

# Keystone RV Company

4/13/22

## SAFETY ADVISORY # 22-427

### Norco Coupler Welds

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 a coupler hitch that may have not been welded properly. Under certain conditions during travel, the coupler welds may fail causing a separation of the trailer and tow vehicle which could lead to an increased risk of vehicle crash or personal injury.

#### Models Included:

Year	Model	Serial Number Ranges
2022	Bullet – All East Coast Models	ND430516 - ND430755 NT430150 - NT431027
2022	Outback – All Models	NB450084 - NB450833
2022	Passport – All East Coast Models	ND410671 - ND410869

#### Parts Required per Inspection:

1 – KRV # 534192- Frame - Coupler - 2 5/16" (*This part may be ordered in bulk without a VIN*)

Tools Required:           - Welder           - Grinder

**This Safety Advisory requires a Pre-Authorization & Photograph if welds are incorrect.**

**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.

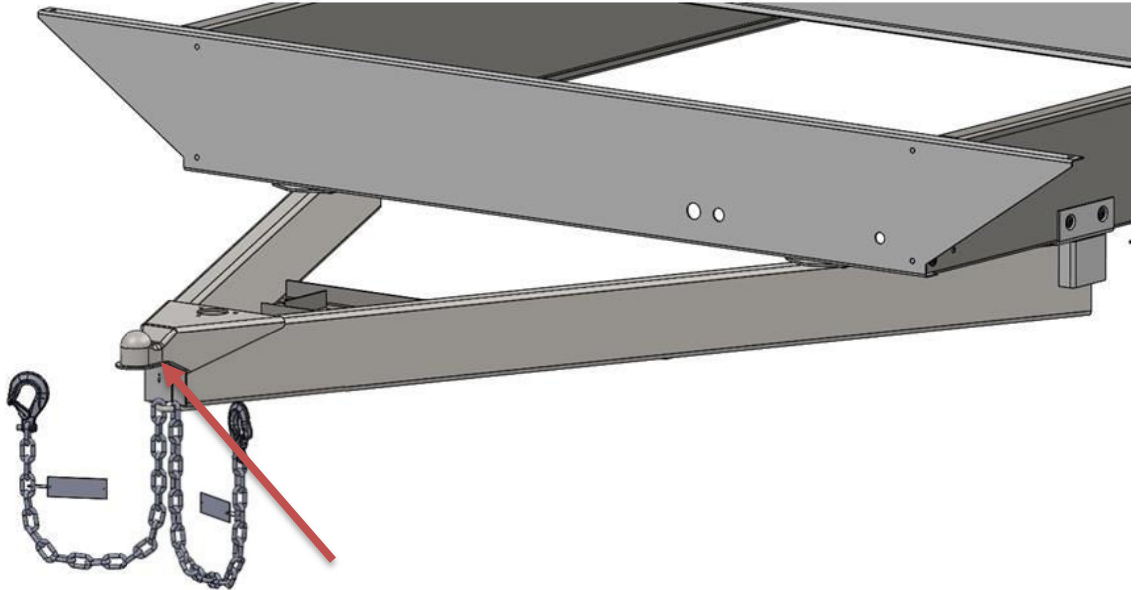
The remedy is to visually inspect the welds on the bottom of the coupler, if the bottom of the coupler is spot welded, it will need to be replaced. If welds are incorrect a picture of the bottom of the coupler is required.

**REPAIR INSTRUCTIONS – SEE FOLLOWING NORCO INSTRUCTIONS**

**NORCO INDUSTRIES APPROVED INSPECTION PROCEDURE**

**STEP 1: VISUAL INSPECTION**

- 1) Inspection location: Bottom side of coupler located at the front end of the a-frame.



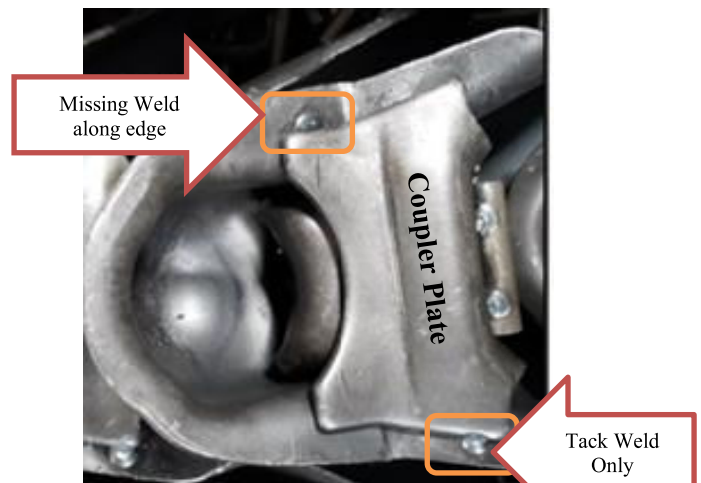
- 2) Underneath the coupler, use a flashlight to inspect the welds at each side of the bottom coupler plate.
- a. To Pass Inspection: A weld bead should run along each side of the plate.
  - b. To Fail Inspection: A weld bead will not run along the side of the plate and there will only be tack welds

PASS (Painted View)



Weld  
along  
edges

FAIL (Unpainted View)



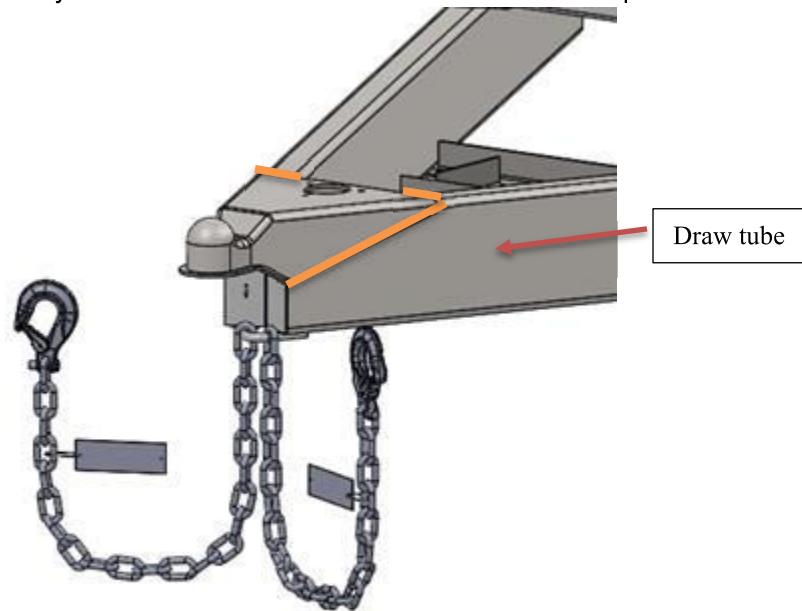
Missing Weld  
along edge

Tack Weld  
Only

## NORCO INDUSTRIES APPROVED REPAIR PROCEDURE

### STEP 2: REPAIR IF VISUAL INSPECTION FAILS

- 1) In a circumstance that the coupler is only tack welded on the underneath plate, the coupler will need to be replaced by a qualified welder.
- 2) Safely support the front of the RV with jack stands and remove the tongue jack.
- 3) Carefully cut through the perimeter welds of the coupler allowing the defective coupler to be removed. *Use caution not to damage the draw tubes when cutting through the welds.*
- 4) Using a grinder, remove any excess weld from the draw tubes once the coupler has been removed.



- 5) Prep the replacement coupler by removing the paint from the weld locations.
- 6) Weld the replacement coupler in place just as the original was welded.
- 7) Paint raw steel areas.

## EXCLUSIONS

Norco Industries shall not be liable for consequential or incidental damages of any kind in the event of a component failure caused by an improper repair and/or failure to follow the approved repair procedure.

**WARRANTY REIMBURSEMENT**

**INSPECTION ONLY**

Submit the claim on Key Express using **Flat Rate Code # 7142742K**

In the Complaint section note: Safety Advisory # 22-427

In the Cause section note: Safety Advisory # 22-427

In the Correction section note: Inspect welds. Welds were correct.

The amount of time authorized for this repair is **0.3 hour**.

**REPAIR**

Submit a Pre-Authorization request with pictures then claim on Key Express using **Flat Rate Code # 7142742A**

In the Complaint section note: Safety Advisory # 22-427

In the Cause section note: Welds are incorrect, see pictures

In the Correction section note: Removed and replaced coupler.

The amount of time authorized for this repair is **1.5 hours**.

**PARTS DISPOSITION**

No return part required.

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