

## SAFETY ADVISORY # 16-247

### Sprinter 353DEN Haier TV

Keystone is conducting a voluntary RECALL notification campaign in accordance with the National Highway Transportation and Safety Act. It has been decided the vehicles in this recall population may have been manufactured with a Haier 55" Model 55E2500 TV that can break off of the wall mounting inside the vehicle. If the TV breaks loose from the wall while person is nearby, it will lead to an increased risk of personal injury.

#### Model and Serial Numbers Included:

2016 Sprinter – Model 353DEN – Serial Number Range: G1531256 - G1532068

**Parts Required per Unit:** Zip tie, Putty

(1) - KRV # 501433 - TV - 55" - Sansui - LED - SLED5515

**Tools Required:** Screw Gun, 1/4" Drill Bit

#### REPAIR INSTRUCTIONS

**Step 1** Remove Haier 55" TV by lifting TV to release from locking wall bracket. Note: May need extra person to assist with removing TV. Remove the screws, washers, and nylon spacers from back of TV. Keep the washers and spacers, discard the screws, Fig. 1.



Fig. 1

**Step 2** Remove wall bracket. Reconfigure wall bracket by moving both vertical braces from outer mount to inner mount on the horizontal braces, Fig. 2.

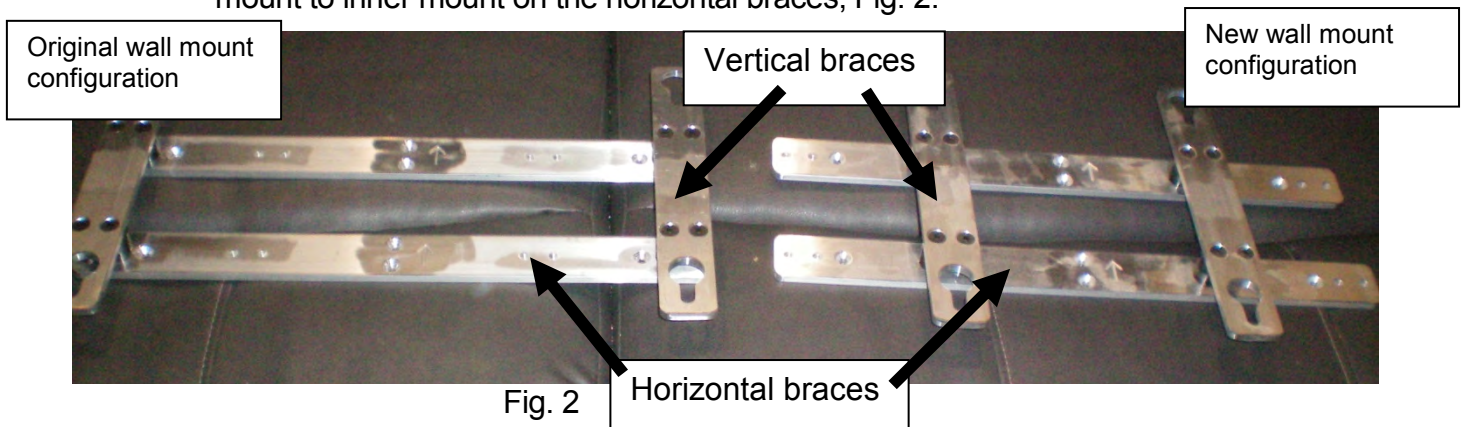


Fig. 2

**Step 3**

From the bottom of the overhead cabinet, measure down 17" for new mounting location of the bracket, centered and level, should be 2" below the original installation holes, to re-install wall bracket. Install wall bracket in new position, Fig. 3. Putty holes.

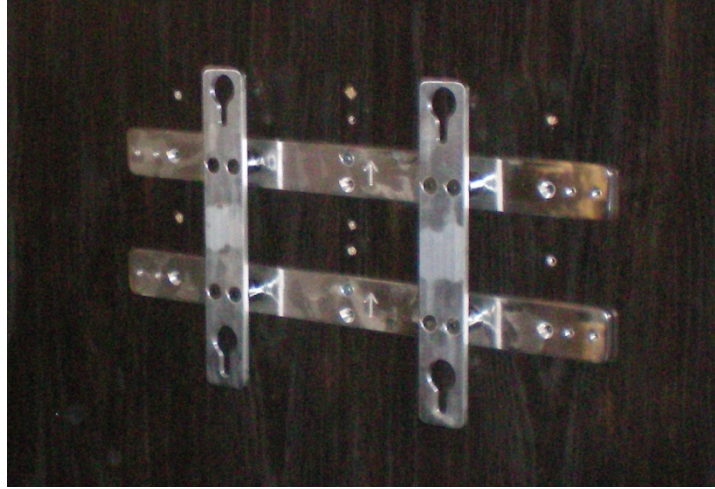


Fig. 3

**Step 4**

Re-install washers and spacers with new screws, KRV # - 310820 which will be supplied with the replacement TV, onto back of replacement TV. Note: Do not over-tighten screws, Fig. 4.

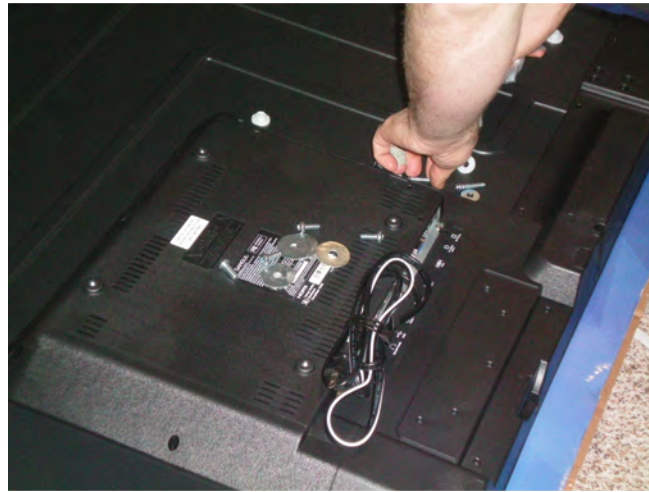


Fig. 4

**Step 5**

Connect power, coax, and RCA jacks to back of TV. Zip-tie lines together. Install new TV on wall mount.

**WARRANTY REIMBURSEMENT**

**Claims for Safety Advisories must be on a separate claim.**

Submit the claim on Key Express with **Flat Rate Code # 7124742B** and **Safety Advisory # 16-247** noted in the customer complaint section of the form. Please note in correction TV replaced. The amount of time authorized .5 hours.

**PART RETURN**

**US & Canada** – No part return is required. 1) Attach a picture to the claim of model number and serial number sticker found on back of Haier TV, Fig. 5 Information in picture must be clear and legible. 2) Render the TV incapable of being wall mounted again by using a 1/4" drill bit to drill in 3/8" deep into each mounting lug of the Haier TV., Fig. 6.

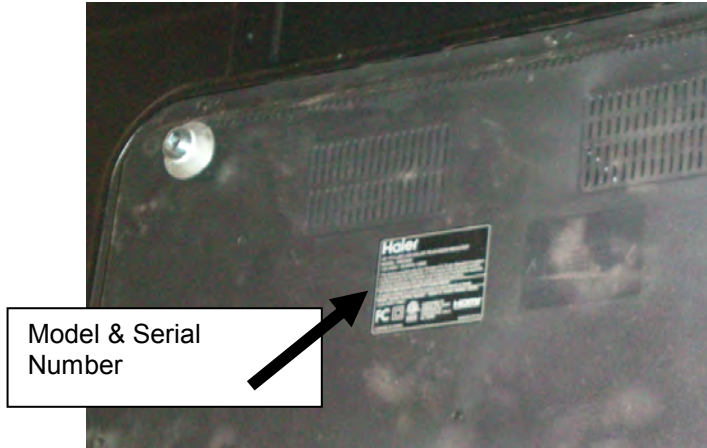


Fig. 5

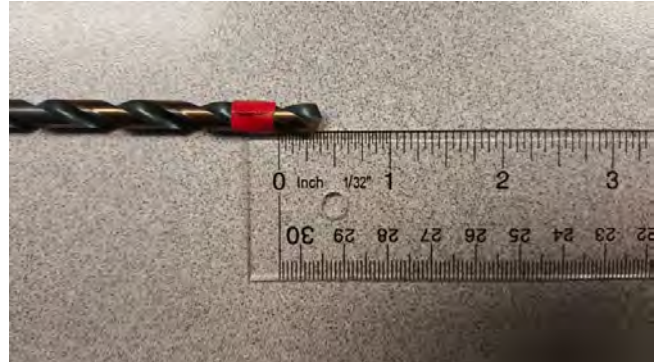


Fig. 6

Keystone is not requiring that you return the television(s) as part of the recall as the television itself is not defective. However, the casing to support the wall mount of the television may have been compromised and will no longer be safe for wall mount installation in a recreational vehicle or otherwise. The only acceptable set up for the television(s) moving forward is a table top set up using a table top base. By submitting a warranty claim on the recall your dealership acknowledges that it will take any and all action necessary to assure that the television(s) remaining in your possession are not later retail sold and then wall mounted. To accomplish this you must first disable the ability to use the wall mount by following the instructions contained in the Service Advisory and also place a written disclosure/label on the television(s) with a clear and bold notation that the television is being sold "AS IS" and that it can only be used with a table top base. If you are unable to make certain of the appropriate set up and table top application for the television(s), we ask that the television(s) be immediately destroyed.

If you have questions please contact us at: **(866) 273-1452**.