

Keystone RV Company

SERVICE ADVISORY # 10-140

Cougar HC 296BHS Egress Window

Keystone RV Company has determined an egress window was not installed in the rear bunk room. Due to code requirements an egress window must be installed in the rear bunk room.

Models Included: 2010, 2011 Cougar HC296BHS

Serial Number Range: 2010 - AA510038, 2011 – BA510034 – BA510072

Parts Required per Unit: (1) – 117837 Window - 36" x 22" - VEPW - Grey 20 - Temp - Black Frame #2000 - 1/8" x 3/4" black putty tape

Tools required: - Screw gun - Square bit

INSTRUCTIONS

Replace the rear door side bottom bunk window; 36" x 22" - SV - Grey 20 - Temp - Black Frame, see figure 1, with 36" x 22" - VEPW - Grey 20 - Temp - Black Frame windows see figure 2.

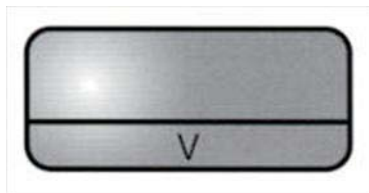


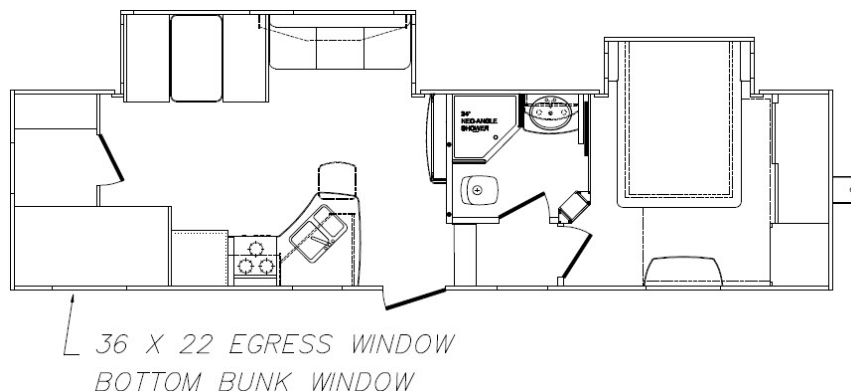
Fig. 1

Vented window



Fig. 2

Egress window



WARRANTY REIMBURSEMENT

Submit the claim on Key Express or on a Keystone Warranty claim form with **Service Advisory # 10-140** and **Flat Rate Code # 7114042B** noted in the customer complaint section of the form. The amount of time authorized for this repair is 1.0 hours.

If you have any questions, please call Keystone RV Customer Service at **(866) 273-1452**.