



RECREATIONAL VEHICLE SERVICE CAMPAIGN

September 7, 2018

SERVICE ADVISORY 18-318

«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 Atwood furnace models may have wiring that can come in contact with the exhaust vent tube causing the furnace to shut down in a safe manner.

The campaign population includes:

All Models Included	Serial Number Ranges	All Models Included	Serial Number Ranges
2018 Aerolite	JJ910570 - JJ910612 JP910566 - JP911096	2018 HC Montana	JA741837 - JA743333
2018 Alpine	JE780428 - JE780926	2018 Impact	JF815525 - JF815918
2018 Aspen Trail	J8921734 - J8924423 JH922645 - JH924297	2018 Kodiak	JJ971371 - JJ973893
2018 Atlas	JP960005 - JP960424	2018 Laredo	JB602017 - JB602019 JE601277 - JE601991 JV601348 - JV601870
2018 Avalanche	JE760623 - JE761089	2018 Montana	J4702217 - J4704125
2018 Bullet	JD435252 - JD439183 JT435153 - JT439072 JX435274 - JX439088	2018 Outback	JB452530 - JB454553
2018 Carbon	JR805570 - JR805848	2018 Passport	JD415191 - JD418704 JK414475 - JK418348 JT414931 - JT418810 JX414617 - JX418606
2018 Coleman	JH935493 - JH940752 JM935822 - JM940930 JP935087 - JP935118	2019 Passport	KT410000 - KT410006
2018 Cougar	J2507379 - J2512969 JC506998 - JC512885 JV506983 - JV513122	2018 Raptor	JR800427 - JR800889
2018 Cruiser	J6320390 - J6320768	2018 Rubicon	JH985039 - JH985160
2018 Endurance	JZ996182 - JZ996471	2018 Sunset	J5351715 - J5353306
2018 Fuzion	JF810570 - JF811149	2018 Volante	J6360836 - J6361554
2018 Hampton	J5330005 - J5330106	2018 Voltage	JZ990644 - JZ991109

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

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»

-- 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:

Luxury (LX) 866-273-1450

Traditional (TR) 855-895-4422

Toy Haulers (TH) 866-273-1452

Dutchmen (DM) 855-382-4100

Premium (PR) 866-273-1454

CrossRoads (CR) 844-361-8455

Light Weight (LW) 866-273-1456

Sincerely,

KEYSTONE RV COMPANY

Rick Deisler

Vice President Service Operations



RECREATIONAL VEHICLE SERVICE CAMPAIGN

Current Date

Service Advisory: 18-318

SERVICE CAMPAIGN

«Owner_name»

«Street»

«City», «State» «Zip»

«Country»

VIN: «VIN»

Dear «Owner_name»:

Keystone RV Company is conducting a service campaign on certain «Year» «Make» «Model» Fifth Wheels and 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 Atwood furnace models may have wiring that can come in contact with the exhaust vent tube causing the furnace to shut down in a safe manner.

What we will do

Keystone has notified our dealers regarding this situation. The remedy is to remove the exhaust vent tube for the furnace on the exterior of the unit and install a fiberglass sleeve around the exhaust tube, then reinstall exterior vent. 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

Keystone RV Company

9/20/18

SERVICE ADVISORY # 18-318

Dometic Furnace Wiring

It has been determined that certain Atwood furnace models may have wiring that can come in contact with the exhaust vent tube causing the furnace to shut down in a safe manner. The following procedure describes how to remove the exhaust tube and install a thermal liner to protect the wiring.

All Models Included	Serial Number Ranges
2018 Aerolite	JJ910570 - JJ910612 JP910566 - JP911096
2018 Alpine	JE780428 - JE780926
2018 Aspen Trail	J8921734 - J8924423 JH922645 - JH924297
2018 Atlas	JP960005 - JP960424
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2018 HC Montana	JA741837 - JA743333
2018 Impact	JF815525 - JF815918
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2018 Laredo	JB602017 - JB602019 JE601277 - JE601991 JV601348 - JV601870
2018 Montana	J4702217 - J4704125

2018 Outback	JB452530 - JB454553
2018 Passport	JD415191 - JD418704 JK414475 - JK418348 JT414931 - JT418810 JX414617 - JX418606
2019 Passport	KT410000 - KT410006
2018 Raptor	JR800427 - JR800889
2018 Rubicon	JH985039 - JH985160
2018 Sunset	J5351715 - J5353306
2018 Volante	J6360836 - J6361554
2018 Voltage	JZ990644 - JZ991109

Parts Required: 1 – KRV # 601857- Furnace - Vent Sleeve - Kit - For SVC Furnace Exhaust Insulate (*This part may be ordered in bulk without a VIN*)

Sealant as needed

Tools Required: - Screw Gun - Caulk Gun

The Model and Serial numbers for the furnace are required for warranty reimbursement.

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 exhaust vent tube for the furnace on the exterior of the unit and install a fiberglass sleeve around the exhaust tube, then reinstall exterior vent.

REPAIR INSTRUCTIONS FROM DOMETIC FOLLOW

DOMETIC

HEATING

FURNACES

EN

Limit Switch Wire Rework

Service Bulletin

USA & Canada

Service Office
Dometic Corporation
1120 North Main Street
Elkhart, IN 46514

Service Center & Dealer Locations

Visit:
www.dometic.com

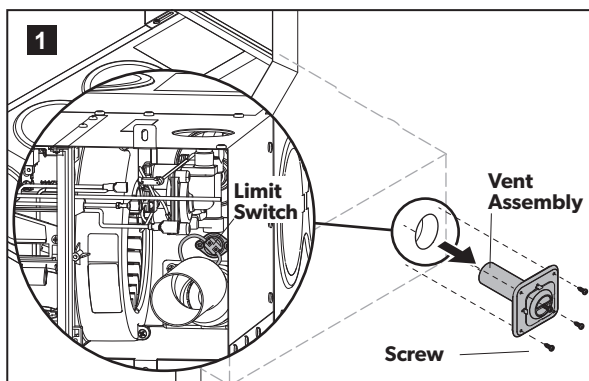
Read these instructions carefully.

Furnace Model	Serial Number Range	Field Kit Number	Kit Materials
AFS, AFM, DFS, DFM	73985322 – 81099541	31389	(1) Fiberglass Sleeve: 7" (length) x 1.5" (diameter)

1 SLEEVE INSTALLATION

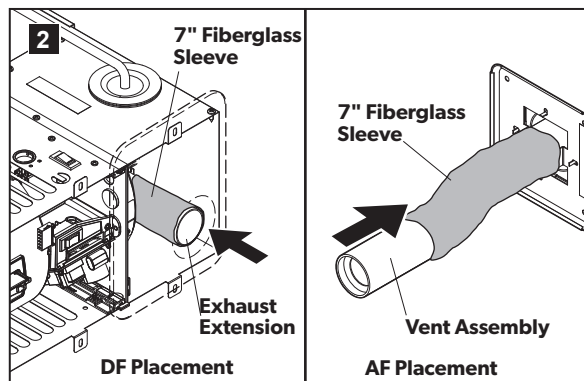
This fix applies to all small and medium DF and AF door and less door furnace units.

1.1 Examining the limit switch wires



- Remove the vent assembly, and using a flashlight, look through the opening in the vent cover to inspect the exhaust vent area.
- Visually examine the limit switch wires for evidence of the following conditions:
 - Wires laying on the exhaust vent tube
 - Melting at any point along the length of the wire
- If either condition exists, contact the Dometic Technical Service department at 866-869-3118 to obtain authorization for removal of the furnace for replacement, prior to repairing any wires or continuing with this field repair.
- If no damage is present, proceed with this field repair.

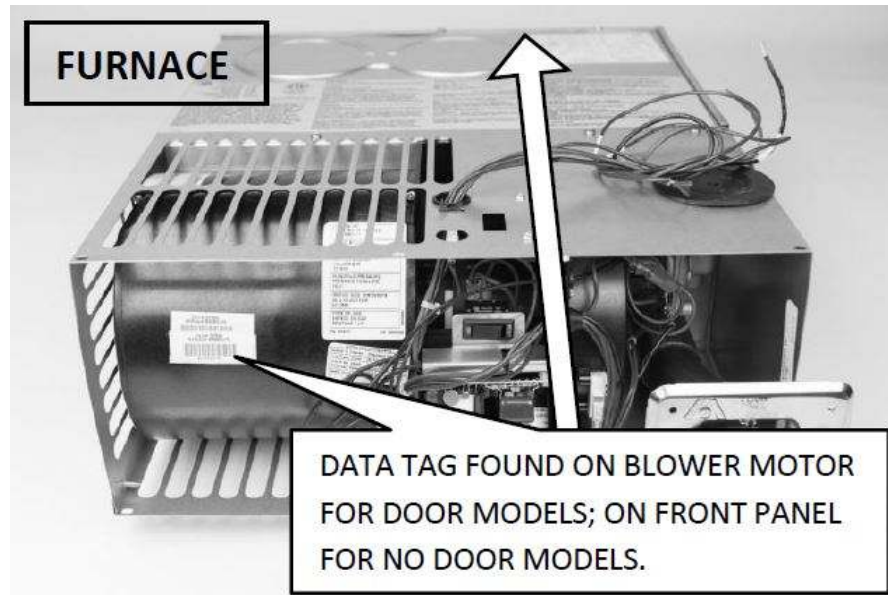
1.2 Placing the sleeve on a DF/AF unit



- Install the fiberglass sleeve:
 - For DF units: slide the fiberglass sleeve over the exhaust extension.
 - For AF units: slide the fiberglass sleeve over the vent assembly.
- Re-install the vent assembly.

WARRANTY REIMBURSEMENT

Submit the claim on Key Express using **Flat Rate Code # 7131842J** with **Service Advisory # 18-318** noted in the Customer Complaint section and **Model and Serial** information is noted in the Correction Field. The amount of time authorized for inspection is **0.5 hour** per vehicle to repair.



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

Luxury (LX) 866-273-1450

Toy Haulers (TH) 866-273-1452

Premium (PR) 866-273-1454

Light Weight (LW) 866-273-1456

Traditional (TR) 855-895-4422

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Keystone RV Company

8/22/18

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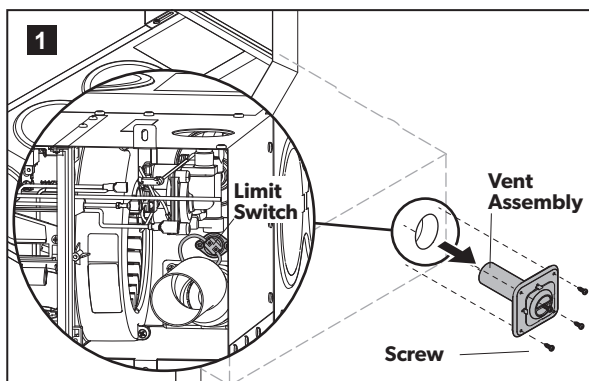
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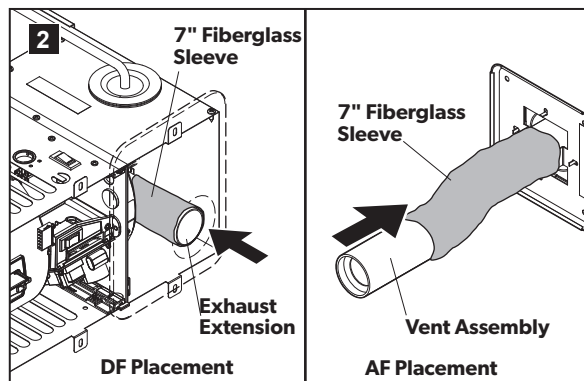
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