



RECREATIONAL VEHICLE SERVICE CAMPAIGN

July 9, 2018

SERVICE ADVISORY 18-327

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

Dear «Owner_name»,

Reason for this campaign

It has been determined that the microwave exhaust fans in certain Cruiser Aire units were not installed to vent outside.

The campaign population includes:

Models:

2018 Cruiser Aire Fifth Wheels

Models: 25RL, 28RD, 28RL, 29BH, 29RK, 29SI, 30MD

2019 Cruiser Aire Fifth Wheels

Models: 24RL, 25RL, 28RD, 28RL, 29BH, 29RK, 29SI, 30MD

Serial Number Ranges:

2018 - J6320298 – J6320768

2019 - K6320017 – K6320222

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»	«VIN12»
«VIN13»	«VIN14»	«VIN15»	«VIN16»
«VIN17»	«VIN18»	«VIN19»	«VIN20»
«VIN21»	«VIN22»	«VIN23»	«VIN24»
«VIN25»	«VIN26»	«VIN27»	«VIN28»
«VIN29»	«VIN30»	«VIN31»	«VIN32»
«VIN33»	«VIN34»	«VIN35»	«VIN36»
«VIN37»	«VIN38»	«VIN39»	«VIN40»
«VIN41»	«VIN42»	«VIN43»	«VIN44»
«VIN45»	«VIN46»	«VIN47»	«VIN48»
«VIN49»	«VIN50»	«VIN51»	«VIN52»
«VIN53»	«VIN54»	«VIN55»	«VIN56»
«VIN57»			

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

PO Box 2000 Goshen, IN 46527-2000

Phone: (574) 535-2100 – Fax: (574) 535-2199

www.keystonerv.com

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

July 9, 2018

Service Advisory: 18-327

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 Crossroads Cruiser Aire Fifth Wheels. 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 the microwave exhaust fans in certain Cruiser Aire units were not installed to vent outside.

What we will do

Keystone has notified our dealers regarding this situation. The remedy is to remove the microwave from the wall to access the fan motor. The fan motor must be removed and flipped over to direct the exhaust air outside. Then reinstall the microwave above the cook top. 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 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

PO Box 2000 Goshen, IN 46527-2000
Phone: (574) 535-2100 – Fax: (574) 535-2199
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Keystone RV Company

7/3/18

SERVICE ADVISORY # 18-327

Cruiser Aire Microwave

It has been determined that the microwave exhaust fans in certain Cruiser Aire units were not installed to vent outside. The following procedure describes how to remove the microwave and change the fan to vent outside of the unit.

Models Included: 2018 Cruiser Aire Fifth Wheels: Models: 25RL, 28RD, 28RL, 29BH, 29RK, 29SI, 30MD

2019 Cruiser Aire Fifth Wheels: Models: 24RL, 25RL, 28RD, 28RL, 29BH, 29RK, 29SI, 30MD

Serial Number Ranges: 2018 J6320298 - J6320768

2019 K6320017 - K6320222

Parts Required: None

Tools Required: - Screw Gun - #2 Phillips Bit

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 remove the microwave from the wall to access the fan motor. The fan motor must be removed and flipped over to direct the exhaust air outside. Then reinstall the microwave above the cook top.

REPAIR INSTRUCTIONS

Step 1

Use the section labeled “**Wall Venting Installation Only**” in the following pages taken from the microwave installation manual to access the fan motor and change it to direct the exhaust air outside.

Step 2

Proceed to warranty reimbursement.

INSTALLATION INSTRUCTIONS

Remove Mounting Plate

Depending on your model, the mounting plate may be in the foam packaging, or it may be attached to the back of the microwave oven.

NOTE: To avoid possible damage, cover the work surface.

1. Remove any remaining contents from the microwave oven cavity.
2. If the mounting plate is attached to the back of the microwave oven, remove it and set it aside.
3. Tape the microwave oven door closed so that the door does not swing open while the microwave oven is being handled.

NOTE: To avoid damage to the microwave oven, do not grip or use the door or door handle while the microwave oven is being handled.

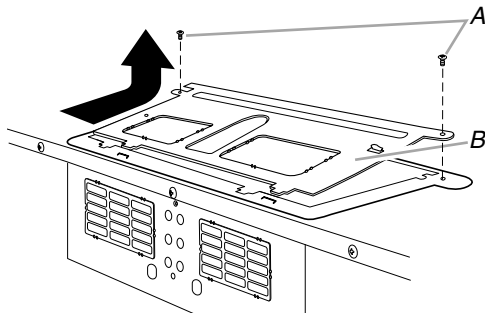
Rotate Blower Motor

The microwave oven is set for recirculation installation. For wall or roof venting, changes must be made to the venting system.

NOTE: Skip this section if you are using recirculation installation. Keep the damper assembly in case the venting method is changed, or the microwave oven is reinstalled in another location where wall or roof venting may be used.

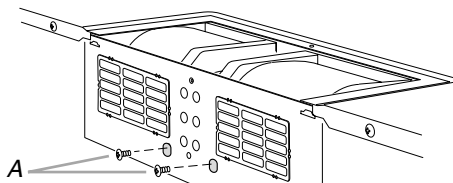
Wall Venting Installation Only

1. Remove screws attaching damper plate to top of microwave oven exterior. Slide damper plate toward the front of the microwave oven and lift up.



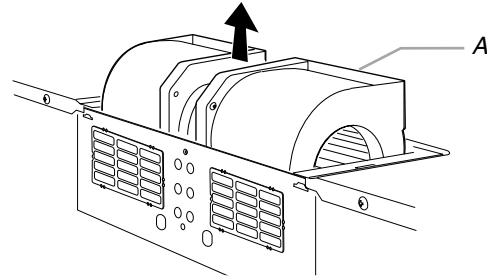
A. Screws
B. Damper plate

2. Keep damper plate and screws together and set aside.
3. Remove 2 screws attaching blower motor to back of microwave oven.



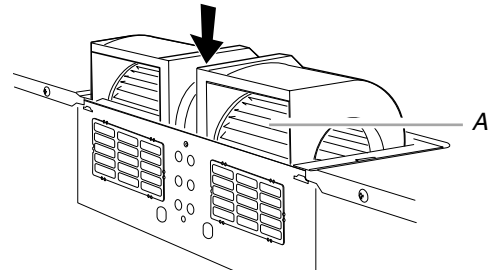
A. Screws (in recessed holes)

4. Lift blower motor out of microwave oven.



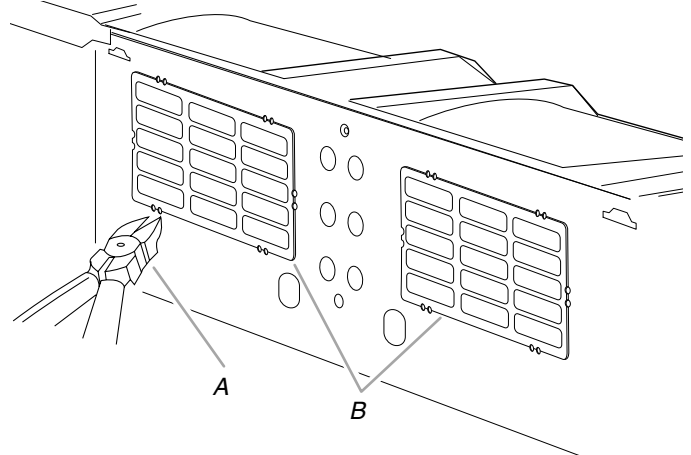
A. Blower motor

5. Rotate blower motor 180° so that exhaust ports face the back of microwave oven, and lower blower motor back into the microwave oven.



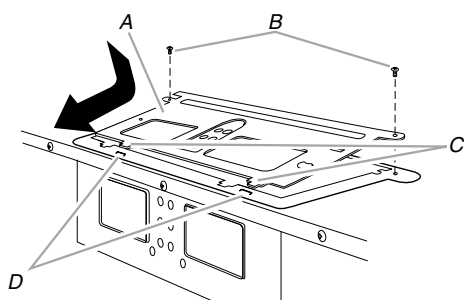
A. Exhaust port

6. Using diagonal wire cutting pliers, gently snip out the rectangular damper vent covers at the perforations.



A. Diagonal wire cutting pliers
B. Damper vent covers

7. Reattach blower motor to back of microwave oven with the 2 screws removed in Step 3.
8. Reattach damper plate. Make sure damper plate tabs are inserted into the slots in the top of the microwave oven.

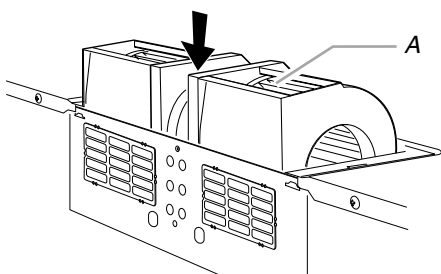


A. Damper plate
B. Screws
C. Damper plate tabs
D. Slots

9. Secure damper plate with 2 screws removed in Step 1.

Roof Venting Installation Only

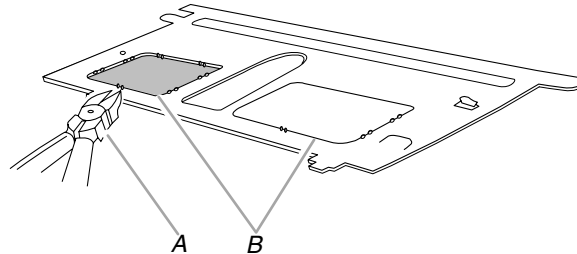
1. Repeat Step 1 from "Wall Venting Installation Only."
2. Repeat Step 2 from "Wall Venting Installation Only."
3. Repeat Step 3 from "Wall Venting Installation Only."
4. Repeat Step 4 from "Wall Venting Installation Only."
5. Rotate blower motor so that exhaust ports face the top of microwave oven, and flat sides of blower motor face back of microwave oven. Lower blower motor back into microwave oven.



A. Exhaust port

IMPORTANT: If blower motor is not positioned with flat sides facing the back of the microwave oven (as shown), performance will be poor.

6. Using diagonal wire cutting pliers, gently snip out the rectangular vent covers on the damper plate removed in Step 1 at the perforations.

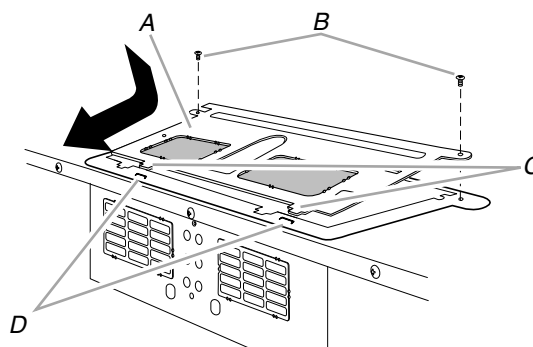


A. Diagonal wire cutting pliers
B. Rectangular vent covers

7. Reattach blower motor to back of microwave oven with 2 screws removed in Step 3 of "Wall Venting Installation Only." Securely tighten screws.

NOTE: If blower motor is not correctly oriented, the 2 screws removed in Step 3 cannot be reattached to the microwave oven.

8. Reattach damper plate. Make sure damper plate tabs are inserted into the slots in the top of the microwave oven.



A. Damper plate
B. Screws
C. Damper plate tabs
D. Slots

9. Secure damper plate with 2 screws removed in Step 1 of "Wall Venting Installation Only."

WARRANTY REIMBURSEMENT

REPAIR

Submit the claim with on Key Express using **Flat Rate Code # 7132742A**

In the Complaint section note: Service Advisory # 18-327

In the Cause section note: Service Advisory # 18-327

In the Correction section note: Removed fan and reinstalled so that the exhaust air is directed outside.

The amount of time authorized for this repair is **0.5 hour**.

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