



RECREATIONAL VEHICLE SERVICE CAMPAIGN

July 3, 2018

SERVICE ADVISORY 18-323

«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 Laredo Travel Trailers were built with the fifth wheel awning hardware rather than travel trailer hardware.

The campaign population includes:

Models: 2018-2019, Laredo: Models 330RL, 332BH, 335MK, 225MK, 250BH
Serial Number Ranges: 2018 - JB602018 – JB602021
2019 - KB600053 – KB600392

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»
«VIN9»	«VIN10»	«VIN11»	

-- 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: **(866) 273-1450**

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



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July 3, 2018

Service Advisory: 18-323

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 2018-2019 Keystone Laredo 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 Laredo Travel Trailers were built with the fifth wheel awning hardware rather than travel trailer hardware.

What we will do

Keystone has notified our dealers regarding this situation. The remedy is to verify the type of hardware that is currently on the vehicle and, if needed, change the current fifth wheel hardware with the proper travel trailer hardware. 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 3 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

SERVICE ADVISORY # 18-323

Laredo Travel Trailer Awning Hardware

It has been determined that certain Laredo Travel Trailers were built with the fifth wheel awning hardware rather than travel trailer hardware. The following procedure describes how to replace the incorrect hardware.

- Models Included:** 2018-2019 Laredo: 330RL, 332BH, 335MK, 225MK, 250BH
- Serial Number Ranges:** 2018 JB602018 - JB602021
2019 KB600053 - KB600392
- Parts Required:** 1 – KRV # 504408- Awning - Hardware - 3 Degree Pitch - TT - Black - LED Ready
2 – 12v electrical connectors (Purchased Locally)
1 – Tube of silicone sealant (Purchased Locally)
- Tools Required:** - Screw Gun - Caulk Gun -Wire Cutter -Electrical Crimpers -3/4" Hole Saw

This Service Advisory requires a Pre-Authorization for verification of the existing type of hardware.

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.

The remedy is to verify the type of hardware that is currently on the vehicle and, if needed, change the current fifth wheel hardware with the proper travel trailer hardware. If **fifth wheel hardware (62 ¼")** is installed, the roller tube will drop approximately 32 inches when fully extended, this is the incorrect hardware, see Figures 1 & 2. If the **travel trailer hardware (65 ½")** is installed, the roller tube will only drop approximately 4 inches when fully extended, this is the correct hardware.



REPAIR INSTRUCTIONS**Step 1**

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

Step 2

Fully extend the awning and measure the arm that is attached to the sidewall. The correct hardware should measure approximately 65 ½" in length. For 332BH models equipped with an awning on the slide room, inspect that hardware along with the hardware installed on the sidewall. It should be obvious if the hardware is incorrect according to the height of the roller tube from the ground when fully extended, see Figure 2.

Step 3

If the hardware is correct, continue to warranty reimbursement for inspection of the height. If the hardware is not correct proceed to step 4.

Step 4

Replace the incorrect hardware according to industry standards with the correct part #504408.

PLEASE NOTE:

When installing the correct hardware, it may be required to drill a hole in the back arm to match the hole in sidewall for the 12v wiring. Using a ¾" hole saw, measure and cut a hole in the back arm to line up with the existing hole in the sidewall.

**Fig. 3****Step 5**

If the unit is equipped with an awning on the slide room, it will be necessary to cut out the belt line molding to allow for proper installation of the bottom of the leg and seal metal behind the arm, see Figure 3.

Step 6

Seal all fasteners and the electrical connections entering the sidewall.

Step 7

Test operation of awning and proceed to warranty reimbursement for Awning Hardware Replacement.

WARRANTY REIMBURSEMENT**INSPECTION ONLY**

Submit a Pre-Authorization request then claim with pictures on Key Express using **Flat Rate Code # 7132342F**

In the Complaint section note: Service Advisory # 18-323

In the Cause section note: Correct awning hardware installed

In the Correction section note: Inspected hardware, Correct Hardware model number is 895200x.xxx

The amount of time authorized for inspection is **.3 hour**.

REPAIR

Submit a Pre-Authorization request then claim with pictures of the model and serial off of the hardware on Key Express using **Flat Rate Code # 7132342B**

In the Complaint section note: Service Advisory # 18-323

In the Cause section note: Incorrect awning hardware installed

In the Correction section note: Inspected hardware Correct Hardware model number is 895200x.xxx. Replaced existing hardware with correct hardware.

The amount of time authorized for this repair is **1.5 hour** for one set of hardware or **2.5 hours** for two sets of hardware.

PARTS DISPOSITION

No part return required.

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