

Keystone RV Company

5/15/17

SERVICE ADVISORY # 17-283

Raptor and Carbon Furnace

It has been determined some 2017 Raptor and Carbon models were built without removing a piece of cardboard temporarily used as protection for the return section of the furnace during the manufacturing process. The cardboard protection needs to be removed to allow the furnace to function properly. This service advisory explains how to remove the cardboard.

Models Included: 2017 Raptor and Carbon models

Serial Number Range: Raptor: HR800607– HR800749
Carbon: HR805747 – HR805934

Parts Required: None

Tools Required: - Screw Gun with #2 Square Bit

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

REPAIR INSTRUCTIONS

Step 1

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

Step 2

Locate the furnace to determine best way to access the return on the furnace case.

Step 3

Remove the screws holding the return air panel for the furnace or remove the panel in the pass-through compartment to access the furnace, Figure 1 & Figure 2.



**Step 4**

After the furnace is accessed, inspect the top of the furnace for a piece of cardboard used for protection during the manufacturing process, Figure 3. The cardboard is taped on, remove the cardboard.

Step 5

Reinstall all panels and proceed to WARRANTY REIMBURSEMENT.

WARRANTY REIMBURSEMENT

Submit the claim on Key Express using **Flat Rate Code # 7128342A** with **Service Advisory # 17-283** noted in the customer complaint section of the form. The amount of time authorized for this repair is .5 hours.

Please call Keystone RV Customer Service at **(866) 273-1450** if you have any questions.