

## Inspection Process for Sidewall Cracks and Separation

The information and instructions in a Keystone Service Bulletin (KSB) are intended to inform RV dealership Service Managers/Technicians of situations that may occur with some Recreational vehicles so dealership personnel can perform proper and efficient service. KSB's are intended to be used by trained RV technicians with the knowledge, tools and equipment to do the job properly and safely, not "do-it-yourselfers".

- Inspection information is not presented as a repair guaranteed to be covered by warranty.
- Keystone's P & P (Policy & Procedures) must be followed for any requested warranty work.
- Do not assume this inspection is covered by warranty.
- Not every unit requires a repair.

This process describes the inspection of sidewall cracks and separation forward of the front slideouts to determine if there is a defect and what repair may need to be performed.

**Model and Serial Numbers Included:** Fifth Wheel Trailers  
**Local parts:** Silicone sealant

**Tools Required:** Screw gun, Screwdriver, Caulk Gun.

### **This KSB requires a Pre-Authorization & Photographs**

When performing this KSB, please make certain that appropriate Personal Protective Equipment (PPE) is used.

## **REPAIR INSTRUCTIONS**

### **Step 1**

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

### **Step 2**

Take Photos of the Front Hitch Area, the Rear Bumper, and both sidewalls, see Figures 1 and 2.



**Fig. 1**



**Fig. 2**

**Step 3**

Locate the Expansion Joint(s), see Figure 3.

**Step 4**

Remove the trim insert and draw a straight line across the joint, see Figure 4.

**Step 5**

Place weight on the hitch, see Figure 5.



**Step 6**

Take a photo of Expansion Joint, with and without weight on the hitch, see Figure 6.

**Step 7**

Take a photo of Trim, with and without weight on the hitch, see Figure 7.

**Step 8**

Take a full view photo of the hitch/pin box and photo including the tag information, see Figure 8.



**Step 9**

Complete the Upper Deck Flex Measurement sheet on page 5.

- if the measurements are  $\frac{1}{2}$ " or less difference stop and submit all photos and information thru the preauthorization process. Contact the appropriate Team with any questions.
- if the measurements are greater than  $\frac{1}{2}$ " difference proceed to step 10.

**Step 10**

Remove hitch coverings and insulation. Take photos of complete steel framing area, be sure to take photos of any broken, bent, or torn steel and broken welds, see Figures 9 and 10.

**Step 11**

Inspect the triple hollow tubes for wood by taking front cap loose, it does not have to be removed completely. Loosen the side trims up to the top but leave the termination strip at the top intact. Pull the bottom of the cap open enough to get photos of any broken welds in the sidewall and show if the tubes are stuffed with or without wood, see Figures 11 and 12.



**Stop Here!!! Please submit all photos and findings for further instructions.**



## UPPER DECK FLEX MEASUREMENT

0236

### FRAMES AND CHASSIS

**A** = Pin box side plate intersection with rear tube for pin box.

**B** = Most forward point on fillet (intersection of the flange and web of the I-beam) of I-beam on frame.

It is imperative the technician uses the same point on both sides of unit in both upper deck and lower frame areas as described above.

### DOOR SIDE

1. With legs extended and weight of the unit on the front landing gear, measure from Point A to Point B and record measurement.
2. With unit lifted by fork lift or supported by the tow vehicle measure from Point A to Point B and record measurement.

\_\_\_\_\_ = Measurement taken with weight of unit on landing gear.

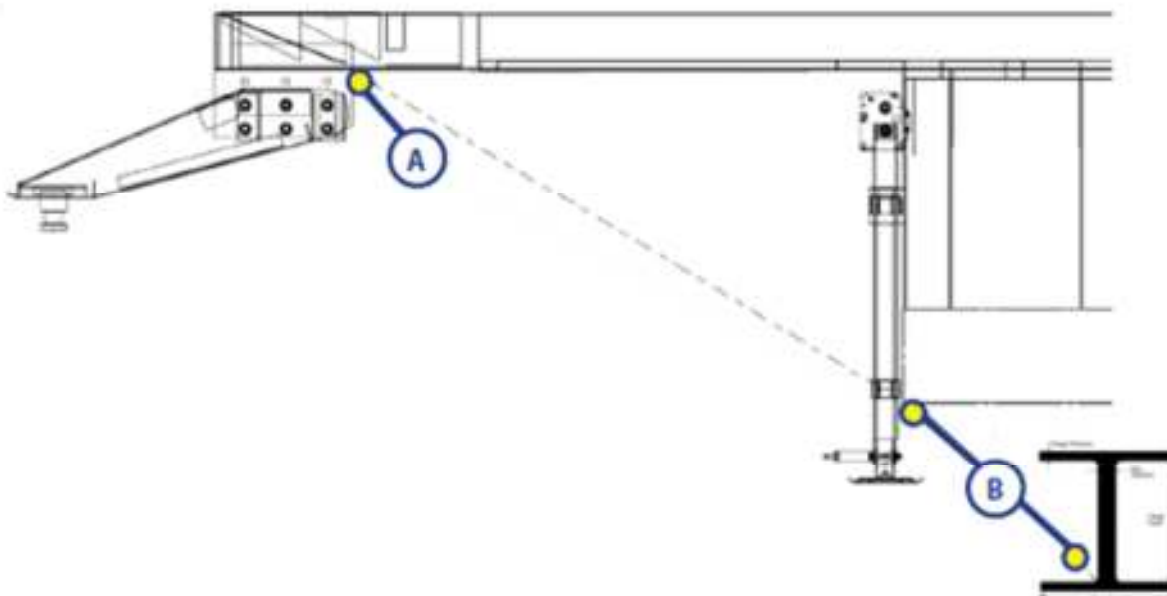
\_\_\_\_\_ = Measurement taken with unit lifted and landing gear at least  $\frac{1}{2}$ " off the ground.

### OFF DOOR SIDE

3. With legs extended and weight of the unit on the front landing gear, measure from Point A to Point B and record measurement.
4. With unit lifted by fork lift or supported by the tow vehicle measure from Point A to Point B and record measurement.

\_\_\_\_\_ = Measurement taken with weight of unit on landing gear.

\_\_\_\_\_ = Measurement taken with unit lifted and landing gear at least  $\frac{1}{2}$ " off the ground.



**WARRANTY REIMBURSEMENT**

This KSB is for **INSPECTION ONLY**

Submit a Pre-Authorization request then claim with pictures on Key Express using **Flat Rate Code # 7301442F**

In the Complaint section note: KSB 210218

In the Cause section note: KSB 210218

In the Correction section note: KSB 210218

The amount of time authorized for Steps 1-9 is **1.0 hour**.

If Steps 10 and 11 were necessary, add **2.0 hour**.

**PARTS DISPOSITION**

No part return required.

If you have questions, please contact Customer Service:

**Luxury: (866) 273-1450**

**Toy Haulers: (866) 273-1452**

**Premium: (866) 273-1454**

**Dutchmen: (855) 382-4100**

**Crossroads: (844) 361-8455**