

Keystone RV Company

11/7/17

SAFETY ADVISORY # 17-303

Flame King Exterior Cook Top

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 that were equipped with an exterior Flame King Cook Top may have a corrugated fiberboard protector for the propane regulator and may be susceptible to fire if the burner flame inverts because of a breeze or an oversized pan is used. If the fiberboard regulator cover catches fire, there is an increased risk personal injury and property damage.

Models & Serial Number Ranges:

Year & Product	Model	Serial Number Range
2018 Crossroads Cruiser	28RD, 29BH	J6320004 - J6320297
2017 Crossroads Sunset	239BH, 264BH, 289QB, 28BH, 291RK, 33SI	HE020478 - HE021482
2017 Crossroads Sunset	200RD, 210FK, 21FK, 239BH, 264BH, 289QB, 28BH, 291RK, 33SI	H5350000 - H5350756
2017 Crossroads Sunset	240BH, 240BI, 264BH, 270BH, 28BH, 290QB, 300RK, 310RL, 33BD, 33RL	HE019672 - HE020628
2018 Crossroads Sunset	239BH, 264BH, 289QB, 28BH, 291RK, 33SI	J5350000 - J5350228
2017 Crossroads Volante	26RB, 270BH, 290RL, 310BH, 33BH	H6360360 - H6360434
2018 Crossroads Volante	270BH, 290RL, 310BH, 33BH, 33SB, 360DB	J6360021 - J6360084
2017 Crossroads Zinger	328SB, 333DB	HS370817 - HS370851
2018 Crossroads Zinger	27BK, 290KB, 30BQ, 328SB, 333DB, 33BH	JS370020 - JS370447

Parts Required: Inspection is required to determine what parts are needed.

Cover Replacement Only:

1 – KRV # 586977 - Range - Shield - Regulator Shield - For YSNHT600

Cook Top Replacement Only:

1 – KRV # 534089 - Range - Cooktop - 2 Burner - w/Cover

Tools Required:

Inspection - #2 Phillips screwdriver

Cook Top Replacement - #2 Phillips screw driver, 17mm wrench, 13/16" wrench

This Safety Advisory requires a Pre-Authorization & Photograph

Note – Check serial number on Key Express to verify the campaign is open. Some vehicles were repaired before they left Keystone.

When performing warranty or recall service, please make certain that appropriate Personal Protective Equipment (PPE) is used.

The remedy is to inspect the corrugated fiber board protector and the burner top for possible damage. If no damage is present, the existing fiber board regulator cover is to be replaced with a metal cover. If there is damage to the corrugated fiber board protector, the cook top will be replaced.

INSPECTION AND REGULATOR COVER REPLACEMENT

Step 1

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

Step 2

Locate the exterior kitchen to inspect cook top to verify the appliance is a Flame King, Figure 1. If it is a different brand name, proceed to Warranty Reimbursement below. If it is a Flame King, proceed with inspection.

NOTE: Pictures are required on pre-authorization, of model and serial, if cook top is found to not be a Flame King model.



Fig. 1

Step 3

Remove burner cover and inspect regulator cover, Figures 2 and 3.

NOTE: Damage to the burner top or knobs due to the use of oversized pans is considered incidental damage and not covered by warranty.



Fig. 2

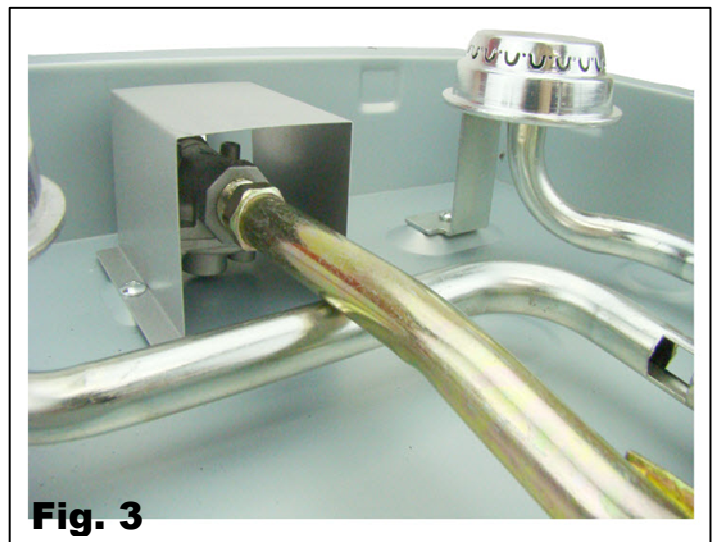


Fig. 3

Step 4

If no damage is found to the corrugated fiber board protector, replace the protector using KRV part number 586977. Remove 2 screws holding down the corrugated fiber board protector and reuse the screws when installing the metal protector.

Step 5

Reinstall cook top lid and knobs. Proceed to warranty reimbursement below.

IF CORRUGATED FIBER BOARD PROTECTOR IS DAMAGED**Step 1**

If the corrugated fiber board protector is found to be damaged from an inverted flame, Figure 4, replace cook top by removing the gas line, using industry standards, and the four screws holding the cook top in place. Replace the cook top with a new cook top using KRV part #534089.

Step 2

Using a soapy solution check connections for leaks and proceed to warranty reimbursement instructions below.

**WARRANTY REIMBURSEMENT****INSPECTION ONLY**

If the cook top brand is not a Flame King, submit a pre-authorization with a picture of the model and serial tag on Key Express using **Flat Rate Code # 7130342F** with **Service Advisory # 17-303** noted in the customer complaint section. The amount of time authorized for repair is **.3 hour**.

REPLACEMENT

Submit the claim with pictures of the incorrect regulator cover or damage to the cook top on Key Express using **Flat Rate Code # 7130342B** with **Safety Advisory # 17-303** noted in the customer complaint section of the form. Field scrap parts, no part return is required. The amount of time authorized for this repair is **.5 hour**.

Please call Keystone RV Customer Service at **(855) 382-4100** if you have any questions.