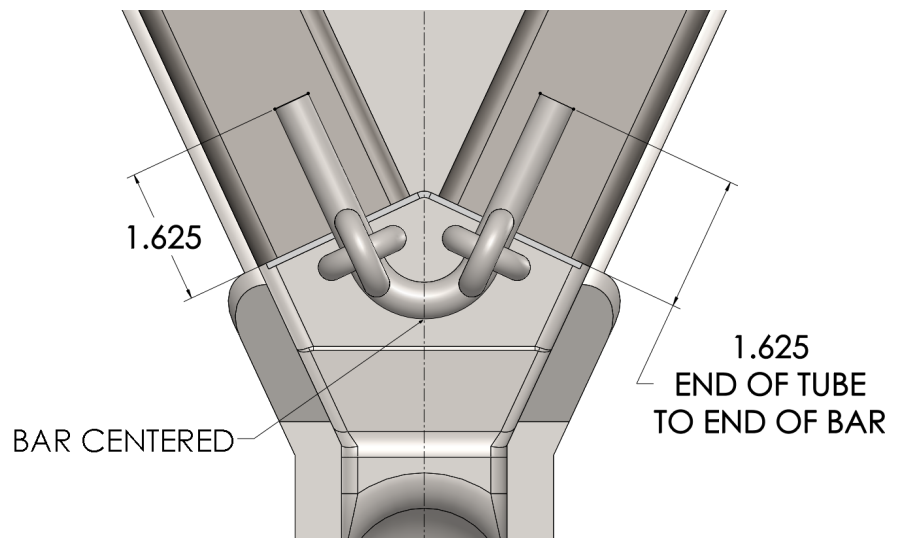
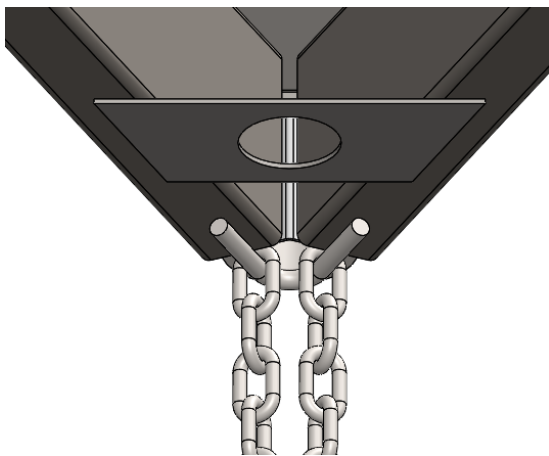
Clean/Prepare for welding

- Use a grinder with a flap wheel or sanding disc to grind the attachment bar area smooth
 - remove all welds and paint from the area noted below



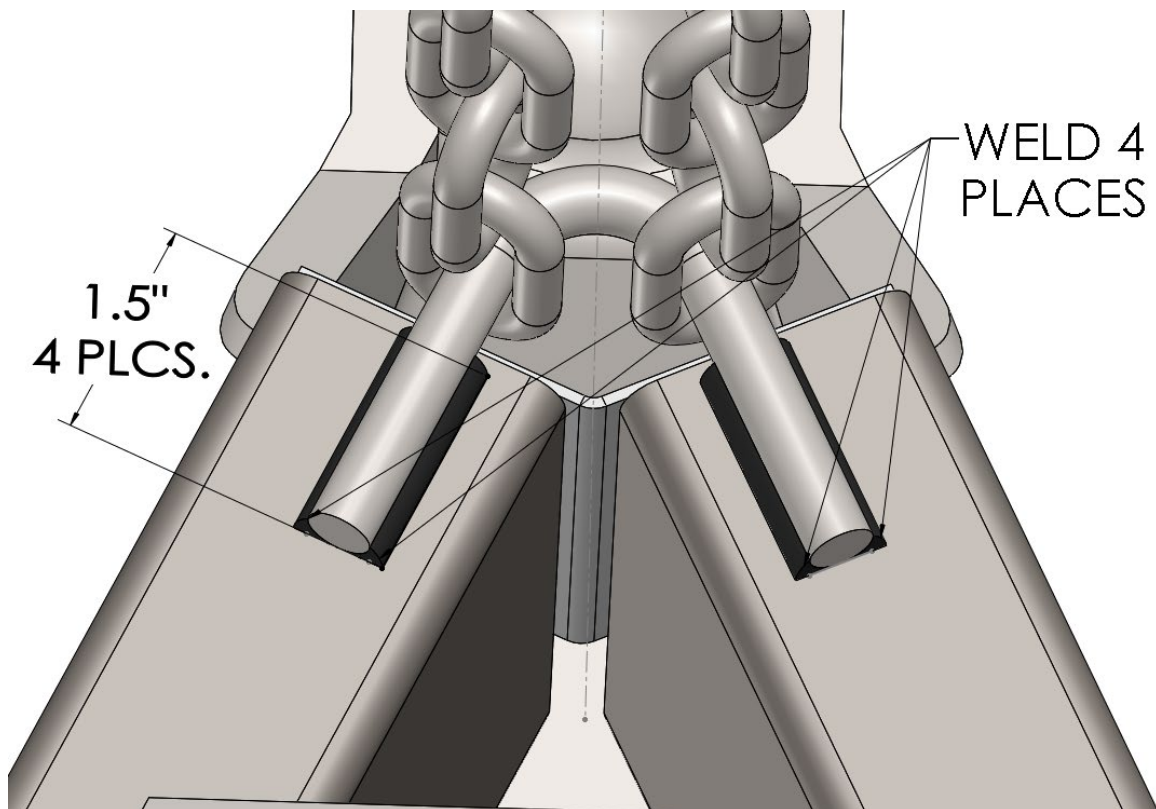
Installation

- Install the last chain link on the replacement safety chain attachment bar
- Center the attachment bar on the underside of the a-frame and use the dimensions below for placement
 - The attachment bar must be positioned so the chains move freely on the bar
- Tack or clamp the attachment bar in place and verify the safety chains hang freely without binding before welding



Welding

- Weld each end of the attachment bar as shown below
 - welds should be 1.5" long minimum with a ¼" minimum fillet size
 - weld both sides of each attachment bar leg
- Paint any uncoated areas to prevent corrosion



Step 3

Proceed to warranty reimbursement.

WARRANTY REIMBURSEMENT

REPAIR

Submit the claim on Key Express using **Flat Rate Code # 7141042B**

In the Complaint section note: Safety Advisory # 21-410

In the Cause section note: Safety Advisory # 21-410

In the Correction section note: Removed the 7600# safety chains and installed 11,700 safety chains

The amount of time authorized for this repair is **0.7 hour**.

PARTS DISPOSITION

No part return.

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