Keystone RV Company

11/9/16

SERVICE ADVISORY # 16-271

Sprinter 39” Furrion TV

It has been determined the vehicles in this service advisory population may have a 39” Furrion brand TV that affects the functions on the sound bar of a different brand. Only a certain population was affected and TV firmware can be “flashed” to prevent the issue. This service advisory explains what part is needed and how to easily flash the TV.

Model Included: 2017 Sprinter Fifth Wheels and Travel Trailers

269FWRLS, 293FWBHS, 297FWRLS, 298FWRLS, 312MLS, 319MKS, 324FWBHS, 325BMK, 326FWBHS, 357FWLF, 359FWMPR

Serial Number Range: H1531350 - H1531993

Part Required:

For these TV sizes, models, and serial numbers, order (1) of the corresponding KRV #

KRV #	USB Part Number	Furrion TV	Serial Number
532264 – TV - Kit - Flash Drive Kit - USB/Stick/& Replace Remote	USBLG-155	Furrion 39” TV Model - FEHS39N8A	Beginning with 155
532265 – TV - Kit - Flash Drive Kit - USB/Stick/& Replace	USBLG-165	Furrion 39” TV Model - FEHS39N8A	Beginning with 165

Tools Required: None.

This Service Advisory requires a Pre-Authorization & Photograph

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

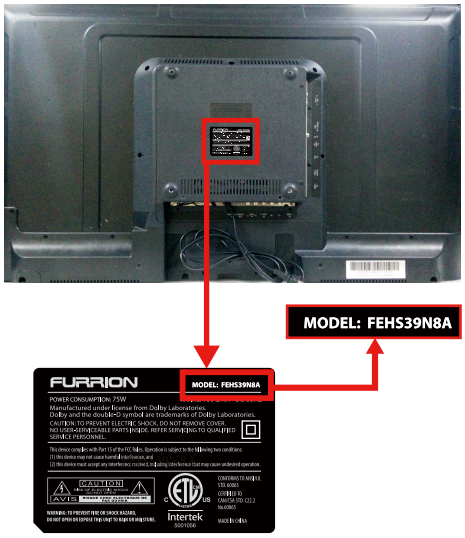
REPAIR INSTRUCTIONS FROM FURRION FOLLOW

FURRION Instructions to update the **FEHS39N8A** TV firmware

Update purpose:
Enabling Furrion TV (FEHS39N8A) to accept only new remote control codes.

This instructions applies to: **FEHS39N8A** furrion TV.

1. Find out the model NO. of your furrion TV.



2. Find out the Serial NO. of your furrion TV

3. According to the Serial NO. to choose the correct USB to use

Serial NO.

15590235, 15590280, 15590351, 15590352, 15590353, 15590354, 15590400, 15590423, 15590424, 15590425, 15590426, 15590511, 15590512, 15590594, 15590595, 15590596, 15590597, 15590598

USB PART NUMBER **FEHS39N8A_ 20161008-135602**

Serial NO.

16590319, 16590320, 16590321, 16590404, 16590405, 16590406, 16590411, 16590412, 16590413, 16590445, 16590446, 16590480,

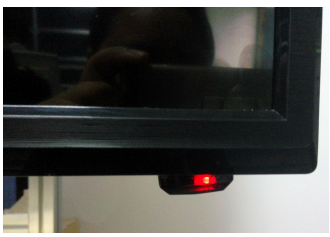
USB PART NUMBER **FEHS39N8A_ 20161008-140335**

4. Please follow below steps to update the TV firmware with the correct USB

① Plug the flash drive into the TV's USB port.

② Plug in the TV's power cord into an electrical outlet **but DO NOT turn the TV on**.

③ After approximately 10-15 seconds, the red LED on the front of the TV will begin flashing, alternating between red and green about once every second.



④ When the firmware update is complete, the LED will flash much more rapidly (this takes approximately 10-15 seconds from when the update first started in step # 4).

⑤ Once the LED begins flashing rapidly, unplug the TV's power cord from the electrical outlet and remove the USB flash drive from the TV's USB port.

⑥ The update is now complete.

WARRANTY REIMBURSEMENT

Submit a Pre-Authorization request along with photograph on Key Express using **Flat Rate Code # 7127142A** with **Service Advisory #16-271** noted in the customer complaint section. The time authorized for this repair is **.3 hour**.

No part return required.

Please call Keystone RV Customer Service at **(866) 273-1452** if you have any questions.