

SERVICE ADVISORY # 20-367

Suburban Nautilus IW60RL Water Heater

It has been determined the vehicles in this population have IW60RL water heaters with a recirculation tank that can break if not winterized and exposed to freezing temperatures. Alpine units built from 8/7/2019 to 11/11/2019 have water heaters that were improperly winterized. The following procedure describes how to inspect for damage and winterize the Suburban Nautilus IW60RL water heater.

Models Included: 2020 Alpine Fifth Wheel: All models built between 8/7/2019 and 11/11/2019

Serial Number Range: LE780366 – LE780668

Parts Required: **If Damaged:** 641180 - Water Heater - On Demand - 60,000 BTU - w/Recirculation Loop - IW60RL

Tools Required: - Screw gun - Winterization equipment - Adjustable wrenches

This Service Advisory requires a Pre-Authorization & Photograph if the water heater is damaged. Model and serial of the water heater is required for the claim to be processed when replacing a damaged water heater.

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 water heater internal storage tank for freeze damage and winterize after inspection as water heaters do not have antifreeze run through them in the normal production process. Any Alpine that was built from 8/7/2019 to 11/11/2019 and within the range of LE780366 – LE780668 that has been exposed to freezing conditions should be inspected for water heater damage. All Suburban IW60RL water heaters installed within the range of LE780366 – LE780668 should be winterized before being exposed to freezing conditions. Model and serial number required for the claim to be processed when replacing a damaged water heater.

REPAIR INSTRUCTIONS

Step 1

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

Step 2

If the unit has been exposed to freezing conditions recently enough that any water stored in the unit would still be frozen, ensure that it is brought into a bay or a heated environment to allow it to reach a steady state temperature above freezing.

Step 3

The internal storage tank can be seen through the red exhaust gasket on the access panel. Use a flashlight to view whether the tank appears to be damaged. Refer to Figure 1. If no physical damage to the tank is



Fig. 1

visible continue to Step 4. If the tank is physically damaged, submit pictures along with the model and serial number on a pre-authorization to replace the water heater using industry standards.

Step 4

Make sure that the water heater is not bypassed on the convenience panel. Using the winterization port in the convenience center, purge the IW60RL system of water, turn on the unit's on-board water pump. Pump RV NON-TOXIC antifreeze through the unit while opening a hot water faucet or low-point drain until the system is full. When starting the purging process, watch for any antifreeze leakage around the internal storage tank. Refer to Figure 1. If the tank is leaking, replace the water heater using industry standards. Perform a drop pressure test on the propane gas system. Model and serial number are required for the claim to be processed when water heater is being replaced.

Step 5

Once the water runs pink with the RV antifreeze, the system is correctly winterized. Turn off the unit's on-board water pump and proceed to warranty reimbursement instructions.

WARRANTY REIMBURSEMENT

INSPECTION AND WINTERIZATION OF WATER HEATER

Submit the claim on Key Express using **Flat Rate Code # 7136742F**

- In the Complaint section note: Service Advisory # 20-367
- In the Cause section note: Water heater is not winterized
- In the Correction section note: Inspect internal storage tank. Internal storage tank not damaged. Winterize water heater.

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

REPLACE WATER HEATER AND WINTERIZE

Submit a Pre-Authorization with pictures of the damaged internal tank request then claim on Key Express using **Flat Rate Code # 7136742A**

- In the Complaint section note: Service Advisory # 20-367
- In the Cause section note: Water heater is not winterized
- In the Correction section note: Internal tank was leaking, see pictures. Replace water heater. Model number XXXXXX Serial XXXXXXXX

The amount of time authorized for this repair is **1.8 hour**.

PARTS DISPOSITION

Defective water heater return required.

Please call Keystone RV Customer Service at **866-273-1450** if you have any questions.