

Keystone RV Company

11/9/16

SERVICE ADVISORY # 16-270

Sprinter 32" Furrion TV

It has been determined the vehicles in this service advisory population may have a 32" 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
252FWRLS, 25RK, 26RB, 27RL, 29BH, 29FK, 312MLS, 325BMK, 33BH

Serial Number Range: H1531349 - H1531995

Part Required:

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

KRV #	USB Part Number	Furrion TV	Serial Number
532267 – TV - Kit - Flash Drive Kit - USB/Stick/& Replace Remote	USBLG-636-39	Furrion 32" TV Model - FEGS32D9A	15590636 15590637 15590638 15590639
532268 – TV - Kit - Flash Drive Kit - USB/Stick/& Replace Remote	USBLG-588-90	Furrion 32" TV Model - FEHS32D9A	15590588 15590589 15590590
532270 – TV - Kit - Flash Drive Kit - USB/Stick/& Replace Remote	USBLG-591	Furrion 32" TV Model - FEHS32D9A	15590591

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

Update purpose:

Enabling Furriion TV (FEHS32D9A) to accept new remote control codes.

This instructions applies to: **FEHS32D9A** furriion TV.

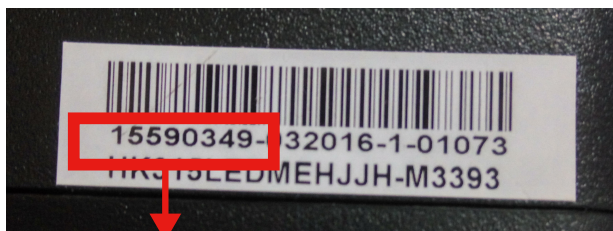
1. Find out the model NO. of your furriion TV.



MODEL: FEHS32D9A



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



Serial NO.

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

Serial NO.

15590636 }
15590637 } USB PART NUMBER
15590638 } **USBLG-636-39**
15590639 }

Serial NO.

15590588 }
15590589 } USB PART NUMBER
15590590 } **USBLG-588-90**

Serial NO.

15590591 } USB PART NUMBER
USBLG-591

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 blue 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 # 7127042A** with **Service Advisory #16-270** 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.