

Keystone RV Company

7/13/21

SAFETY ADVISORY # 21-411

Cougar 368MBI Frame Brace

Keystone is conducting a voluntary RECALL notification campaign in accordance with the National Highway Transportation and Safety Act. It has been decided under certain side load stress conditions the frame exhibits excessive flexing at the area of the axle spring hangers. Under certain conditions during travel, the frame rail may yield and buckle possibly leading to an increased failure and vehicle crash.

Model: Cougar Fifth Wheel 368MBI

Year	Serial Number Ranges
2017	H2507991 - H2507991
2018	J2500656 - J2513103
2019	K2500281 - K2512038 KR505946 - KR506005
2020	L2500107 - L2508889
2021	M2500058 - M2504615

- Parts Required:**
- 3 – KRV # 681711 - Frame - KS - Axle Brace Assembly - (Includes 1 hanger brace and 2 hanger plates) *(This part may be ordered in bulk without a VIN)*
 - 1 – KRV # 501127 - Frame - Outrigger - Bolt On - 13.50" x 6.88" x 1.5"
(This part may be ordered in bulk without a VIN)
 - 12 – KRV # 682401 - Bolt - #13 - 1/2" x 1 1/2" - Hex Cap - Zinc - GR5
(This part may be ordered in bulk without a VIN)
 - 12 – KRV # 163795 - Nut - 13 - 1/2" - Locknut - Hex - Nylon - Zinc
(This part may be ordered in bulk without a VIN)

Tools Required: - 3/4" wrench - 3/4" Socket and ratchet - 3/8" nut driver -screw gun

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 cross braces across each set of spring hangers, three total, and add an outrigger directly above center spring hanger on the off door side of the unit.

REPAIR INSTRUCTIONS

Step 1

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

Step 2

Locate the front, middle, and rear sets of spring hangers on the frame.

Step 3

Add KRV# 681711 Frame - KS - Axle Brace Assembly - (Includes 1 hanger brace and 2 hanger plates) as shown in Figures 1 and 2 using KRV# 682401 Bolt - #13 - 1/2" x 1 1/2" - Hex Cap - Zinc - GR5 and KRV# 163795 Nut - 13 - 1/2" - Locknut - Hex - Nylon - Zinc to attach the brace to each set of spring hangers.



Fig. 1



Fig. 2

Step 4

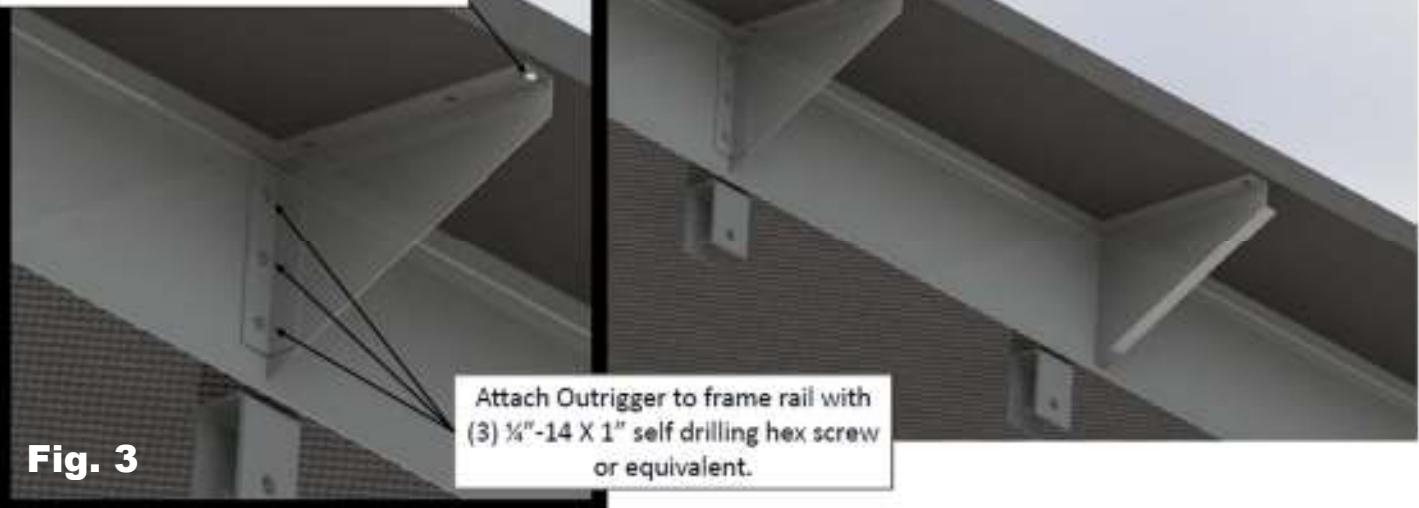
In between the wheels and above the middle spring hanger on the off door side of the frame, add KRV # 501127 - Frame - Outrigger - Bolt On - 13.50" x 6.88" x 1.5" using (3) 1/4" - 14 x 1" self-drilling hex screws into the frame rail and (1) 3/8" x 1 1/2" lag bolt in the outer most hole of the floor. See Figure 3.

Step 5

Proceed to warranty reimbursement.

Keystone RV Bolt on Outrigger Instructions

Attach outrigger to floor using 3/8" X 1 1/2" Lag Bolt for laminated floors and a 3/8" X 2 1/2" Lag Bolt for framed floors. Be sure you are installing the bolt into a solid member, Tube or Wood.



Attach Outrigger to frame rail with (3) 1/4"-14 X 1" self drilling hex screw or equivalent.

Fig. 3

WARRANTY REIMBURSEMENT

REPAIR

Submit the claim on Key Express using **Flat Rate Code # 7141142K**

In the Complaint section note: Safety Advisory # 21-411

In the Cause section note: Safety Advisory # 21-411

In the Correction section note: Cross Braces and Outrigger installed.

The amount of time authorized for this repair is **0.5 hour**.

PARTS DISPOSITION

No part return.

Please call Keystone RV Customer Service at **866-273-1454** if you have any questions.