

Keystone RV Company

7/16/19

SERVICE ADVISORY # 19-356

Cougar 32RDB Ceiling Vents

It has been determined that the Cougar 32RDB units may not have the adequate amount of A/C ceiling vents installed. The following procedure describes the locations and how to install the required A/C ceiling vents.

Models Included: 2018 - 2020 Cougar 32RDB

Serial Number Ranges: 2018 JV510736 - JV513269
2019 KV500102 - KV511112
2020 LV500207 - LV500696

Parts Required: 1 to 5 – KRV # 101886- Part Description: Grill - 5" - Ducted Ceiling - AC

Tools Required: - Screw gun - 5" Hole Saw – HVAC tape

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 inspect and determine how many vents are needed according to the Figure 1, locate proper A/C vent locations, drill, and install the missing A/C ceiling vents.

REPAIR INSTRUCTIONS

Step 1

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

Step 2

Inspect the existing ceiling vents and compare to Figure 1. There should be a minimum of 5 A/C vents: one in the bunk room, one in the bathroom, two in the main living area, and one in the bedroom. The forward living room vent (A) and bedroom vent (B) may or may not be installed, inspection is necessary. The second A/C option is also included on Figure 1 and indicates where the holes can be drilled. The 2nd A/C option is not standard on every unit, to verify this option use the “**Search Unit Info**” function on Key Express.

Step 3

Using measurements from Figure 1 and a 5" hole saw, add vents as needed, drilling into ceiling panel and A/C duct, being careful that you do not drill into the top side of the A/C duct.

Step 4

Install KRV#101886 Grill – 5" – Ducted Ceiling – AC in the locations indicated on Figure 1 using HVAC tape to seal the vents to the ducting.

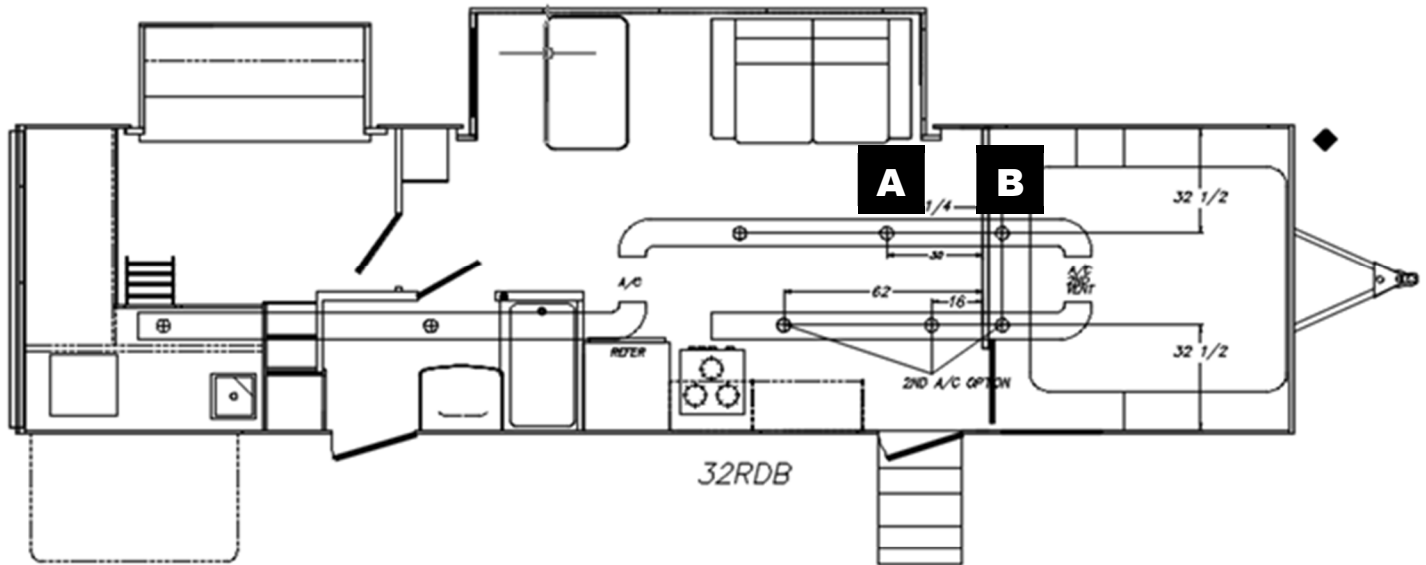


Fig. 1

Locate (measure) for the missing A/C ceiling vents, Figure 1. The vents in the above figure may or may not be installed, inspection is necessary.

The A/C vent holes A and B should be located 32 ½" from the off-door-side inside panel, of the sidewall, to the center of the vent hole. The kitchen/living area A/C vent hole (A) is 30" from the bedroom divider wall. The bedroom A/C vent hole (B) is 5 ¾" from the bedroom divider wall. Drill hole through the ceiling panel and first side of the A/C ductwork in the ceiling.

If the unit has a second A/C, vent holes are located 32 ½" from door-side inside panel, of the sidewall, to the center of vent hole. Bedroom A/C vent hole is 5 ¾" from the bedroom divider wall, kitchen/living area A/C vent holes are 16" and 62" from the bedroom divider wall. Drill hole through the ceiling panel and first side of the A/C ductwork in the ceiling.

WARRANTY REIMBURSEMENT

REPAIR

Submit the claim on Key Express using **Flat Rate Code # 7135642K**

In the Complaint section note: Service Advisory # 19-356

In the Cause section note: Inadequate amount of vents installed

In the Correction section note: Added vents per instructions

The amount of time authorized for this repair is **1.0 hour**.

Please call Keystone RV Customer Service at **866-273-1454** if you have any questions.