

Keystone RV Company

6/11/19

SERVICE ADVISORY # 19-352

Hideout 262RES TV Panel Support

It has been determined that the TV is attached to a panel that may be improperly attached to the wall. The following procedure describes how to reinforce the TV panel to prevent damage to the TV cabinet.

Models Included: 2018 - 2019 Hideout Fifth Wheel, Model 262RES

Serial Number Ranges: 2018 J7249792 - J7250275
2019 K7240159 - K7244184

Parts Required: 1 – KRV # 573816 - Stile - Square - 1" x 1" x 97" - Carb 2 - MDF - Hideout Walnut (*This part may be ordered in bulk without a VIN*)

Please note: The part #573816 can be cut in half for shipping.

12 – Screws - #8 x 1 3/4" washer head wood screws (purchase locally)

Tools Required: - Screw gun - Chop saw - Pilot hole drill 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 reinforce the TV panel by adding vertical support cleats on each side.



Fig. 1

REPAIR INSTRUCTIONS

Step 1

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

Step 2

Remove the two pieces of vertical trim (on either side of the TV panel) and the travel strap. TV does not need to be removed, Figure 1.

**Fig. 2****Fig. 3****Step 3**

Measure and cut two pieces of stile as shown in Figures 2 and 3. **Please note:** The stiles must be pre-drilled to prevent damage, Figure 2.

Step 4

Pre-drill six pilot holes per stile and attach the stiles using #8 – 1 3/4" washer head wood screws on the right and left side of the TV back panel as shown in Figure 3.

Step 5

Re-attach TV strap.

Step 6

Proceed to warranty reimbursement.

WARRANTY REIMBURSEMENT**REPAIR**

Submit the claim on Key Express using **Flat Rate Code # 7135242A**

In the Complaint section note: Service Advisory # 19-352

In the Cause section note: Insufficient support for TV panel.

In the Correction section note: Add supports.

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

Please call Keystone RV Customer Service at **(855) 895-4422** if you have any questions.