



RECREATIONAL VEHICLE SERVICE CAMPAIGN

December 6, 2017

SERVICE ADVISORY 17-308

«Owner_name»
ATTN: Service Manager
«Street»
«Street_2»
«City», «State» «Zip»
«Country»

Dear «Owner_name»,

Reason for this campaign

It has been determined that certain CrossRoads Zinger models with Dometic Refrigerators installed in the slide out do not have a ventilation fan installed.

The campaign population includes:

Models: 2018 Zinger Travel Trailers, Models 292RE, 330BH, 331BH, 340RS
Serial Number Range: JS370404 - JS371656

Our records indicate unit(s) sold or in your present lot inventory fall within this range, which will require inspection. **Important:** Please complete the service campaign on these units before retail delivery. Our records indicate the following unit serial number(s) are presently in your inventory or have been sold:

«VIN1»	«VIN2»	«VIN3»	«VIN4»
«VIN5»	«VIN6»	«VIN7»	«VIN8»

-- Serial numbers with '*' have been retail sold --

We apologize for any inconvenience this situation may cause and greatly appreciate your cooperation. Should you have any questions or concerns regarding this correspondence or the enclosed Service Advisory, please contact us at: **(844) 361-8455**

Sincerely,

KEYSTONE RV COMPANY

Rick Deisler
Vice President Service Operations

PO Box 2000 Goshen, IN 46527-2000
Phone: (574) 535-2100 – Fax: (574) 535-2199
www.keystonerv.com



RECREATIONAL VEHICLE SERVICE CAMPAIGN

December 6, 2017

Service Advisory: 17-308

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 that certain CrossRoads Zinger models with Dometic Refrigerators installed in the slide out do not have a ventilation fan installed.

What we will do

Keystone has notified our dealers regarding this situation. The remedy is to install a ventilation fan. 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 2 hours. 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 Keystone Customer Service by calling 1-866-425-4369.

Thank you for your attention and cooperation in this matter.

Sincerely,

KEYSTONE RV COMPANY

Rick Deisler
Vice President Service Operations

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Keystone RV Company

12/4/17

SERVICE ADVISORY # 17-308

Zinger Slide Out Refrigerator

It has been determined that certain CrossRoads Zinger models with Dometic Refrigerators installed in the slide out do not have a ventilation fan installed. The following procedure describes how to install the ventilation fan.

Models Included: 2018 Zinger Travel Trailers

Models: 292RE, 330BH, 331BH, 340RS

Serial Number Range: JS370404 - JS371656

Parts Required: 1 – KRV # 588188 - Refrigerator - Fan Only - For 6/8Cu

Tools Required: - Screw gun - 5/8" wrench - 13/16" wrench

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

When performing warranty or recall service, please make certain that appropriate Personal Protective Equipment (PPE) is used.

REPAIR INSTRUCTIONS

Step 1

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

Step 2

Disconnect 120-volt power and 12-volt.

Step 3

On the main floor use a protective covering to prevent damage. Remove refrigerator using industry standards and sit refrigerator on main floor to access rear of appliance.

Step 4

Using the following Dometic instructions, install the ventilation fan.

Power Ventilator Assembly

Model 3316331.000

For 6 & 8 Cu. Ft. Models

DOCUMENT SYMBOLS	1
IMPORTANT SAFETY INSTRUCTIONS.....	2
A. Recognize Safety Information.....	2
B. Understand Signal Words.....	2
C. Supplemental Directives.....	2
D. General Safety Messages	2
GENERAL INFORMATION	2
INSTALLATION	3
A. Mounting The Fan Bracket	3
B. Mounting The Thermal Switch	3
C. Connecting The Wire Assembly	3
D. Connecting The Fan Wires.....	4
E. Applying The Wiring Decal	4

DOCUMENT SYMBOLS

 Indicates additional information that is not related to physical injury.

 **Read these instructions carefully. These instructions MUST stay with this product.**
Dometic Corporation reserves the right to modify product appearances and specifications without notice.

REVISION A

Form No. 3316329.000 02/17
(French 3316330.000_A)
©2017 Dometic Corporation
LaGrange, IN 46761

USA

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Brantford, ON N3T 5L8
CANADA

SERVICE CENTER & DEALER LOCATIONS

Visit:
www.eDometic.com

IMPORTANT SAFETY INSTRUCTIONS

This manual has safety information and instructions to help you eliminate or reduce the risk of accidents and injuries.

A. Recognize Safety Information



This is the safety alert symbol. It is used to alert you to potential physical injury hazards. Obey all safety messages that follow this symbol to avoid possible injury or death.

B. Understand Signal Words

A signal word will identify safety messages and property damage messages, and will indicate the degree or level of hazard seriousness.

⚠ WARNING indicates a hazardous situation that, if **NOT** avoided, could result in death or serious injury.

⚠ CAUTION indicates a hazardous situation that, if **NOT** avoided, could result in minor or moderate injury.

NOTICE is used to address practices **NOT** related to physical injury.

C. Supplemental Directives



Read and follow all safety information and instructions to avoid possible injury or death.

Read and understand these instructions before [installation / use / service / maintenance of] this product.

Incorrect [installation / operation / service / maintenance] of this product can lead to serious injury.

The installation **MUST** comply with all applicable local or national codes, including the latest edition of the following standards:

U.S.A.

- ANSI/NFPA70, National Electrical Code (NEC)
- ANSI/NFPA 1192, Recreational Vehicles Code
- Title 24 CFR, Part 3280, Manufactured Home Construction and Safety Standard
- National Fuel Gas Code, ANSI Z223.1/NFPA 54

CANADA

- CSA C22.1, Parts I & II, Canadian Electrical Code
- CSA Z240 RV Series, Recreational Vehicles
- CSA Z240.4, Gas-Equipped Recreational Vehicles and Mobile Housing
- CSA B149.1, Natural Gas and Propane Installation Code

D. General Safety Messages

⚠ WARNING Failure to obey the following warnings could result in death or serious injury:

- This product **MUST** be [installed / serviced] by a qualified service technician.
- Do **NOT** modify this product beyond the scope of these service instructions. Modification (beyond these service instructions) can be extremely hazardous.

GENERAL INFORMATION

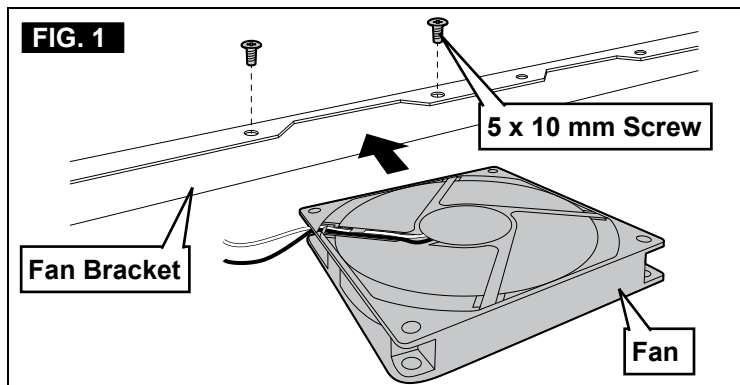
INCLUDED HARDWARE

(1) 385118301 Fan, 12 VDC	(2) 385808901 Screw, EML, 5 x 10 mm
(1) 385139001 Fan Bracket	(1) 385801902 Cable Tie
(1) 385030606 Thermal Switch, Fan	(1) 295459901 Wire Assembly
(1) 385008502 Fused Wire Assembly, 3A	(2) 385800214 Screw, RXS, 3.5 x 9.5 mm
(2) 385800220 Screw, RXS, 4.2 x 9.5 mm	(1) 3105433.001 Wiring Decal, Fan

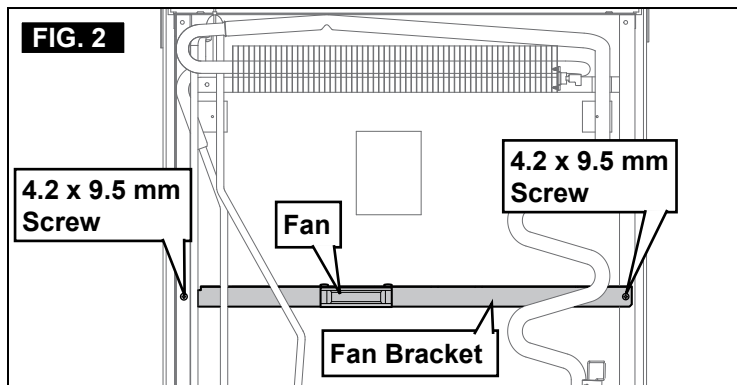
INSTALLATION

A. Mounting The Fan Bracket

NOTICE Disconnect the positive (+) 12 Vdc terminal from supply battery. Otherwise, damage to unit could occur.

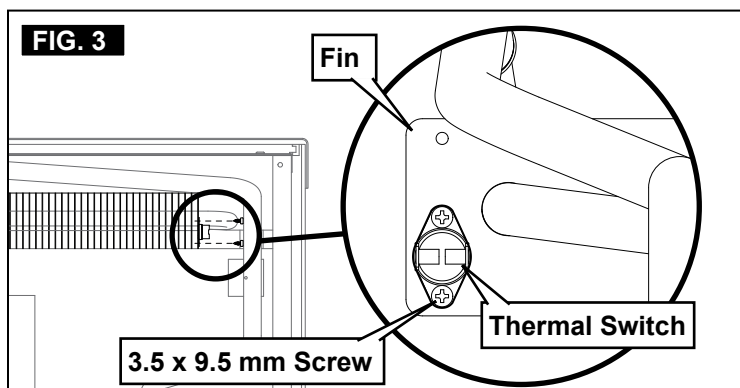


1. Mount the fan to the fan bracket along the left set of holes using the 5 x 10 mm screws. In this position, the fan blows air in an upward direction.



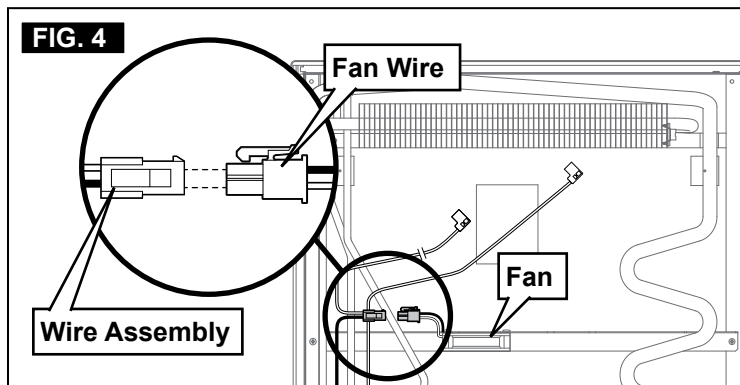
2. Mount the fan bracket with fan to the back of the refrigerator using the 4.2 x 9.5 mm screws.

B. Mounting The Thermal Switch

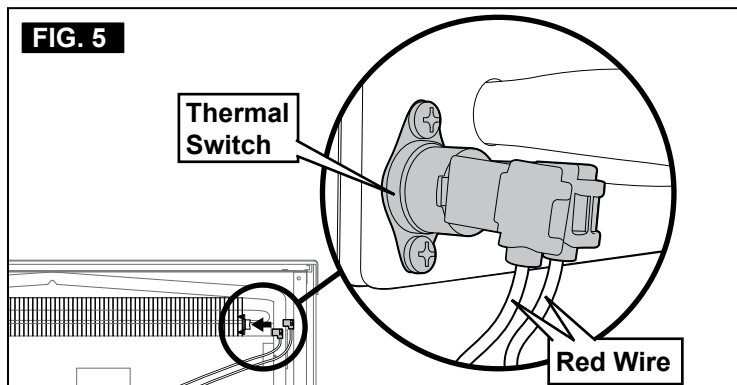


- Mount the thermal switch to the fin using the 3.5 x 9.5 mm screws.

C. Connecting The Wire Assembly



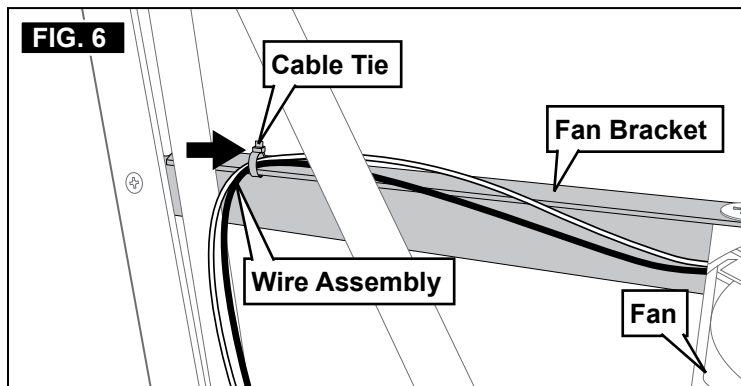
1. Connect the wire assembly to the fan wire.



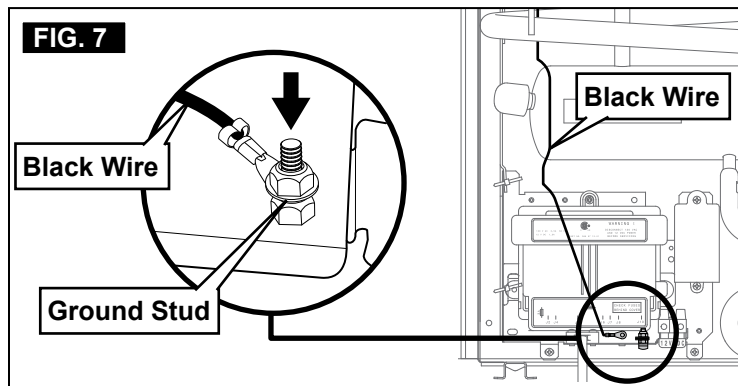
2. Connect the red wire from the wire assembly and the red fused wire assembly to the thermal switch.

INSTALLATION

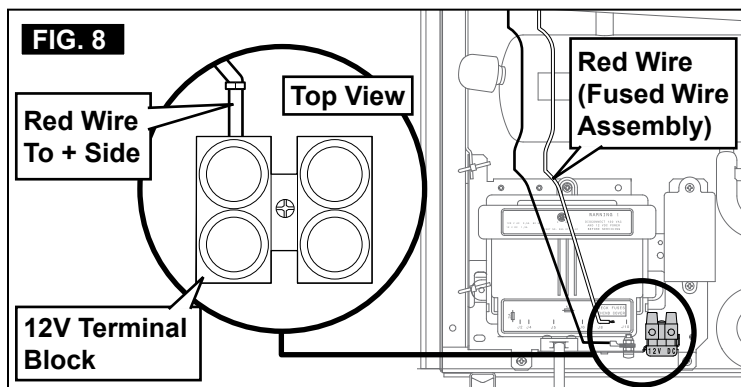
D. Connecting The Fan Wires



1. Secure the fan wires to the fan bracket with a cable tie.



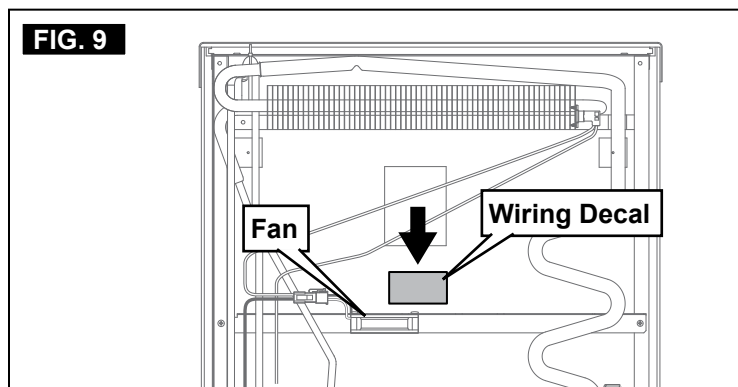
2. Connect the black wire to the ground stud.



3. Connect the red fused wire assembly to the 12V terminal block.

4. Secure all wires as necessary.

E. Applying The Wiring Decal



1. Place the wiring decal on the back of the refrigerator near the fan location.

Step 5

Reinstall refrigerator using industry standards and perform drop pressure test on LP gas system.

WARRANTY REIMBURSEMENT

Submit a claim on Key Express using **Flat Rate Code # 7130842K** with **Service Advisory # 17-308** noted in the customer complaint section. The amount of time authorized for installation is **2.0 hours** per vehicle.

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