

## SERVICE ADVISORY # 19-365

### Sunset Convenience Center

It has been determined that the convenience center in certain models of Sunset Travel Trailers may allow any residual water from the various connections at the convenience center to leak on the pass-through compartment at the water hook-ups. The following procedure describes how to install a tray under the water hook-ups to divert water back outside if needed.

**Models Included:** 2020 Sunset Travel Trailers: 186BH, 212RB, 222RB, 242BH, 253RB, 259RL, 272BH, 285CK, 288BH, 289QB, 291RK, 309RK, 331BH, 332QB

**Serial Number Range:** L5350858 - L5351020

**Parts Required:** 1 – KRV # 650797- Tray - Drip - ABS - Black (*This part may be ordered in bulk without a VIN*)

4 – 3/4" black pan head screws (obtained locally)

– Silicone or butyl sealant (considered as shop supplies on claim)

**Tools Required:** - Screw gun - Caulk Gun

**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 add a drip tray (KRV# 650797) at the convenience center panel to contain any residual water from the various connections at the convenience center from leaking into the storage pass-through compartment.

### **REPAIR INSTRUCTIONS**



**Fig. 1**

#### **Step 1**

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

#### **Step 2**

Locate the convenience center box on the off-door-side pass-through compartment. Remove the existing hatch in the floor in front of the convenience center, Figure 1.



**Fig. 2**

#### **Step 3**

From inside of the pass through compartment remove the access panel of the convenience center box that faces the front of the unit. Remove the mounting screws in the cleat at the floor and the back wall for the convenience center, Figure 2.

**Fig. 3****Step 4**

Place KRV# 650797 - Tray - Drip - ABS - Black on the floor between the off-door sidewall and convenience center box. Slide the convenience center box over so that the drip tray is tight against the sidewall and convenience center panel, Figure 3.

**Step 5**

Attach drip tray to convenience center box and reattach the convenience center box to floor and pass-through compartment cross member. Typically the convenience center box will move towards the off-door-side several inches and will attach in the same manner as before.

**Step 6**

From the underside of the unit using the existing hole in the floor, cut the hole in the ABS tray using the correct sized hole saw or a jig saw, Figure 4.

**Fig. 4****Step 7**

Attach the hatch over the hole using an appropriate silicone or butyl sealant. Seal edge of tray along convenience center panel, Figure 5.

**Fig. 5****Step 8**

Proceed to Warranty Reimbursement.

**WARRANTY REIMBURSEMENT****REPAIR**

Submit the claim on Key Express using **Flat Rate Code # 7136542A**

In the Complaint section note: Service Advisory # 19-365

In the Cause section note: Convenience center tray was not installed at the factory

In the Correction section note: Installed tray according to directions

The amount of time authorized for this repair is **.5 hour**.

**PARTS DISPOSITION**

None.

Please call Keystone RV Customer Service at **844-361-8455** if you have any questions.