

**SERVICE ADVISORY # 17-276****State Wide Frameless Window**

It has been determined certain State Wide frameless windows were manufactured with a poor adhesive bond between the glass and aluminum frame, and attachments on crank out and egress windows.

**Model and Serial Numbers:**

2017 Alpine HE780374 – HE780527

2017 Avalanche HE760514 – HE760663

2017 Laredo HE600864 – HE601223

**Parts Required:**

Window Vents – available as subcategories on Key Express Parts Catalog, using Window Layouts to identify the window. Repair kit includes necessary components.

**Tools Required:**

Drill Gun

#11 Drill Bit

Philips Screw Bit

Pop Rivet Gun

**This Service Advisory requires a Pre-Authorization & Photograph****Note – Check serial number on Key Express to verify the campaign is open.****Step 1**

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

**Step 2**

Inspect frameless windows for proper adhesive bond. Below is an overview:

- Windows must have the glass vent open.
- Window inspection is done from the outside of the unit.
- The window glass vent arms or latch assembly must be held while the glass is inspected.

***Steps 3-4 explain in detail the proper way to accomplish these three actions.*****Step 3**

Using under 20 pounds of force or the amount of force that it would take to open a car door, test all windows in several areas around the outside of window by gently tugging on the glass at the frame Figure 1, at the hinge Figure 2, and the latch assembly Figure 3, as shown in pictures below.



**Step 4**

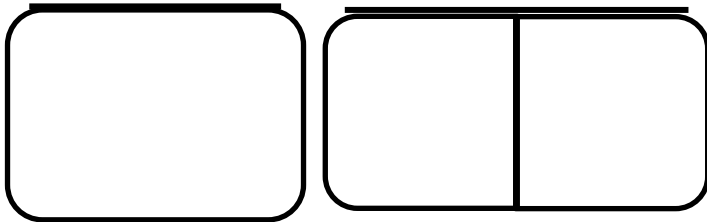
If the glass adhesion maintains at the frame, vent, and the latch assembly, please proceed to the warranty reimbursement section for inspection only. If glass is found to be loose, proceed to **Step 5** for repair instructions.

**Step 5**

If an adhesive failure is found at the vent glass, replace the vent portion of the window only. Instructions below:

**PLEASE NOTE: The window does not need to be removed from the unit to perform repairs.**

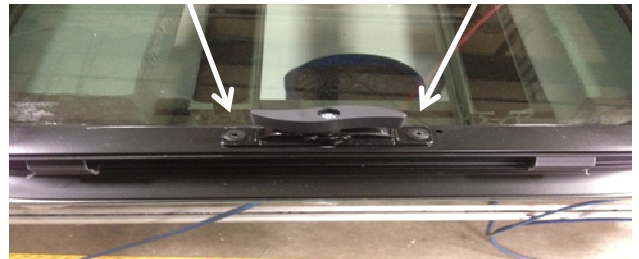
**How to replace a vent for a 270 (one piece) or 275 (two piece) crank-out or push-out window**



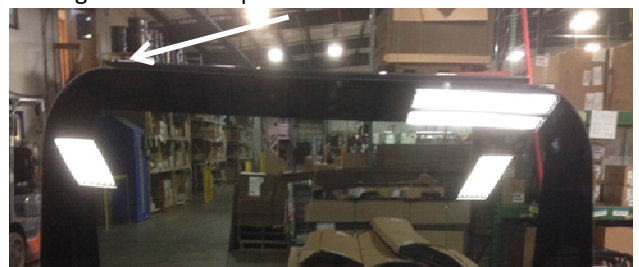
**Replacing a Crank-Out Vent**

1. Remove screen from window.

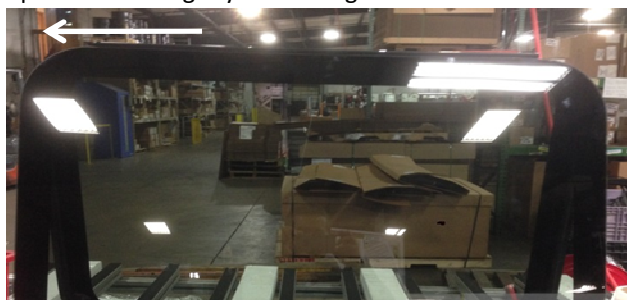
2. Locate the 2 rivets that hold the operator in place. Drill out both rivets with a #11 drill bit.



3. From the outside of the RV, remove the black screw from the top of the hinge at the top of the window using a screw gun with a Philips bit.



4. Open window slightly and slide glass off of frame.



5. Slide new vent onto the frame by aligning the hinge profiles.
6. Insert black screw into existing hole in hinge.
7. Insert new cam guide stop and operator into cam guide.



8. Align operator with holes in frame, insert rivets in holes and pop rivets.



9. Place operator knob over operator, close window making sure knob is parallel with the frame, and screw down using silver screw.

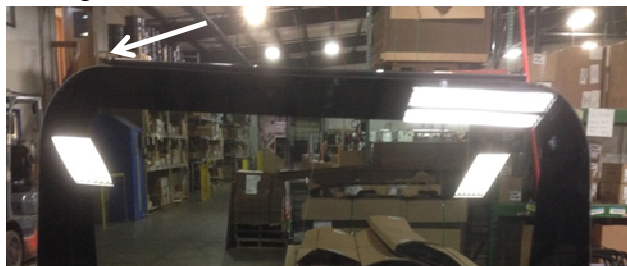


## Replacing a Push-Out Vent

1. Remove screen from window.
2. Locate push out handle and unlock. Push handle completely out of frame.



3. From outside of the RV, remove a screw from the top of the hinge.



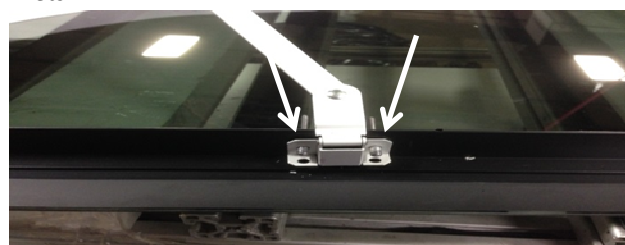
4. Open window slightly and slide vent out off hinge.



5. Measure old hole location off old vent, mark on new vent and drill with #11 drill bit.



6. Align push out handles with holes, insert rivets and pop rivets.

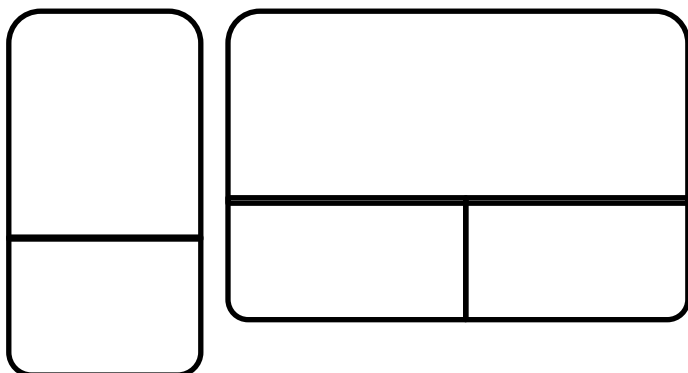


7. Slide new vent on.
8. Place screw back in hinge.

- Slide push out handle back into frame and lock.



**How to replace a vent for a 280 (top fixed and single vent on bottom crank-out or push-out) or a 285 (top fixed with double vent on bottom crank-out or push-out)**



**Replacing a Crank-Out Vent**

- Remove screen from window.
- Locate the 2 rivets that hold the operator in place. Remove operator by using #11 drill bit.



- In order to remove the vent, open vent 90 degrees and push into frame releasing vent hinge from mullion.



- With the new vent hold 90 degrees over the mullion pull back, locking vent into mullion and slowly lower vent, making sure vent is in the mullion.
- Insert new cam guide stop and operator in to cam guide.



- Align operator with holes in frame, insert rivets in holes and pop rivets.



- Place operator knob over operator, close window making sure knob is parallel with the frame and screw down using silver screw.



## Replacing a Push-Out Vent

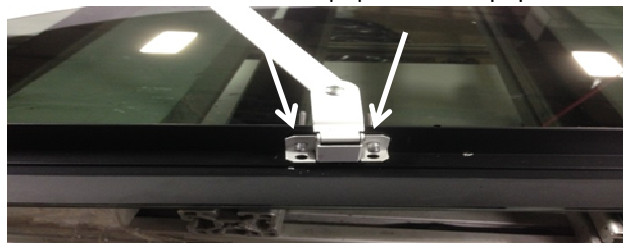
1. Remove screen from window.
2. Locate push out handle and unlock. Push handle completely out of frame.



3. In order to remove the vent, open vent 90 degrees and push into frame releasing vent hinge from mullion.



4. Measure old hole location off old vent, mark on new vent and drill with #11 drill bit and pop rivets and pop.



5. Hold new vent 90 degrees over the mullion pull back, locking vent into mullion and slowly lower vent making sure vent is in the mullion.

6. Put handle through frame opening and lock.



### Step 6

If an adhesive failure is found at any fixed portion on the window frame, not the vent, replace the entire window.

### WARRANTY REIMBURSEMENT

#### INSPECTION ONLY

Submit a claim, on Key Express using **Flat Rate Code # 7127642F** with **Service Advisory # 17-276** noted in the customer complaint section of the form. The amount of time authorized for total unit inspection is **.5 hour**.

#### REPAIR

Submit a Pre-Authorization request along with photograph, on Key Express using **Flat Rate Code # 7127642B** with **Service Advisory # 17-276** noted in the customer complaint section of the form. The amount of time authorized for this repair as follows:

1. Inspection time: .5 hours per VIN
2. Vent replacement: .5 hours per defective vent replaced
3. Window replacement: 1.0 hours per defective window replaced

No part return required. Pictures of parts being replaced are required for warranty claim to be processed.

Please call Keystone RV Customer Service if you have any questions.