

SAFETY ADVISORY # 19-355

Cruiser Furnace Exhaust Vent

Keystone is conducting a voluntary RECALL notification campaign in accordance with the National Highway Transportation and Safety Act. It has been determined that the vehicles in the recall population may not have the furnace exhaust vent installed on some units. During use of the furnace without an exhaust vent installed, the risk of carbon monoxide poisoning is significantly increased, leading to an increased risk of personal injury.

- Models Included:** 2020 Cruiser Fifth Wheels: Models 27MK, 29SI, 28RD, 24RL, 29RK
- Serial Number Ranges:** 2020 L6320010 - L6320063 (Verify on Key Express – “Service Campaigns”)
- Parts Required:**
- 1 – KRV # 601855 - Furnace - Vent Door Assembly - Kit - For 35438 (*This part may be ordered in bulk without a VIN*)
 - 1 – KRV # 637124 - Furnace - Vent Panel - Exterior (*This part may be ordered in bulk without a VIN*)
- Tools Required:** - Screw gun - Caulk Gun - Metal Shears or 3 ½” Hole Saw

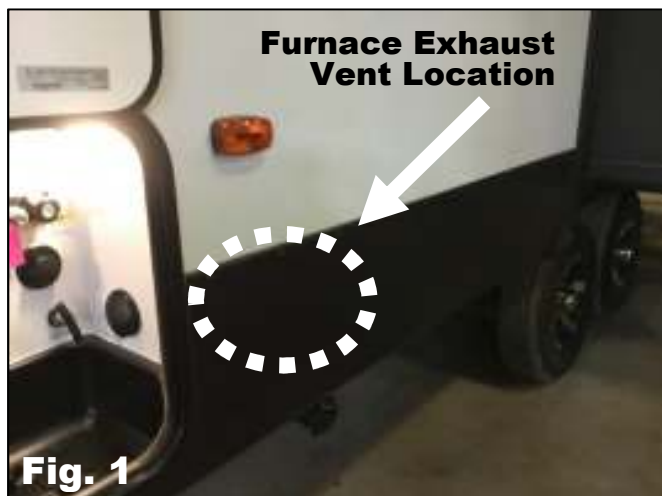
This Safety Advisory requires a Pre-Authorization & Photograph

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 areas shown in the figures below for a furnace exhaust vent. If the vent is missing, take a picture of where the missing vent should be located, remove the furnace, cut the hole in the metal skirting, and install the furnace exhaust vent, reinstall all, and properly seal.

REPAIR INSTRUCTIONS



Step 1

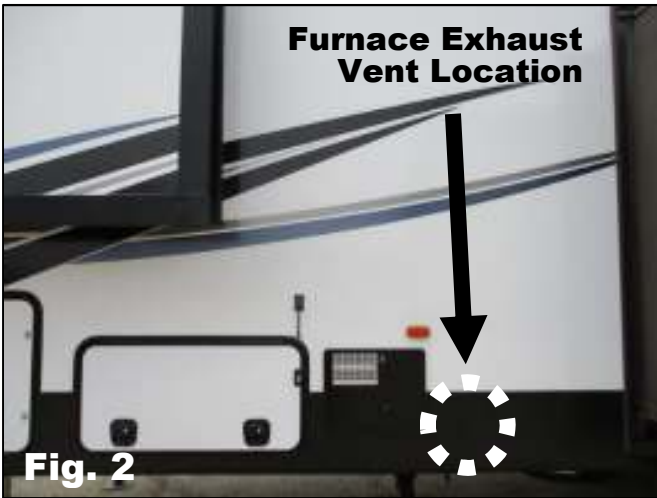
Locate the trailer on a level, flat, hard surface. Chock the wheels.

Step 2

Inspect for the furnace exhaust vent using the following figures, Figure 1 for models 27MK, 28RD, and 29RK. See Figure 2 for Model 29SI. See Figure 3 for model 24RL.

Step 3

If the vent is installed, proceed to warranty reimbursement for inspection. If the vent is missing, take a picture and proceed to the next step.



Step 4A - Models: 27MK, 28RD, 29RK, 24RL

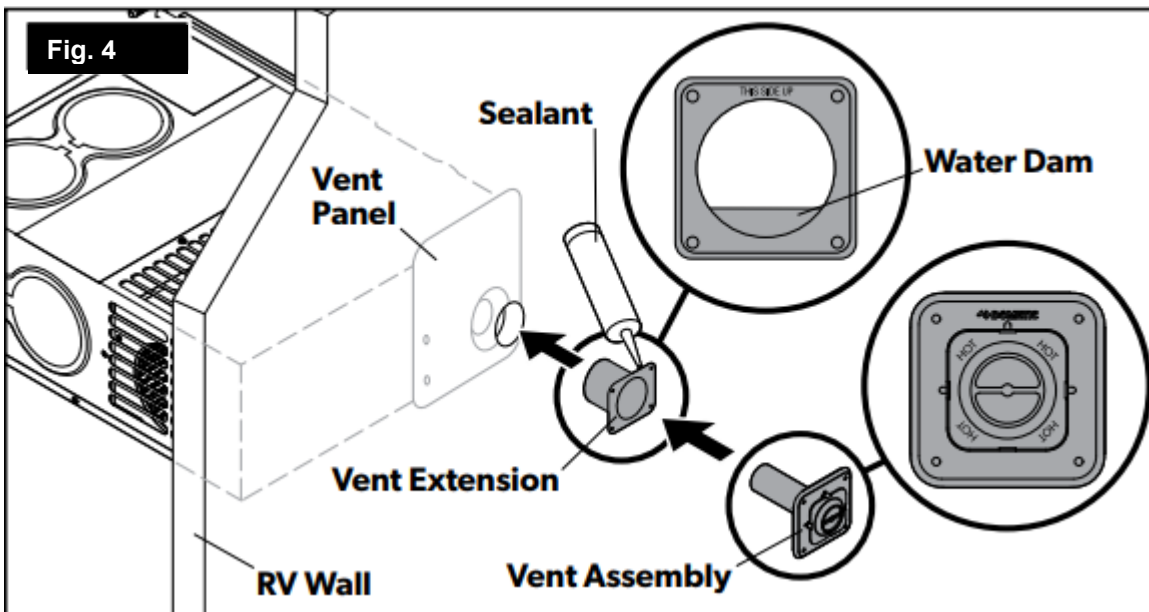
Access the furnace through the storage pass-through by removing the pass-through storage access wall. Remove the furnace to uncover the furnace exhaust vent hole in the sidewall, revealing the skirt metal inside of the hole. Cut a hole in the metal skirt that matches the existing 3 1/2" hole cut in the sidewall.

Step 4B - Model: 29SI

Access the furnace through the return vent installed in the kitchen base cabinet inside of the unit. Remove the furnace to uncover the furnace exhaust vent hole in the sidewall, revealing the skirt metal inside of the hole. Cut a hole in the metal skirt that matches the existing 3 1/2" hole cut in the sidewall.

Step 5

Reinstall furnace and pass-through storage access panel. Install exterior vent and seal the exterior vent panel as shown in Figure 4.



Step 6

Proceed to Warranty Reimbursement.

WARRANTY REIMBURSEMENT

INSPECTION ONLY

Submit the claim on Key Express using **Flat Rate Code # 7135542F**

In the Complaint section note: Safety Advisory # 19-355

In the Cause section note: Safety Advisory # 19-355

In the Correction section note: Exhaust vent was installed by the factory.

The amount of time authorized for this repair is **.3 hour**.

REPAIR

Submit a Pre-Authorization request then claim with pictures on Key Express using **Flat Rate Code # 7135542A**

In the Complaint section note: Safety Advisory # 19-355

In the Cause section note: Safety Advisory # 19-355

In the Correction section note: Exhaust vent missing, pictures attached. Install exhaust vent.

The amount of time authorized for this repair is **1.0 hour**.

Please call Keystone RV Customer Service at **844-361-8455** if you have any questions.