



RECREATIONAL VEHICLE SERVICE CAMPAIGN

February 6, 2019

SERVICE ADVISORY 19-344

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

Dear «Owner_name»,

Reason for this campaign

It has been determined the Outback 341RD were built with improper furnace ventilation. The remedy is to remove the access panel under the kitchen sink, cut out the lower half of the plywood panel next to the drawers for air flow, and install the return air grill in the end of the cabinet. Clean up any debris from the job and reinstall the furnace access panel under the sink.

The campaign population includes:

Models: 2019 Outback Travel Trailers: Model 341RD
Serial Number Range: KB451354 - KB452130

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»

-- 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) 273-1456**

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

February 6, 2019

Service Advisory: 19-344

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 Outback 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 the Outback 341RD were built with improper furnace ventilation.

What we will do

Keystone has notified our dealers regarding this situation. The remedy is to remove the access panel under the kitchen sink, cut out the lower half of the plywood panel next to the drawers for air flow, and install the return air grill in the end of the cabinet. Clean up any debris from the job and reinstall the furnace access panel under the sink. 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

SERVICE ADVISORY # 19-344

Outback 341RD Air Return

It has been determined the Outback 341RD were built with improper furnace ventilation. The following procedure describes how to correct the ventilation.

Models Included: 2019 Outback Travel Trailers: Model 341RD

Serial Number Range: KB451354 - KB452130

Parts Required: 1 – KRV # 616205 - Grill - Vent Cover- Furnace - 9 1/8" x 18 15/16" - Poplar Vent - Wiley Oak (*This part may be ordered in bulk without a VIN*)

Tools Required: - Screw gun - Utility knife

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 access panel under the kitchen sink, cut out the lower half of the plywood panel next to the drawers for air flow, and install the return air grill in the end of the cabinet. Clean up any debris from the job and reinstall the furnace access panel under the sink.

REPAIR INSTRUCTIONS

Step 1

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

Step 2

Remove the drawers to the left side of the kitchen sink.



Step 3

Remove the access panel under the kitchen sink. Cut and remove the top half of the plywood panel to the left of the opening as seen in Figure 1 and 2.

**Step 4**

On the end panel of the cabinet base, measure from the side wall and make marks at 3 inches and 10 ½ inches. Next measure from the bottom of the counter top 8 inches and 25 inches. Carefully cut out opening using utility knife, see Figure 3.

**Step 5**

Install return air grill – 616205, see Figure 4.

Step 6

Reinstall drawers and access panel under sink. Proceed to Warranty Reimbursement.

WARRANTY REIMBURSEMENT**REPAIR**

Submit the claim on Key Express using **Flat Rate Code # 7134442A**

In the Complaint section note: Service Advisory # 19-344

In the Cause section note: Air return grill not installed.

In the Correction section note: Added air return grill.

The amount of time authorized for this repair is **.7 hour**.

Please call Keystone RV Customer Service at **(866) 273-1456** if you have any questions.