



RECREATIONAL VEHICLE SERVICE CAMPAIGN

November 28, 2018

Service Advisory: 18-332

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 2019 Dutchmen Coleman 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 2019 Coleman models built with KIB monitor panels did not have the switch for the 120V function on the water heater.

What we will do

Keystone has notified our dealers regarding this situation. The remedy is to remove monitor panel and water heater electric switch plug. Install switch and connect necessary wires for operation, then reinstall monitor panel. 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



RECREATIONAL VEHICLE SERVICE CAMPAIGN

November 28, 2018

SERVICE ADVISORY 18-332

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

Dear «Owner_name»,

Reason for this campaign

It has been determined that 2019 Coleman models built with KIB monitor panels did not have the switch for the 120V function on the water heater. The remedy is to remove monitor panel and water heater electric switch plug. Install switch and connect necessary wires for operation, then reinstall monitor panel.

The campaign population includes:

2019 Coleman Travel Trailers

Models: 1805RB, 2125BH, 2425RB, 2435RK, 2515RL, 2605RL, 2835BH, 2855BH, 2925RE, 3015BH

Serial Number Range: 2019 - KM933955 – KM934543

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» | | | |

-- 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: **(855) 382-4100**

Sincerely,

KEYSTONE RV COMPANY

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

Rick Deisler
Vice President Service Operations

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SERVICE ADVISORY # 18-332

Coleman Water Heater Switch

It has been determined that 2019 Coleman models built with KIB monitor panels did not have the switch for the 120V function on the water heater. The following procedure describes how to install the missing switch.

- Models Included:** 2019 Coleman Travel Trailers: 1805RB, 2125BH, 2425RB, 2435RK, 2515RL, 2605RL, 2835BH, 2855BH, 2925RE, 3015BH
- Serial Number Range:** 2019 KM933955 – KM934543
- Parts Required:**
- 1 – KRV # 115566 – Switch – Monitor Panel Small – Illuminated Red (*This part may be ordered in bulk without a VIN or used from stock*)
 - 3 – KRV # 267575 – Terminal – Quick Slide – 14-16 ga – Insulated (*This part may be ordered in bulk without a VIN or used from stock*)
 - 2 – Red and White 14 ga stranded wire approximately 6 in. obtained locally.
- Tools Required:** - Screw Gun - Wire Stripper - Wire Crimper - #2 Square 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 monitor panel and water heater (W/H) electric switch plug. Install switch and connect necessary wires for operation, then reinstall monitor panel.

REPAIR INSTRUCTIONS

Step 1

Locate and remove monitor panel near main entrance door, Figure 1.



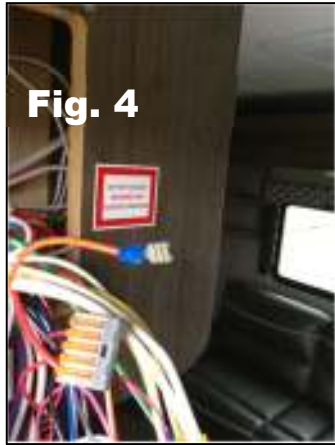
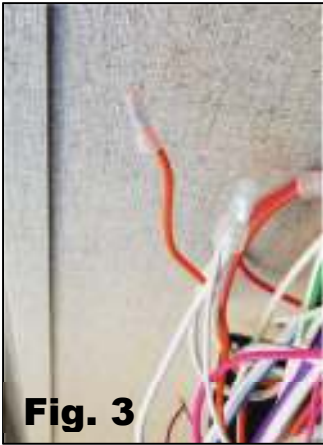
Fig. 1



Fig. 2

Step 2

Remove switch plug in the W/H electric switch location, see Figure 2, and install the KRV # 115566 – Switch – Monitor Panel Small – Illuminated Red in its place with brass-colored blade at the top. See **Step 3** for wiring instructions.



Step 3

Locate single-capped 14 ga orange wire at the incoming wire bundle, Figure 3. Remove cap, strip end of wire, and install quick slide terminal KRV # 267575 – Terminal – Quick Slide – 14-16 ga – Insulated, Figure 4.

Step 4

Strip both ends of locally obtained red and white 14 ga wires and install one quick slide terminal KRV # 267575 – Terminal – Quick Slide – 14-16 ga – Insulated on one end of each wire. Then install the bare stranded ends from each of the red and white 14 ga wires into the Wago connectors that has the corresponding color of wire, Figures 5, 6, 7.



Step 5

Connect wires into back of switch, the order being from top down (brass blade is at the top) white, orange, red, Figure 8



Step 6

Ensure wire connections are solid then reinstall monitor panel into place and test water heater for function.

Step 7

Proceed to Warranty Reimbursement.

WARRANTY REIMBURSEMENT

Submit the claim on Key Express using **Flat Rate Code # 7133242A**

In the Complaint section note: Service Advisory # 18-332

In the Cause section note: Service Advisory # 18-332

In the Correction section note: Added Switch

The amount of time authorized for this repair is **0.7 hour**.

Please call Keystone RV Customer Service at **(855) 382-4100** if you have any questions.