

# Keystone RV Company

9/22/17

## SAFETY ADVISORY # 17-301

### IOTA Transfer Switch Replacement

Keystone is conducting a voluntary **RECALL** notification campaign in accordance with the National Highway Transportation and Safety Act. It has been decided some IOTA ITS-50R transfer switches are experiencing heat related failures when exposed to the elevated electrical loads associated with RV use in higher ambient temperatures. The failure is causing connections and wiring in the transfer switch to degrade and heat leading to elevated case temperatures and an increased risk of electrical damage to other appliances from loss of neutral in a 240V circuit. Continued use of the vehicle without replacing the transfer switch increases the risk of a fire, personal injury, and property damage.

**Models Included:** 2008 - 2009 Raptor Travel Trailers with Generator Option

Model: 3110TT                      2008 8R801337 – 8R802231

2009 9R800029 – 9R800638

Model: 3018TT                      2008 8R801558 – 8R801862

**Parts Required per Unit:** Transfer Switch KRV # 331388

**Tools Required:**    - #2 Square Screwdriver    - Inch Pound Torque Screw Driver (if available)  
                                 - #2 Phillips Screwdriver

**Note – Check serial number on Key Express to verify the campaign is open.**

When performing warranty or recall service, 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**

Disconnect all sources of electrical power including:

- Unplug the shore cord and stow cord
- Unhook the 7-way cord from the tow vehicle
- Disconnect the ground cables on all batteries
- Shut off the generator and turn off the breakers
- Turn off and disconnect all 120/240V aftermarket equipment such as inverters

 **WARNING**

**FAILURE TO REMOVE ALL SOURCES OF ELECTRICAL  
POWER CAN RESULT IN PERSONAL INJURY.**

**Step 3**

Inspect the Transfer Switch to verify it is an IOTA ITS-50R as shown in Figure 1. If it is not an IOTA ITS-50R - go to Warranty Reimbursement and submit a claim for Inspection Only. No further action is necessary.

**Step 4**

Remove the cover of the transfer switch.

**Step 5**

To prevent electrical shock use a voltmeter to verify that all circuits in the transfer switch are de-energized.

**Step 6**

Label the external wires coming into the transfer switch (generator, power cord and control panel). Loosen the screws and remove these 3 sets of wires. **IMPORTANT – If any of the wires are damaged in any way, cut the damaged section of wire back to the point it is good.**

**Step 7**

Remove the IOTA ITS-50R transfer switch. **Do not discard – see PART RETURN for further instructions.**

**Step 8**

Install the replacement transfer switch supplied by Keystone.

**Step 9**

Connect the generator, power cord, and control panel wires where indicated on the new transfer switch. The ground wires connect where shown in Figure 2. The AUX connection will not be used and will be left empty.

**Step 10**

Torque all wire connections to value indicated on the transfer switch.

**Step 11**

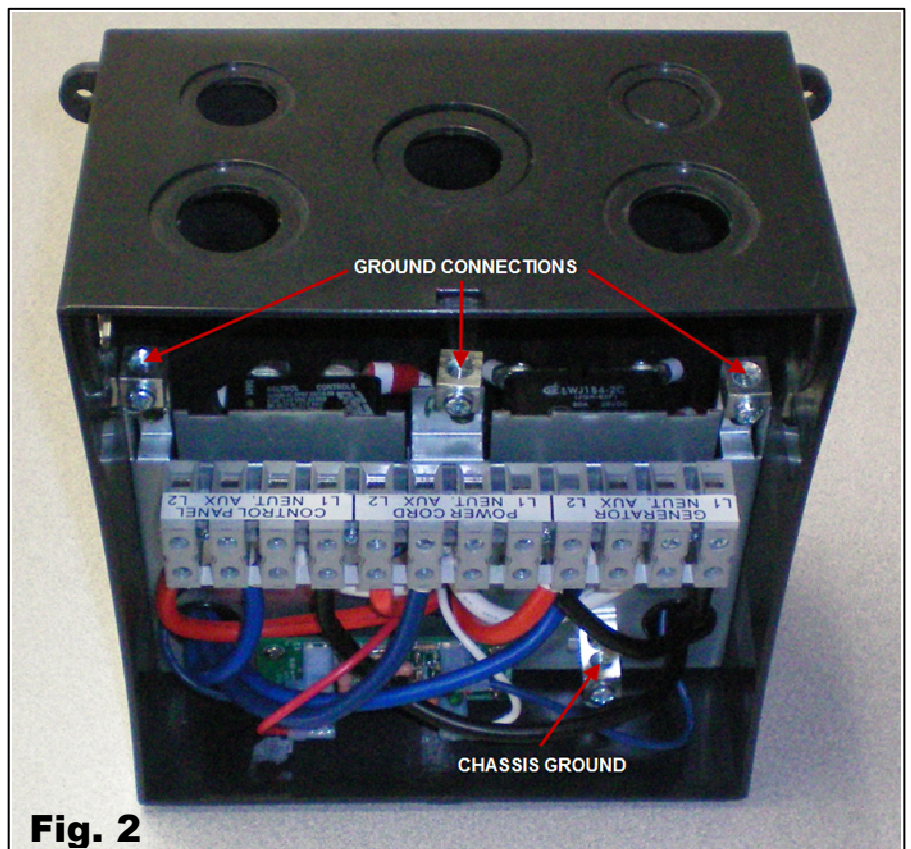
Install cover on transfer switch.

**Step 12**

Reconnect power sources disconnected in Step 2.

**Step 13**

Test operation of transfer switch by verifying correct voltage and polarity inside the unit from power cord and generator.

**Fig. 1****Fig. 2**

**WARRANTY REIMBURSEMENT****CLAIMS FOR THIS SAFETY ADVISORY MUST BE ON A SEPARATE CLAIM****ONLY ONE OF THE FOLLOWING MAY BE CLAIMED****INSPECTION ONLY**

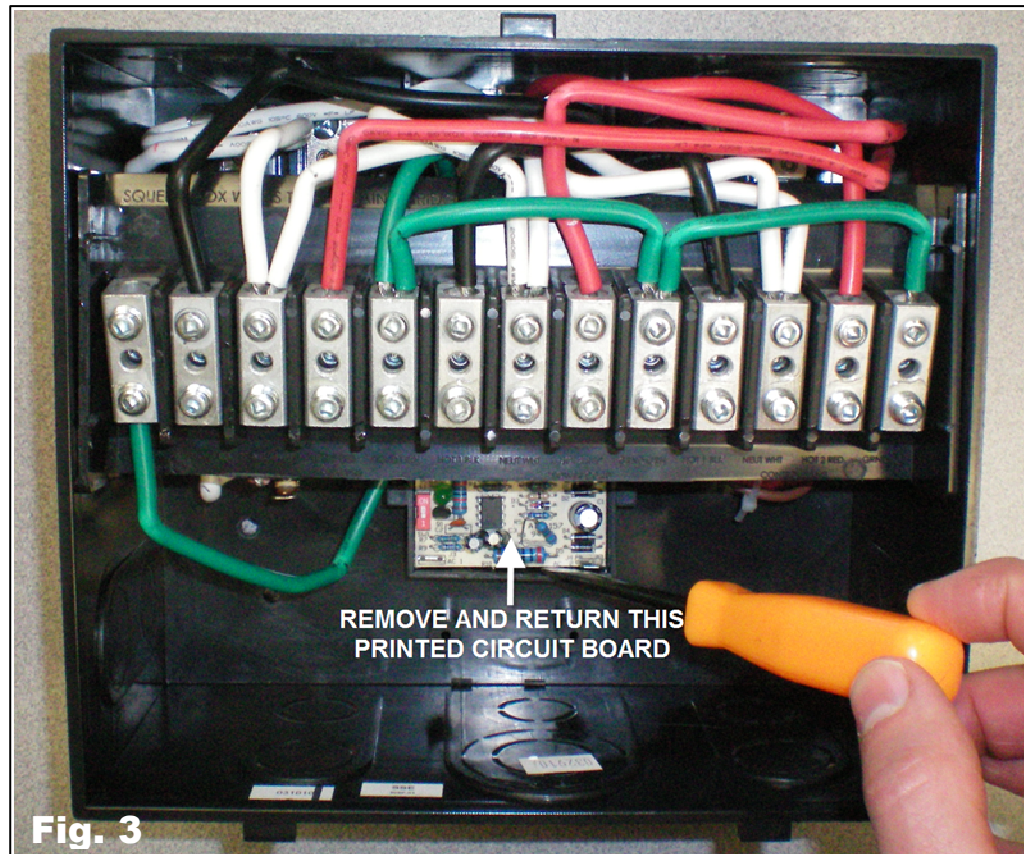
Submit the claim on Key Express with **Flat Rate Code # 7130142F** and **Safety Advisory # 17-301** noted in the customer complaint section of the form. The amount of time authorized for this repair is 0.3 hours.

**REPLACEMENT**

Submit the claim on Key Express with **Flat Rate Code # 7130142B** and **Safety Advisory # 17-301** noted in the customer complaint section of the form. The amount of time authorized for this repair is 1.0 hours.

**PART RETURN**

**US** – Remove and return only the printed circuit board from the IOTA Transfer Switch, Figure 3. Discard the remainder of the transfer switch. Failure to return the printed circuit board will result in a denial of claim payment.



**Canada** – No part return is required. Render the transfer switch inoperative by removing and destroying the printed circuit board as shown in Figure 3. Discard the transfer switch.

**IMPORTANT – AT NO TIME IS A PART REMOVED FOR A RECALL REMEDY TO BE RESOLD OR REUSED.**

If you have any questions, please call Keystone RV Customer Service at: **(866) 273-1450**