

## SERVICE ADVISORY # 20-372

### Montana High Country Air Conditioner Thermostats

It has been determined that some Montana High Country units air conditioners were built with the wrong thermostats and the front A/C has an incorrect control box. The following procedure describes how to resolve the issue.

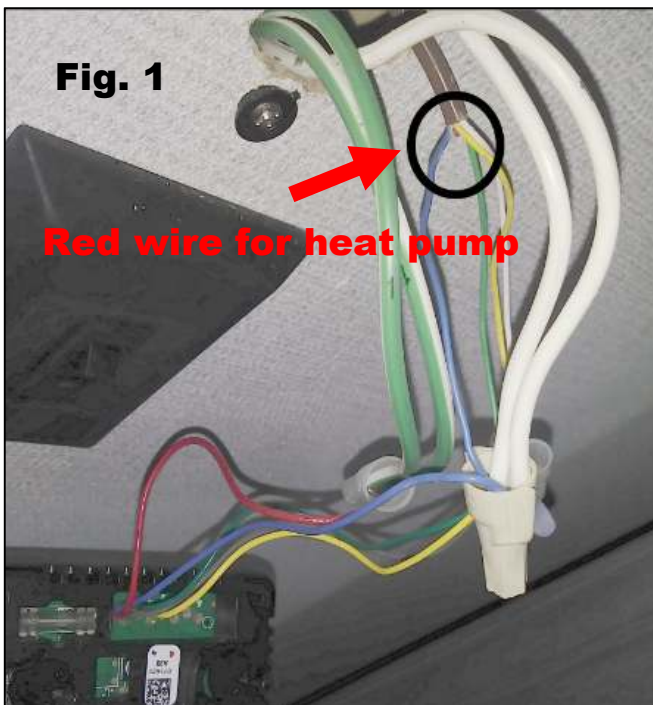
- Models Included:** 2020 HC Montana Fifth Wheel
- Serial Number Range:** LA742315 - LA742519
- Parts Required:** 1 – KRV # 541116 – A/C – Control Kit – Heat Ready HP  
2 – KRV # 509149 – A/C Thermostat – Heat/Cool – 9430-3382 - Black
- Tools Required:** - Screw gun - Wire stripper/cutter

**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 remove and replace the front bedroom air conditioner control kit and remove and replace the two thermostats in the unit.

### REPAIR INSTRUCTIONS



#### **Step 1**

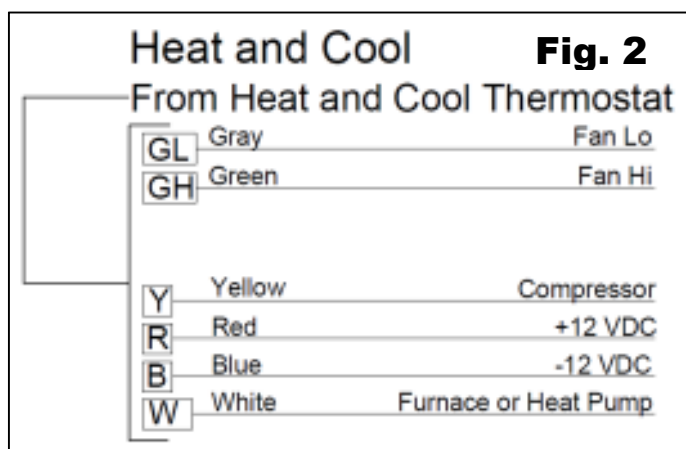
Locate the trailer on a level, flat, hard surface. Chock the wheels. Disconnect 120 VAC and 12 VDC power.

#### **Step 2**

Locate the front air conditioner return air grill and remove it. Locate the original control box and replace it with KRV # 541116 – A/C – Control Kit – Heat Ready HP, using industry standards.

#### **Step 3**

Locate the front thermostat and replace it with KRV # 509149 – A/C Thermostat – Heat/Cool – 9430-3382 – Black, using industry standards. The new thermostat requires a heat pump wire for heat function on the thermostat. Find the red wire that was originally cut back in the thermostat harness, Figure 1.



The red wire needs to be stripped back and added to the new thermostat in position “W”, Figure 2.

#### Step 4

Locate the thermostat for the rear air conditioner and replace with KRV # 509149 – A/C Thermostat – Heat/Cool – 9430-3382 – Black, using industry standards.

#### Step 5

Proceed to Warranty Reimbursement instructions.

## **WARRANTY REIMBURSEMENT**

### **REPAIR**

Submit the claim on Key Express using **Flat Rate Code # 7137242B**

In the Complaint section note: Service Advisory # 20-372

In the Cause section note: Incorrect control unit and thermostats installed

In the Correction section note: Replaced the front control box and both thermostats

The amount of time authorized for this repair is **0.7 hour**.

### **PARTS DISPOSITION**

No part return.

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



**RECREATIONAL VEHICLE SERVICE CAMPAIGN**

March 20, 2020

**SERVICE ADVISORY 20-372**

«Owner\_name»  
ATTN: Service Manager  
«Street»  
«Street\_2»  
«City», «State» «Zip»  
«Country»

Dear «Owner\_name»,

***Reason for this campaign***

It has been determined that some Montana High Country units air conditioners were built with the wrong thermostats and the front A/C has an incorrect control box. The remedy is to remove and replace the front bedroom air conditioner control kit and remove and replace the two thermostats in the unit.

The campaign population includes:

**Models:** 2020 HC Montana Fifth Wheel  
**Serial Number Range:** LA742315 - LA742519

Our records indicate unit(s) sold or in your present lot inventory fall within this range, which will require inspection. **Important:** Please complete the service campaign on these units before retail delivery. Our records indicate the following unit serial number(s) are presently in your inventory or have been sold:

|        |        |        |        |
|--------|--------|--------|--------|
| «VIN1» | «VIN2» | «VIN3» | «VIN4» |
| «VIN5» | «VIN6» | «VIN7» | «VIN8» |
| «VIN9» |        |        |        |

-- Serial numbers with '\*' have been retail sold --

We apologize for any inconvenience this situation may cause and greatly appreciate your cooperation. Should you have any questions or concerns regarding this correspondence or the enclosed Service Advisory, please contact us at: **(866) 273-1450**

Sincerely,

**KEYSTONE RV COMPANY**

Rick Deisler  
Vice President Service Operations

**PO Box 2000 Goshen, IN 46527-2000**  
**Phone: (574) 535-2100 – Fax: (574) 535-2199**  
**www.keystonerv.com**



**RECREATIONAL VEHICLE SERVICE CAMPAIGN**

March 20, 2020

Service Advisory: 20-372

**SERVICE CAMPAIGN**

«Owner\_name»  
«Street»  
«Street\_2»  
«City», «State» «Zip»  
«Country»

VIN: «VIN»

Dear «Owner\_name»:

Keystone RV Company is conducting a service campaign on certain 2020 Montana High Country Fifth Wheels. We apologize for any inconvenience this action may cause you; however your continued satisfaction is of the utmost importance to us.

***Reason for this campaign***

It has been determined that some Montana High Country units air conditioners were built with the wrong thermostats and the front A/C has an incorrect control box.

***What we will do***

Keystone has notified our dealers regarding this situation. The remedy is to remove and replace the front bedroom air conditioner control kit and remove and replace the two thermostats in the unit. The service required for this corrective action will be provided at no charge to you.

***What we need you to do***

At your earliest convenience, please make an appointment to have your RV serviced by your dealership. The labor time to perform this campaign is approximately 1 hour. Please ask your dealer if you wish to know how much additional time will be needed to schedule and process your RV for this repair.

***If you have questions***

Your dealer is best equipped to obtain parts and provide service to ensure your RV is corrected as promptly as possible. If your dealer is unable to assist or if you take your RV to your dealer on the agreed service date, and the dealer does not remedy the condition within a reasonable amount of time, or without charge to you, please contact Keystone Customer Service by calling 1-866-425-4369.

Thank you for your attention and cooperation in this matter.

Sincerely,

**KEYSTONE RV COMPANY**

Rick Deisler  
Vice President Service Operations