

SERVICE ADVISORY # 11-161

Raptor Water Line Relocation

Keystone RV Company is conducting a voluntary RECALL notification campaign in accordance with the National Traffic and Motor Vehicle Safety Act. It has been determined that on some vehicles the fresh water fill/draw line may be connected to the black water tank. The fresh water plumbing will become contaminated leading to an increased risk of personal injury if the plumbing is incorrect, the black water tank contains waste and the water pump is turned on. This service advisory will explain how to correct the plumbing.

Models Included: 2011 Raptor 365LEV

Serial Number Range: BR800855 – BR801143

Parts Required per Unit: No parts required

Tools Required: - Screw gun - # 2 Square bit - Air nozzle - Air Hose to City Water Adapter

INSTRUCTIONS

ONE: PREPARING THE TRAILER

Step 1 Drain the fresh water tank. Locate both termination valves and drain both black tanks.

Step 2 Locate the trailer on a level, flat and hard surface. Chock the wheels.

TWO: INSPECT WATER LINES

Step 1 Locate the convenience center on the off door side of the unit. Rotate the winterization valve to the off position. See figure 1 & 2.



Fig. 1

Black tank
flush



Fig. 2

Step 2 Rotate the tank fill power fresh valve to the fill position. See figure 3.

Step 3 Remove the screen gaskets from the city water fill and both of the black tank flush ports. See figure 4. One port will be located in the convenience center; the other will be located on the sidewall to the right of the convenience center. See figure 1.



Fig. 3



Fig. 4

Step 4 Remove both sewer caps and open both black tank valves. Connect a regulated air line to the black tank flush connection on the off door side sidewall. Apply no more than 40 PSI to the black tank flush and listen at the terminations for air coming through. See figure 5 & 6. Repeat this step for the other black tank flush in the convenience center. If no air is coming through for either termination proceed to Repair Water Lines.



Fig. 5



Fig. 6

Step 5 Remove the gravity fill cap on the fresh water tank. Connect regulated air line to the city water connection in the convenience center. Apply no more than 40 PSI to the city water connection and listen for air at the freshwater gravity fill on the door side of the unit. See figure 7 & 8. If no air is coming through proceed to Repair Water Lines.



Fig. 7



Fig. 8

Step 6 If you have air flow at all three connections, the water lines are plumbed correctly, proceed to warranty reimbursement. If the water lines are found to incorrectly plumbed, proceed to Repair Water Lines.

THREE: REPAIR WATER LINES

Step 1 Remove the screws from the plastic convenience center cover and remove the cover so the water lines can be accessed. See figure 9. Locate the water lines that come through the two holes in the floor. See figure 10.



Fig. 9



Fig. 10

Step 2 Disconnect the all three water lines at the couplers. See figure 11.



Fig. 11

- Step 3** Apply no more than 40 PSI of air into the city water connection on the convenience center. One of the disconnected lines will have air coming out. Mark this line with black tape.
- Step 4** Using a rubber tipped air nozzle blow air into the three lines coming out of the floor. Locate which line has air to the fresh water tank by listening to the gravity fill on the door side of the unit. Mark this line with black tape.
- Step 5** Connect the two lines which have been taped.
- Step 6** Reconnect the remaining lines, one to each of the black tank flush ports.
- Step 7** Hook water up to the black tank flushes and the city fill to water test and check for leaks.
- Step 8** Replace and secure the convenience center cover.

FOUR: SANITIZE SYSTEM

Complete this step if the black tank has been used. It is not necessary to perform this on stock units or if the plumbing is found to be correct.

- Step 1.** Prepare a chlorine bleach solution of 2 cups bleach to one gallon of water. If using Ultra bleach concentrations, reduce bleach to 1 cup to one gallon of water.
- Step 2.** Add solution to tank and fill with water. Pump the solution through each faucet/fixture until a distinct chlorine odor is detected. Close faucets and let stand 4 hours.
- Step 3.** Drain system and flush with fresh water until chlorine odor and smell is gone.

WARRANTY REIMBURSEMENT

INSPECTION ONLY CLAIMS

Submit the claim on Key Express or on a Keystone Warranty claim form using **Flat Rate Code # 7116142F** and **Service Advisory # 11-161** noted in the customer complaint section of the form. The amount of time authorized for inspection is 0.5 hours.

REPAIR CLAIMS

Submit the claim on Key Express or on a Keystone Warranty claim form using **Flat Rate Code # 7116142A** and **Service Advisory # 11-161** noted in the customer complaint section of the form. The amount of time authorized for this repair is 1.0 hours plus an additional 1.0 hours if sanitizing is necessary (pre-auth required).

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