

Updated
Bedroom Ceiling
Vent Location

Keystone RV Company

SERVICE ADVISORY # 19-356

Cougar 32RDB Ceiling Vents

8/15/19

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 – KRV # 101886 - 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 for A/C vents in the front bedroom and install any missing A/C ceiling vents.

REPAIR INSTRUCTIONS

Step 1

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

Step 2

The bedroom A/C vent may or may not be installed, inspection is necessary. There should be a minimum of one A/C vent in the following rooms: bunk room, bathroom, main living area, and in the bedroom. If the ceiling vents are installed, proceed to warranty reimbursement for inspection.

Step 3

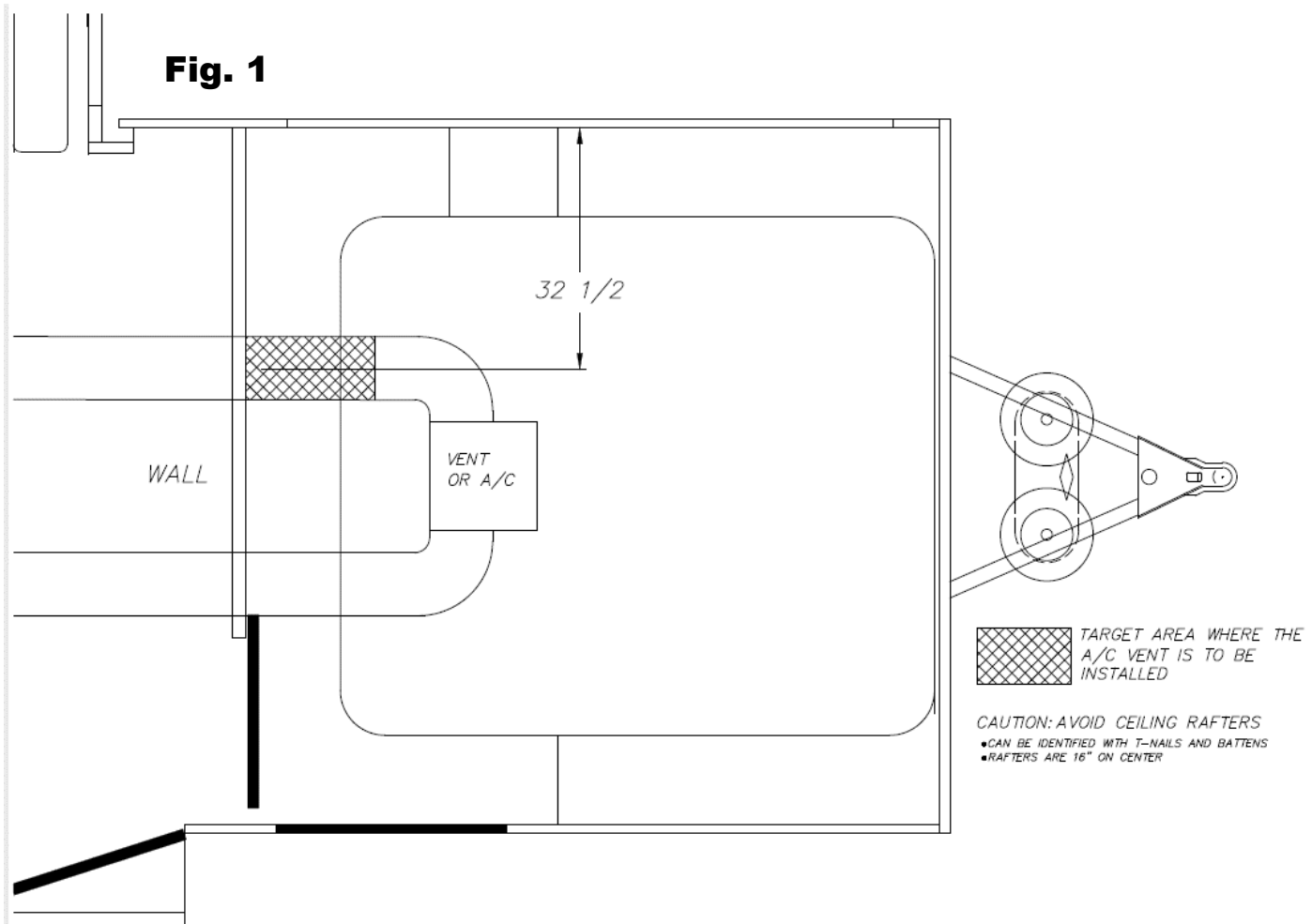
In the bedroom an A/C vent can be installed between the rear wall of bedroom and within 15 inches of the 14" x 14" opening of the bedroom A/C or ceiling vent (2nd A/C is an option), Figure 1. The ceiling ducting, forward from the main A/C, runs parallel with the off-door-side wall. The center of this ducting is 32 ½" from the off-door-side wall. Do not drill into the ceiling rafters which are 16 inches on center (measurements can be taken from the ceiling batten trim). Using a 5" hole saw, add a vent as needed, drilling into ceiling panel and A/C duct, being careful to stop short before drilling into the top side of the A/C duct.

Step 4

Install KRV#101886 Grill – 5" – Ducted Ceiling – AC in the bedroom using HVAC tape to seal the vents to the ducting.

Step 5

Proceed to warranty reimbursement.

Fig. 1

WARRANTY REIMBURSEMENT **INSPECTION**

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

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

In the Cause section note: Inadequate amount of vents installed

In the Correction section note: Vents installed correctly

The amount of time authorized for this repair is **.3 hour**.

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.