

Keystone RV Company

4/26/22

SAFETY ADVISORY # 22-428

Shore Cord Receptacle

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 50 amp shore power inlet with a #2 Philips lug that may have been improperly stamped, not allowing it to be properly torqued by the installer. Under certain conditions if the lug is not properly torqued to 20 inch pounds, the loose connection can lead to an increased risk of property damage or fire.

Models Included:

Year	Model	Serial Number Range
2022	Alpine – All Models	NE780853 - NE780985
2022	Arcadia – All Models	NL550737 - NL550856
2022	Avalanche – All Models	NE760888 - NE761056
2022	Fuzion – All Models	NF810618 - NF810725
2022	Impact – All Models	NF815348 - NF815408
2022	Passport – All Models	NK413331 - NK413335

Parts Required per Inspection: 1 – KRV # 384874 - Recept - 125/250v - 50A - Inlet - Epicord - Black
(This part may be ordered in bulk without a VIN)

Tools Required: - Screw gun - Caulk Gun - Inch pound torque 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.

The remedy is to remove the 50 amp shore receptacle torque lugs to 20 inch pounds. If 20 inch pounds cannot be reached, the 50 amp shore receptacle is to be replaced.

REPAIR INSTRUCTIONS

Step 1

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

Step 2

Remove 50A inlet from sidewall. Slide protective sleeve off of inlet to reveal the lugs.

Step 3

Using a torque screwdriver or torque wrench with a screw bit, torque all four lugs to 20 inch pounds. If the torque value is not able to be reached, replace the inlet and tighten the new inlet lugs to 20 inch pounds. Reinstall and seal as needed.

Step 4

Proceed to warranty reimbursement.

WARRANTY REIMBURSEMENT**INSPECTION ONLY**

Submit the claim on Key Express using **Flat Rate Code # 7142842K**

In the Complaint section note: Safety Advisory # 22-428

In the Cause section note: Safety Advisory # 22-428

In the Correction section note: Lugs were torqued correctly.

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

REPAIR

Submit the claim on Key Express using **Flat Rate Code # 7142842B**

In the Complaint section note: Safety Advisory # 22-428

In the Cause section note: Safety Advisory # 22-428

In the Correction section note: Unable to torque lugs properly, replaced 50A inlet.

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

PARTS DISPOSITION

No return part.

Please call Keystone RV Customer Service if you have any questions:

Luxury - 866-273-1450

Toy Haulers - 866-273-1452

Light Weight - 866-273-1456