

SERVICE ADVISORY # 16-263

Sprinter TV Strap

It has been decided that a potential issue with certain Sprinter 353FWDEN models exists due to the absence of a travel strap for the TV. It is possible for the TV to come out of the wall-mounted bracket when the unit is in tow without the strap. The following procedure describes how to correct the issue by installing a strap.

Model Included:	2016 & 2017 Sprinter - ST353FWDEN
Serial Numbers Ranges:	2016 - G1531256 – G1533229 2017 - H1530045 – H1531175
Parts Required per Unit:	1 – KRV #276906 - Strap - 80" - Poly - w/BSR & 2 Hooks & 2 D Rings 2 – ¾" washer head wood screws – (purchase locally)
Tools Required:	- Screw gun

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

INSTALL TRAVEL STRAP

Step 1

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

Step 2

Remove TV from bracket by lifting the TV up then out. **Caution:** *TV is large and awkward to handle.*

Step 3

After the TV is removed from the bracket, install the strap approximately 6 inches above and six inches below the TV bracket, Figure 1.



Fig. 1

Step 4

Reinstall TV on the bracket and clip strap around TV from top to bottom. Cut off any extra length of strap not needed, leaving enough for future adjustment if needed.

WARRANTY REIMBURSEMENT

Submit a claim on Key Express using **Flat Rate Code # 7126342K** with **Service Advisory #16-263** noted in the customer complaint section. The time authorized for this repair is **.5 hour**.

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