

**SERVICE ADVISORY # 16-256**

Voltage Epic Series Quiet Cool

Keystone RV Company has determined that certain air conditioners installed in the main living area may not have been installed over the opening correctly resulting in a possible roof leak. This advisory explains the process to properly diagnose and remedy this concern.

**Models Included:** 2016 - 2017 Voltage 3200, 3818, 3895, 3970, 3990, and 4150

**Serial Number Range:** 2016 – GZ991057 – GZ991354 2017 – HZ990110 – HZ990381

**Parts Required per Unit:**

- 1 – 409452 - Sealant - Self Leveling - 1015 White - Lap Caulk - Alpha - 30/BX
- 1 – 508876 - A/C - Gasket - Air Seal - Single Pack - N/C

**Tools Required:**

- Screw gun - 9/16" Socket bit - Utility knife - # 2 Phillips Bit - Caulk Gun
- Bit Driver Extension (9" – 12") - 9/16" Hex Drive Bit/nut driver

**INSTRUCTIONS**

**ONE: PREPARING THE TRAILER**

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

**Step 2.** Disconnect the shore cord and negative lead from the battery.

**⚠ WARNING**  
FAILURE TO REMOVE ALL SOURCES OF ELECTRICAL POWER CAN RESULT IN PERSONAL INJURY.

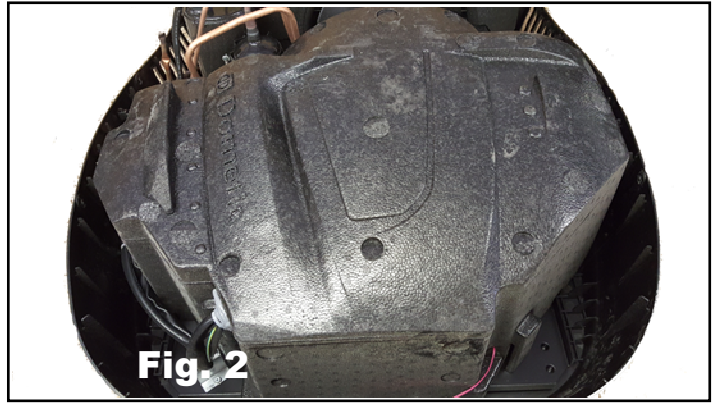
**TWO: INSPECT LOCATION OF A/C OVER DUCTING – MAIN LIVING AREA ONLY**

**Step 1.** Remove eight (8) screws securing the air conditioner shroud. See Fig. 1.



**Fig. 1**

**Step 2.** Remove the interior Styrofoam shroud by lifting it straight out, see Fig. 2.

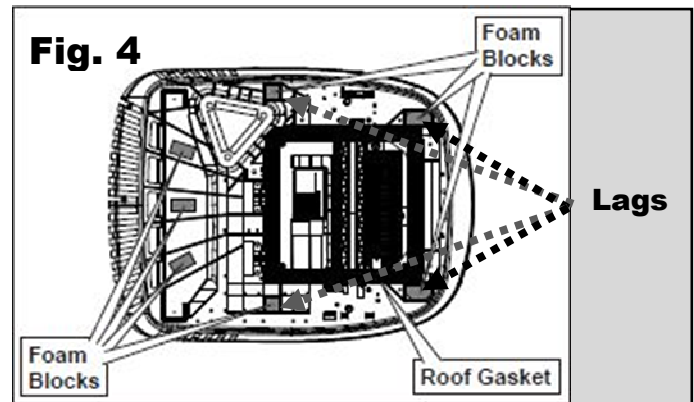


**Step 3.** Inspect the gasket seal.

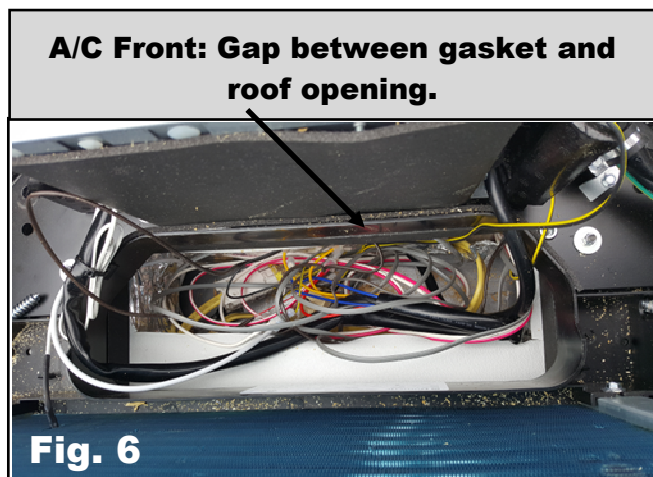
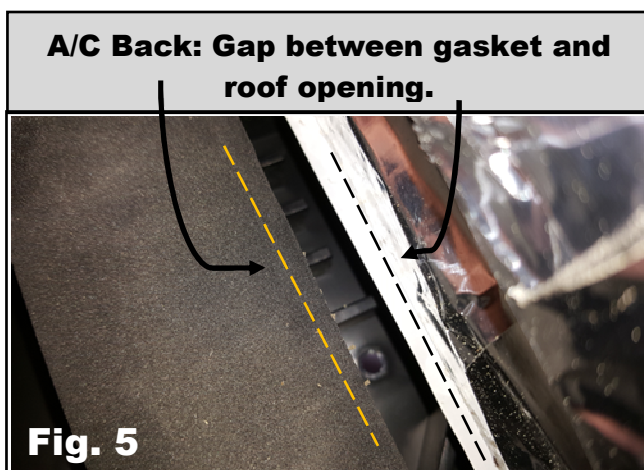
- A. Locate the interior fan and reach into the duct to the rear of the A/C. See Fig. 3.
- B. Feel the rear gasket and determine if it is sealing against the roof membrane. You may feel a gap between the 1 ½” gasket and the roof opening, feel the entire length of the gasket from door side to off door side, and front to back.
- C. If there is not a gap proceed to step 8.
- D. If there is a gap proceed to step 4.



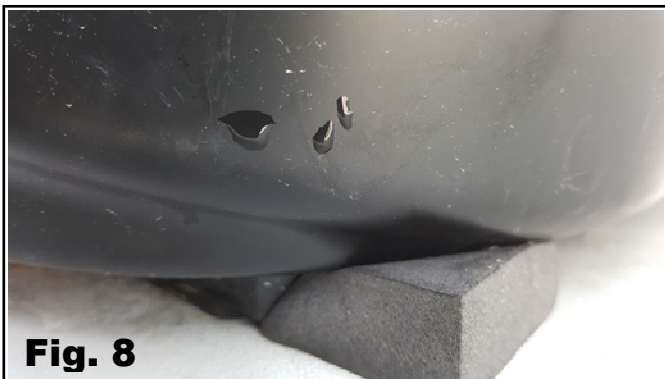
**Step 4.** Remove the four (4) lag screws securing the air conditioner to the roof. See Fig. 4



**Step 5.** Lift A/C, do not slide or gasket damage could occur, and move back so that the 1 ½” gasket is touching the roof at the front and the rear.



**Step 6.** Add sealant to the existing lag holes, Fig. 7, and cut a 2" piece of the supplied gasket to cover the old holes. See Fig. 8, 9



**Step 7.** Reinstall to the roof using the removed lags. Lags should be installed straight up and down, not at an angle. The gaskets should be compressed slightly.

**Step 8.** Reinstall the interior Styrofoam shroud and the exterior shroud using the eight (8) attachment screws.

## **WARRANTY REIMBURSEMENT**

### **ONLY ONE OF THE FOLLOWING MAY BE CLAIMED**

#### **INSPECTION ONLY**

A pre-authorization is required for this Service Advisory before work is started. Submit the request on Key Express using **Flat Rate Code # 7125642F**. The amount of time that will be authorized for this repair is **.5** hours for Step 3, A through C.

#### **REPAIR**

A pre-authorization is required for this Service Advisory before work is started. Submit the request on Key Express using **Flat Rate Code # 7125642A**. The amount of time that will be authorized for this repair is **.8** hours for Step 3, A through D.

Once the pre-authorization is approved and the work is completed, convert the pre-authorization into a claim on Key Express for payment.

If you have any questions, please call Keystone RV Customer Service at **(855) 382-4100**.