

Keystone RV Company

7/15/20

SAFETY ADVISORY # 20-377

Cougar 24RDS Range Installation

Keystone is conducting a voluntary RECALL notification campaign in accordance with the National Highway Transportation and Safety Act. It has been decided that the vehicles in the recall population have an interior range cooktop that the burner flame may be affected during furnace operation. Under certain conditions during furnace operation, the interior range cooktop burner flame can invert leading to an increased risk of personal injury, and/or fire.

Models Included: 2020 - 2021 Cougar Fifth Wheel: 24RDS

Serial Number Ranges: 2020 LV500782 - LV509330
2021 MV501074 - MV501085

Parts Required: 1 – KRV # 663119 - Cabinet - Range Side Panels - CG24RDS - SVC
Advisory 20-377

- 1 ¼" screws (purchased locally)

Tools Required: - Screw gun - Wrench – Back Up Wrench – Wire Cutters – Crimpers

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 remove the range cooktop and install divider panels to block the return air of the furnace from affecting the burner flames.

REPAIR INSTRUCTIONS

Step 1

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

Step 2

Turn on the propane supply and power supply to the unit.

Step 3

Operate the furnace and the range cooktop at the same time with entrance door and all compartment doors closed. If flame is inverted continue to step 4. If flame is not inverted continue to warranty reimbursement below.

Step 4

Remove the Furrion Range to access the inside of the cabinet using industry standards.

Step 5

Install the bottom panel first and left side panel second using 1 ¼" screws as shown in Figure 1 and figure 2.

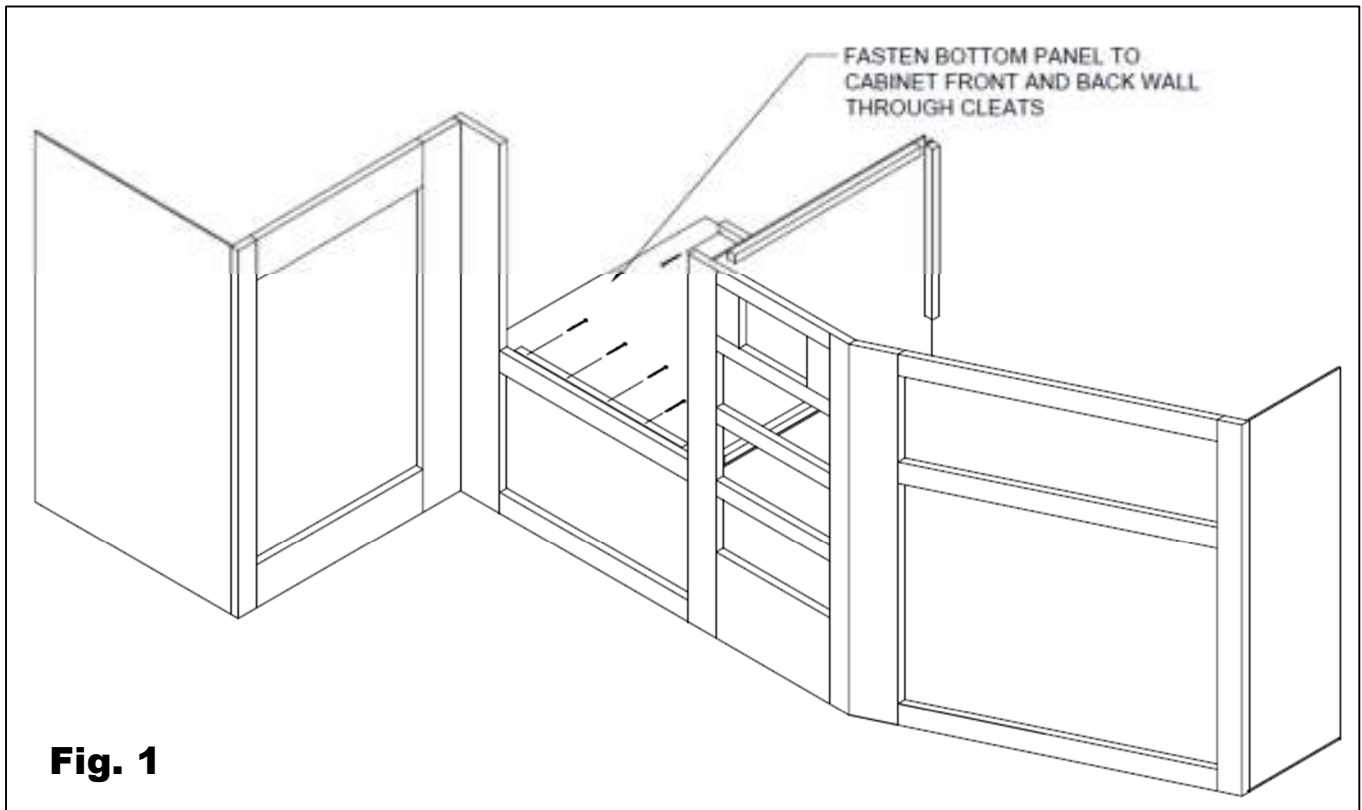


Fig. 1

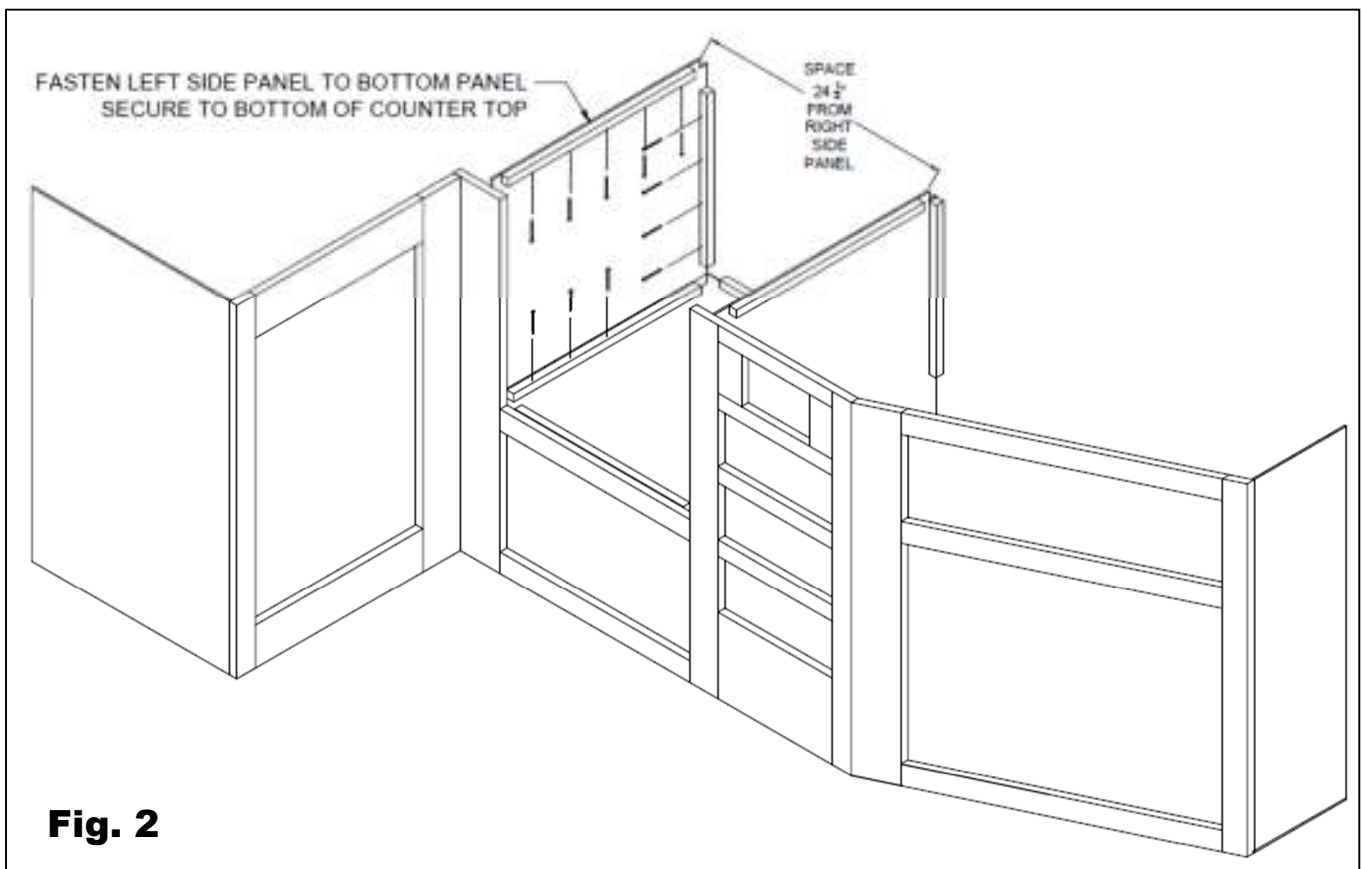


Fig. 2

Step 6

Use sealant to seal the panels around the propane line and wiring to the stove, re-install the Furrion Range using industry standards. Perform a propane drop pressure test for propane gas leak detection and then repeat the test outlined in **Step 3** to assure condition has been corrected.

WARRANTY REIMBURSEMENT**INSPECTION ONLY**

Submit the claim on Key Express using **Flat Rate Code # 7137742F**

In the Complaint section note: Safety Advisory # 20-377

In the Cause section note: Safety Advisory # 20-377

In the Correction section note: Range operates correctly during furnace operation

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

REPAIR

Submit the claim on Key Express using **Flat Rate Code # 7137742A**

In the Complaint section note: Safety Advisory # 20-377

In the Cause section note: Safety Advisory # 20-377

In the Correction section note: Install panels to prevent inverted flame on range cooktop

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

PARTS DISPOSITION

No part return.

Please call Keystone RV Customer Service at **866-273-1454** if you have any questions.