

Keystone RV Company

3/29/22

SAFETY ADVISORY # 22-419

Alpine/Avalanche Collapsible Ladders

Keystone is conducting a voluntary RECALL notification campaign in accordance with the National Highway Transportation and Safety Act. It has been decided the vehicles in this recall population may have been manufactured with the exterior collapsible ladder not properly secured to the rear wall of the vehicle. If the ladder is not fastened securely to the rear wall, it may pull loose from the vehicle while an individual is utilizing the ladder, leading to an increased risk of personal injury.

Models Included:

Year	Model	Serial Number Ranges
2022	Alpine	NE780466 - NE780675
2022	Avalanche	NE760480 - NE760678

Parts (Inspection Required):

6 – KRV # 695361- Ladder - Bracket - 3.5" x 8.25" x 18GA - 4B - AL/AV (*This part may be ordered in bulk without a VIN*)

- #10 x 1" screws as needed

Tools Required:

- Screw gun - Caulk Gun

This Safety Advisory requires a Pre-Authorization & Photograph if the ladder is incorrectly mounted.

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 inspect where the ladder is mounted on the rear wall according to the measurements provided. If the measurements are outside of the provided parameters add the ladder bracket to cover the old mounting location and move the ladder within the proper measurement specifications.

REPAIR INSTRUCTIONS

Step 1

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

Step 2

Inspect ladder attached to the rear of the unit. If it is a one-piece ladder, proceed to warranty reimbursement for inspect. If it is a collapsible ladder, continue to Step 3.

Step 3

Measure from the bottom of the rear wall to the center of the first mounting bracket for the collapsible ladder. Refer to Figures 1 and 2, depending on the model of the unit, to determine that the ladder is correctly mounted.

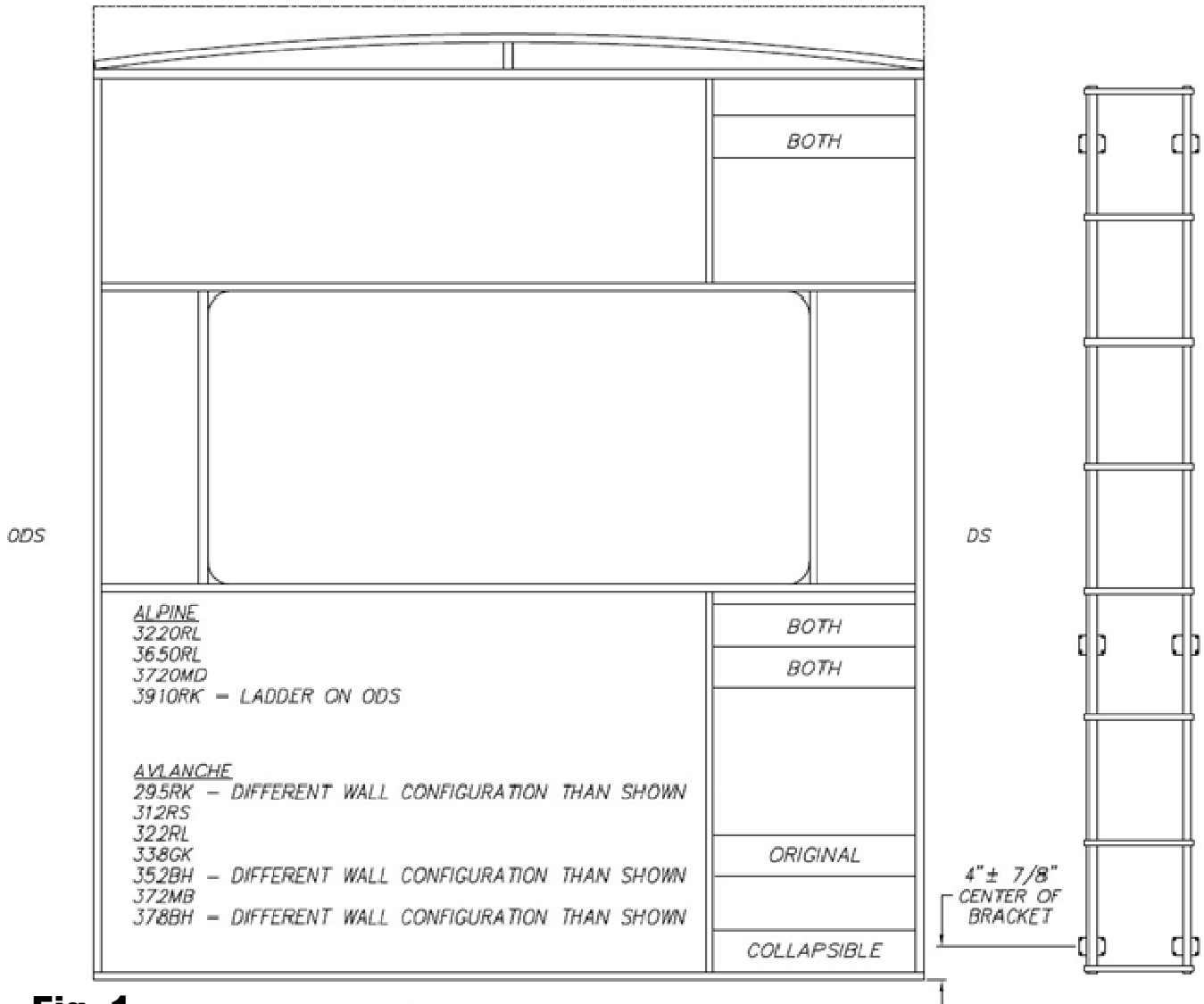


Fig. 1

SHOWN FROM OUTSIDE

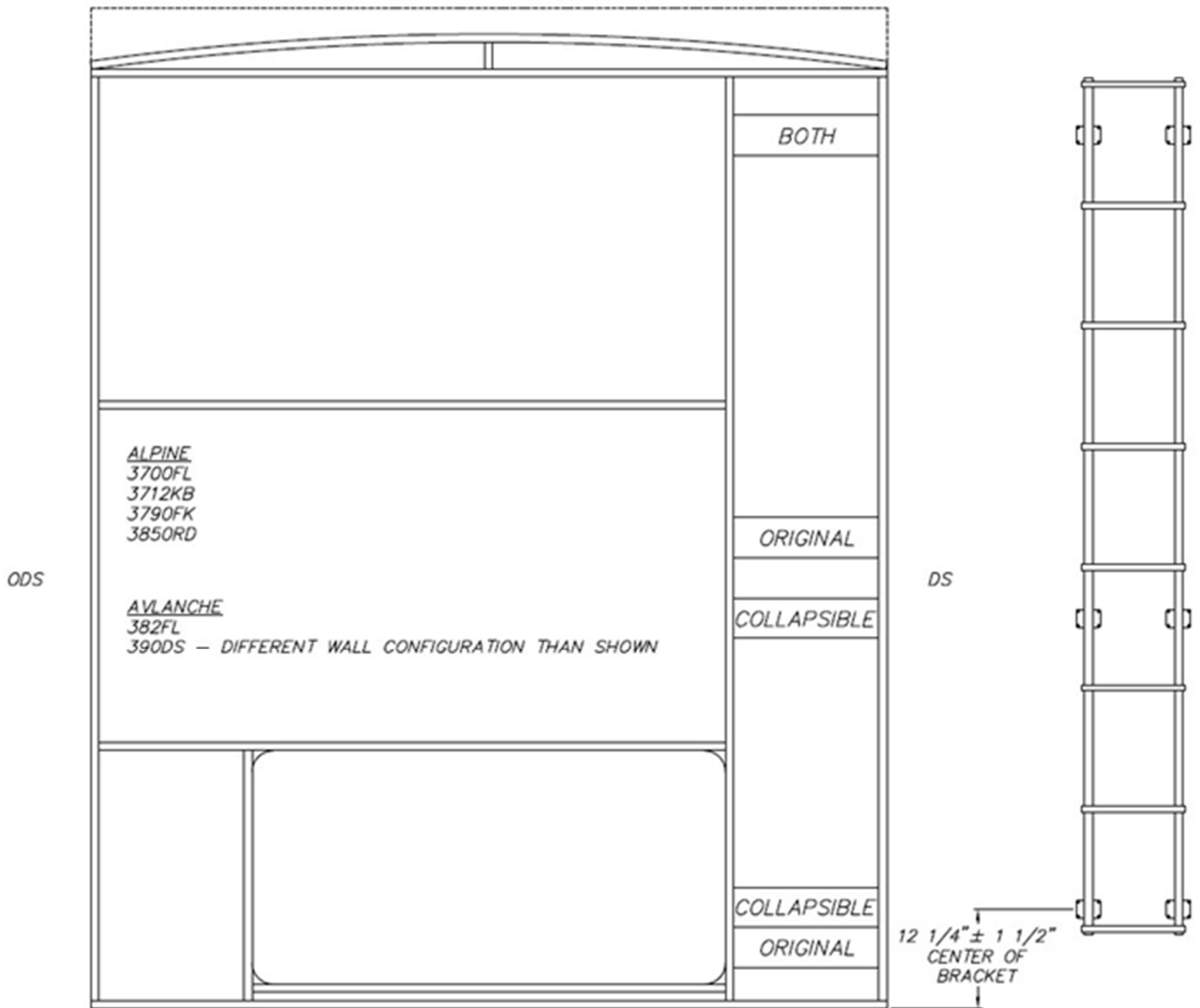


Fig. 2 SHOWN FROM OUTSIDE

Step 4

If the ladder is correctly mounted, proceed to warranty reimbursement for inspection. If it is not properly mounted, continue to Step 5.

Step 5

Remove the existing collapsible ladder.

Step 6

Equally place KRV# 695361- Ladder - Bracket - 3.5" x 8.25" x 18GA - 4B - AL/AV over the old mounting locations and over the proper measurements as outlined in Figure 1 or 2. See Figure 3 for one of the alignment options. Screw holes are symmetrical so each bracket has multiple options. Add two screws, do not tighten completely, to secure the plate in place using the old mounting location holes. Left and right plates should be symmetrical. Once the bracket is lined up straight, tighten screws to completely secure the ladder, see Figures 3 and 4.

Step 7

Repeat the process as described in Step 6 for all ladder mounting brackets. Seal all mounting locations as needed.

Step 8

Proceed to warranty reimbursement section.



WARRANTY REIMBURSEMENT

INSPECTION ONLY

Submit the claim on Key Express using **Flat Rate Code # 7141942K**

In the Complaint section note: Safety Advisory # 22-419

In the Cause section note: Safety Advisory # 22-419

In the Correction section note: One Piece ladder installed or Ladder was properly mounted according to specifications

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

REPAIR

Submit a Pre-Authorization request with photograph then claim on Key Express using **Flat Rate Code # 7141942A**

In the Complaint section note: Safety Advisory # 22-419

In the Cause section note: Ladder was improperly mounted

In the Correction section note: Relocated ladder and added adjustable plate.

The amount of time authorized for this repair is **1.0 hour**.

PARTS DISPOSITION

No part return.

Please call Keystone RV Customer Service at **(866) 273-1450** if you have any questions.