





## RECREATIONAL VEHICLE SERVICE CAMPAIGN

August 7, 2017

Service Advisory: 17-295

### **SERVICE CAMPAIGN**

«Owner\_name»  
«Street»  
«Street\_2»  
«City», «State» «Zip»  
«Country»

VIN: «VIN»

Dear «Owner\_name»:

Keystone RV Company is conducting a service campaign on certain 2018 Crossroads Zinger Travel Trailers. 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 some 2018 Zinger single axle models were built with an in-wall air conditioner that has a potential to leak inside of the unit.

***What we will do***

Keystone has notified our dealers regarding this situation. The remedy is to install a base pan to allow water to drain outside correctly. 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 1 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 Crossroads Customer Service by calling 1-855-226-7496.

Thank you for your attention and cooperation in this matter.

Sincerely,

**KEYSTONE RV COMPANY**

Rick Deisler  
Vice President Service Operations

# Keystone RV Company

8/3/17

## SERVICE ADVISORY # 17-295

### Zinger In-Wall A/C

It has been determined some 2018 Zinger single axle models were built with an in-wall air conditioner that has a potential to leak inside of the unit. A base pan needs to be installed to allow water to drain outside correctly. This service advisory explains how to inspect and install the drain pan correctly.

**Models Included:** 2018 Zinger with in-wall air conditioners

**Serial Number Range:** JS370189 – JS370338

**Parts Required:**

- 1 pc - 564607 - Tray - Drip Pan - 11 1/4" x 19 1/4" - w/2-2 1/2" Lips - 28GA
- Butyl tape

**Tools Required:** - Screw Gun with #2 Square Bit - Saw - 1/4" Drill Bit

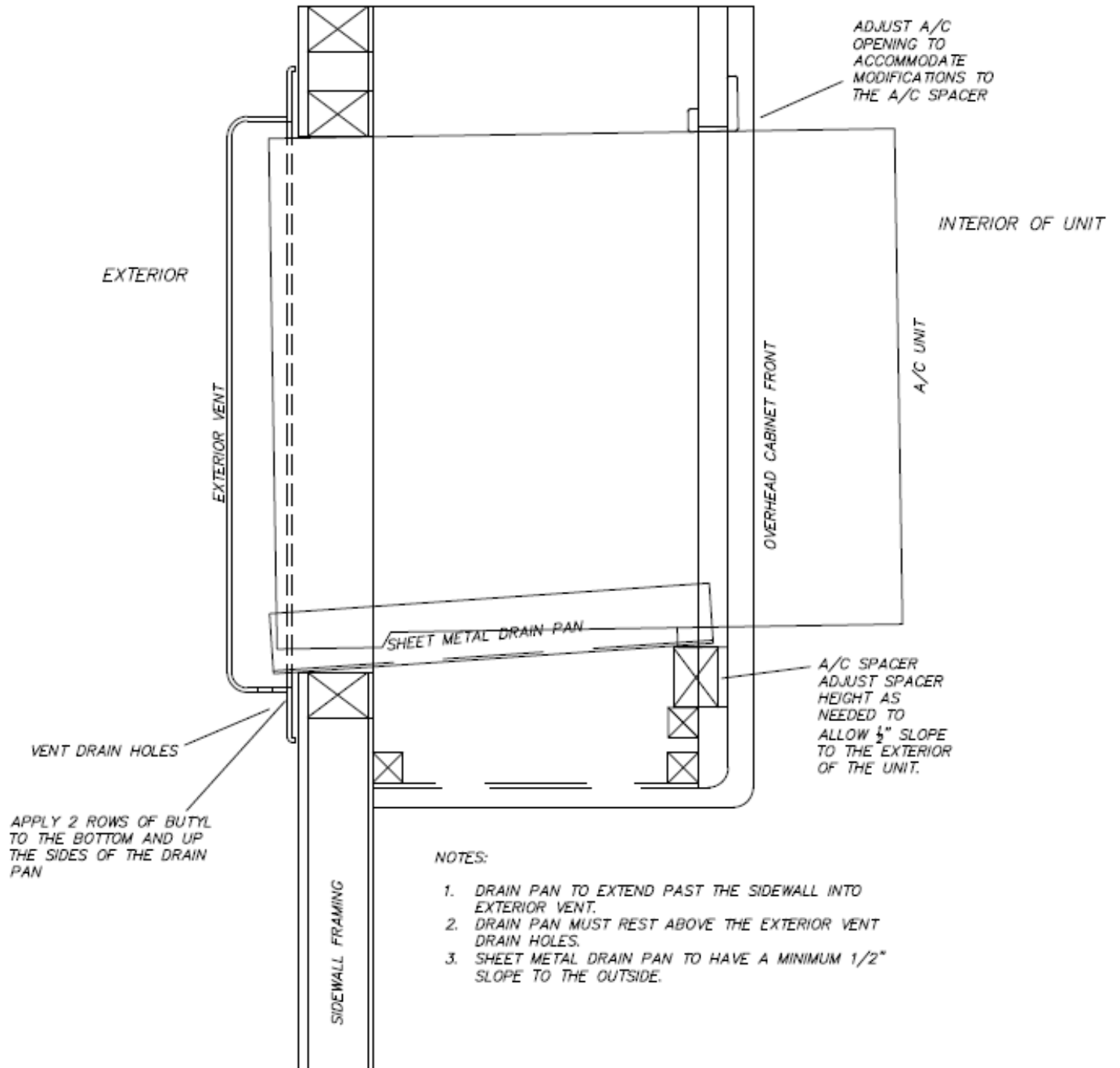
**This Service Advisory requires a Pre-Authorization**

**Note – Check serial number on Key Express to verify the campaign is open. Some vehicles were repaired before they left Keystone.**

The following diagrams will show the finished repair with detailed instructions to follow.

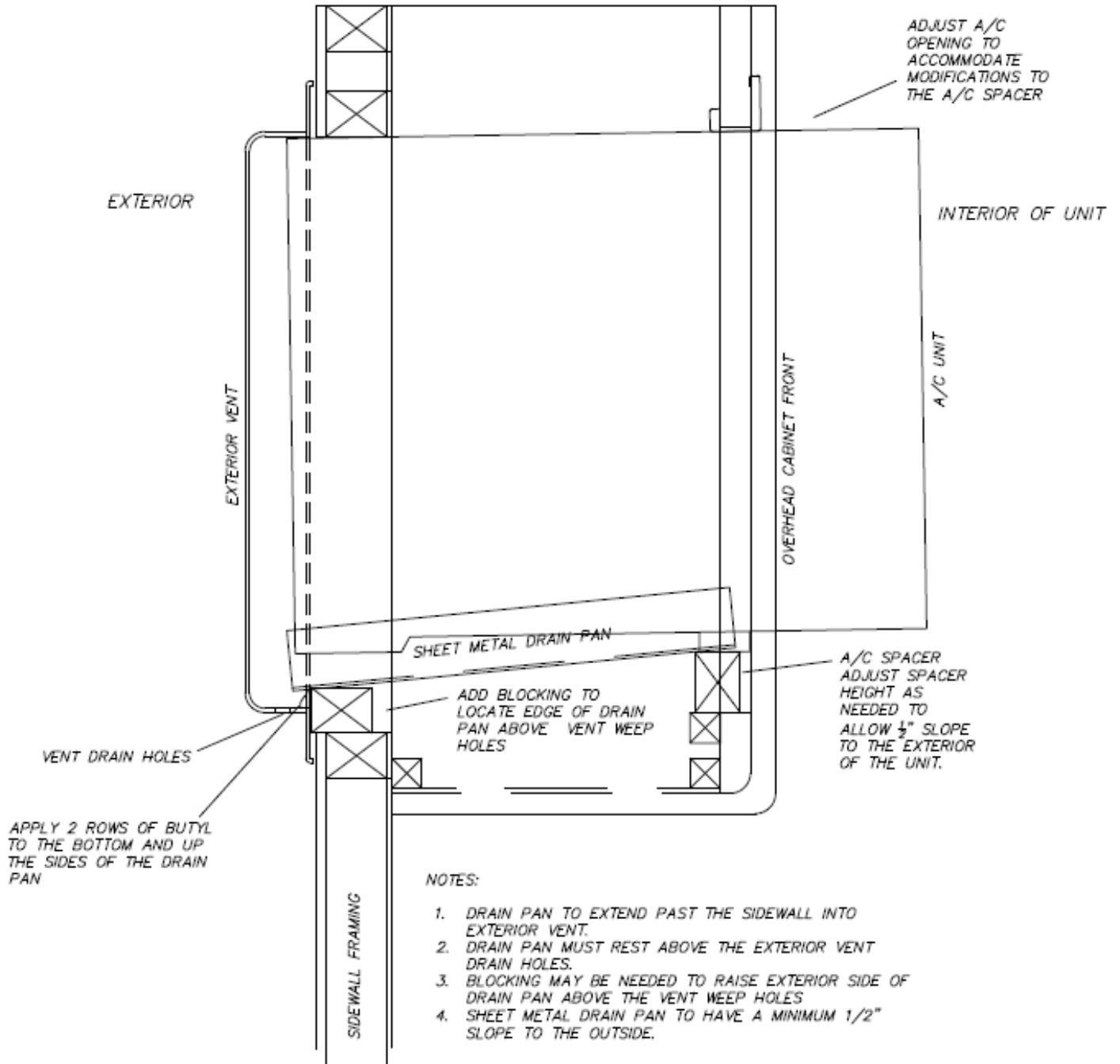
# HAIER / DP

## SIDE MOUNT A/C INSTALLATION

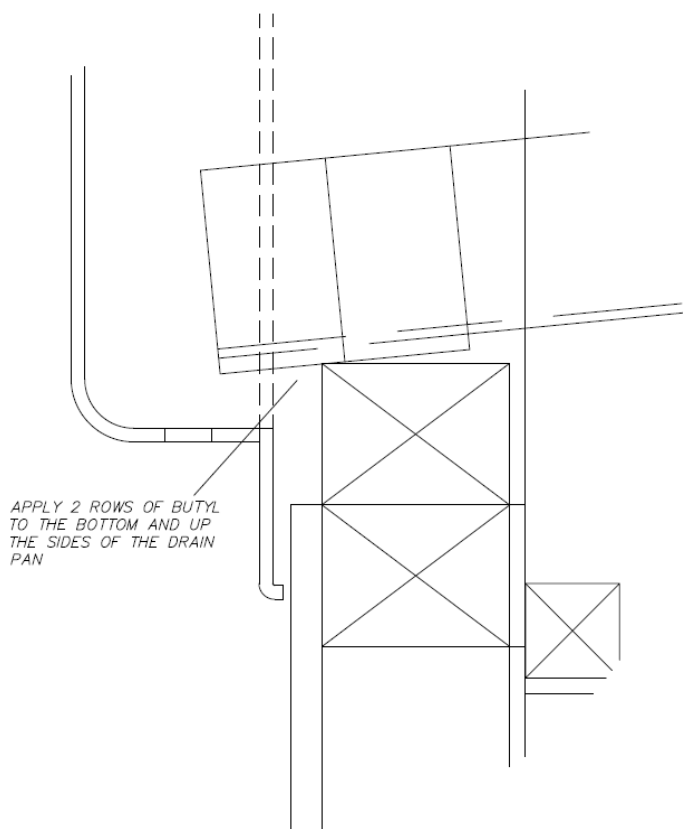


# DANBY

## SIDE MOUNT A/C INSTALLATION



## Enlarged Detail



### INSPECT AND REPAIR INSTRUCTIONS

#### Step 1

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

#### Step 2

Remove the in-wall A/C.

- Remove decorative padded part around A/C.
- Remove the screws holding the spacer under the front of the A/C, Figure 1.
- Remove spacer by lifting front of A/C.
- Unplug and remove A/C. **NOTE:** Have extra towels ready for any residual water in the pan of the A/C.

#### Step 3

Prepare the opening for the new drain pan.

- Inspect the opening for water intrusion and remove the existing drain pan.
- The new drain pan will have to sit on the shroud and be lined up with the drain holes in the bottom of the outside shroud, Figure 2.



- A cleat may need to be added to the wall opening at the outside shroud to allow the new pan to sit at the proper height to drain into the holes of the shroud.
- The front of the opening may need to be cut at the top to allow for  $\frac{1}{2}$ " of slope from front to back and a new cleat (spacer) will need to be added to the front to accommodate for the  $\frac{1}{2}$ " of slope, Figure 3.

**Please Note: It will be important that there is  $\frac{1}{2}$ " fall from inside to outside to allow water to drain properly.**

#### Step 4

Installing the drain pan.

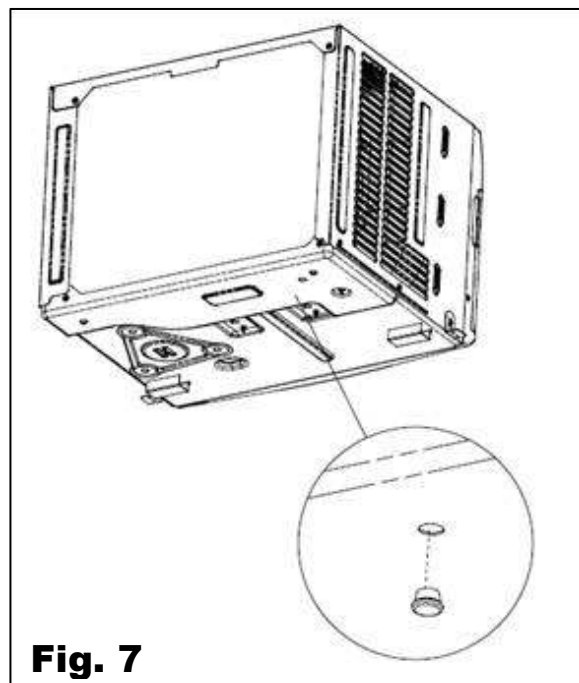
- Apply 2 strips of butyl tape  $1/8$ " x 1" next to each other, across the bottom and up the sides of the drain pan, Figure 4.
- Place the pan so that the edge lines up with the drain holes in the shroud, Figure 5.
- Add a screw on each side of the pan to hold it in place, Figure 6.



**Step 5**

Reinstall the in-wall A/C.

- Check for proper drainage from the A/C drain pan.
  - The Haier brand will have a removable drain plug, Figure 7. Remove plug.
  - Other brands, such as Danby or DP, may require a hole to be drilled for proper drainage. If there is no hole in the drain pan of the A/C, drill two holes in the lowest part of the pan close to the back of the A/C. Using a ¼" drill bit, add black electrical tape so that only about 1/8" of the bit is exposed to prevent too much of the bit from going through the drain pan, Figure 8. Care must be taken that only the pan is drilled into, and that the coils are not damaged during this step, Figure 9.
- Place the A/C in the opening and plug it in. This may take two people.
- Attach the top of the A/C to the opening using two screws.
- Reinstall the decorative padded parts.
- Test operation of the A/C.

**Fig. 7****Fig. 8****Fig. 9****WARRANTY REIMBURSEMENT**

Submit the claim on Key Express using **Flat Rate Code # 7129542A** with **Service Advisory # 17-295** noted in the customer complaint section of the form. The amount of time authorized for this repair is 1.0 hour.

Please call Keystone RV Customer Service at **(844) 361-8455** if you have any questions.