

Keystone RV Company

9/10/19

SERVICE ADVISORY # 19-353

Fuzion Skylights

CLOSING NOTICE - This Campaign ends October 31, 2019.

All repairs and claims for this campaign must be submitted on or before October 31st to be considered for reimbursement. Further delay in inspection for defective skylights and necessary correction could result in extensive water damage. Lack of participation in the campaign will result in loss of warranty reimbursement for related damage.

It has been determined that Polycarbonate skylights used on Alpha Flex roof systems may crack. The following procedure describes how to identify and replace the polycarbonate skylights.

- Models Included:** 2019 – 2020 Fuzion Fifth Wheels: 410, 424, 373, 429, 427, 357, 419, 369
2019 – 2020 Impact Fifth Wheels/Travel Trailers: 29V, 359, 3219, 311, 28V, 367, 317, 3118, 415, 343, 330
- Serial Number Ranges:** 2019 Fuzion KF810917 - KF811019
2020 Fuzion LF810000 - LF810120
2019 Impact KF815488 - KF815520
2020 Impact LF815000 - LF815051
- Parts Required:** 1 – KRV # 237000- Skylight - 14" x 22" - Outer Dome - Raised - Single Pane - PAG (*This part may be ordered in bulk without a VIN*)
1 – KRV # 639155- Sealant - Self Leveling - 5121 Alphathane 100% - White - Tube (*This part may be ordered in bulk without a VIN*)
1 – KRV # 100292- Butyl - Tape - 1/8" x 3/4" x 30' - White - #110 - 20/30 (*This part may be ordered in bulk without a VIN*)
- Purchase locally #8 x 1" pan head screws
- Tools Required:** - Screw gun - Caulk Gun - Plastic scraping tools

This Service Advisory requires a Pre-Authorization & Photograph

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 the clear polycarbonate skylight on the new Alpha Flex Roof system. Inspect the clear skylight for cracks and replace if cracks are found. See Figure 1 as an example. A clear picture is required for authorization and the claim.

Please Note: The affected units have a new roof system that is different than what you may be accustomed to seeing. The membrane looks very similar to the old membrane and the only way you may be able to tell them apart is the sealants. The new self-leveling sealant is more like a rubber consistency and is more resilient to the elements. Alphathane 5121 self-leveling is the only type of self-leveling sealant that can be used on the Alpha Flex roofing system.

REPAIR INSTRUCTIONS



Fig. 1

Step 1

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

Step 2

Locate the skylight on the exterior roof and inspect for cracks. If the skylight is cracked, take clear pictures for the authorization showing the defect. If no cracks are present, proceed to warranty reimbursement below and submit a claim for inspection. If the skylight is cracked, proceed to Step 3.

Step 3

If the skylight is cracked, remove the skylight using normal industry standards and replace with the new skylight (KRV # 237000) using butyl tape (KRV # 100292) under the skylight as a primary seal and Alphathane (KRV # 639155) as a self-leveling secondary seal, then proceed to warranty reimbursement.

WARRANTY REIMBURSEMENT INSPECTION ONLY

Submit a claim on Key Express using **Flat Rate Code # 7135342F**

In the Complaint section note: Service Advisory # 19-353

In the Cause section note: Inspected Skylight

In the Correction section note: No cracks in Skylight

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

REPAIR

Submit a Pre-Authorization request then claim on Key Express using **Flat Rate Code # 7135342B**

In the Complaint section note: Service Advisory # 19-353

In the Cause section note: Skylight Cracked

In the Correction section note: Replace skylight with approved part# 237000

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

PARTS DISPOSITION

Pictures of the skylight must be submitted with an authorization for approval. After the claim has been processed, the part can be field scrapped.

Please call Keystone RV Customer Service at **(866) 273-1452** if you have any questions.