

SERVICE ADVISORY # 15-229**Fuzion Ramp Step**

It has been decided the attaching bracket for the ramp door patio steps have been incorrectly located. The location of the brackets only allow the step to be assembled and pinned to one bracket of the ramp door and patio railing. This advisory explains how to correct the installation.

Model and Serial Numbers Included: 2015 Fuzion Chrome, 2015 Fuzion with Ramp Step Option

Serial Number Range: FF810473 – FF810896

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

Parts Required per Unit: (2) KRV # 470320 - Ladder – Step – Mounting Hat- Extra Wide – Black

Tools Required: -Cordless Driver -3/8" nut driver - Caulk gun w/silicone caulk

ONE **INSPECTION and REPAIR**

Step 1 Locate the trailer on a level, flat and hard surface. Chock the wheels.

Step 2 Lower the rear ramp door, attach the patio cables to the door and frame bracket. Open and setup the patio railing.

Step 3 Remove the step mounting brackets from the ramp door. See figure 1 & 2.



Fig. 1 Viewed from below with patio setup



Fig. 2

Step 4 Fill the screw holes with silicone. See figure 3.

Step 5 Align the patio step with the patio railing and insert all associated pins. See figure 4.



Fig. 3



Fig. 4

Step 6 Place the supplied step mounting bracket between the step and the top exterior of the ramp door and insert the pins through the bracket and step. See figure 5.

Step 7 Adjust the step assembly to seat fully onto the ramp door. Secure the ramp brackets to the ramp door using the screws from the original brackets. See figure 6.



Fig. 5



Fig. 6

Step 8 Repeat for the opposite side bracket.

TWO **WARRANTY REIMBURSEMENT**

Submit the request on Key Express using **Flat Rate Code # 7122942B** with **Service Advisory #15-229** noted in the customer complaint section. The time authorized for this repair is **.5 hours**.

If you have any questions, please call Customer Service at **(866) 273 – 1452**.



RECREATIONAL VEHICLE SERVICE CAMPAIGN

May 1, 2015

Service Advisory: 15-229

SERVICE CAMPAIGN

«Owner_name»

«Street»

«City», «State» «Zip»

«Country»

VIN: «VIN»

Dear «Owner_name»:

Keystone RV Company is conducting a service campaign on certain 2015 Keystone Fuzion Fifth Wheels. We apologize for any inconvenience this action may cause you; however your continued satisfaction is of the utmost importance to us.

Reason for this campaign

It has been determined that on certain Fuzion FW product the attaching bracket for the ramp door patio steps have been incorrectly located. The location of the brackets only allow the step to be assembled and pinned to one bracket of the ramp door and patio railing.

What we will do

Keystone has notified our dealers regarding this situation. The remedy is to correct the installation of the brackets for the ramp door patio steps. The service required for this corrective action will be provided at no charge to you.

What we need you to do

At your earliest convenience, please make an appointment to have your RV serviced by your dealership. The labor time to perform this campaign is approximately ½ hour. Please ask your dealer if you wish to know how much additional time will be needed to schedule and process your RV for this repair.

If you have questions

Your dealer is best equipped to obtain parts and provide service to ensure your RV is corrected as promptly as possible. If your dealer is unable to assist or if you take your RV to your dealer on the agreed service date, and the dealer does not remedy the condition within a reasonable amount of time, or without charge to you, please contact Keystone Customer Service by calling 1-866-425-4369.

Thank you for your attention and cooperation in this matter.

Sincerely,

KEYSTONE RV COMPANY

Rick Deisler
Sales & Service Manager