

Keystone RV Company

3/11/20

SERVICE ADVISORY # 20-375

Kinro Frameless Windows

It has been determined certain Kinro frameless windows were manufactured with a poor adhesive bond between the glass and aluminum frame, and attachments on crank out and egress windows. The following procedure describes how to inspect and replace the vent portion of the window.

Models Included:

Year	Model	Serial Number Range
2020	Alpine: 3121RS, 3120RS, 3700FL, 3651RL, 3701FL, 3711KP, 3713KB, 3320MK, 3801FK, 3712KB, 3790FK	LE780774 - LE780850
2020	Avalanche: 312RS, 313RS, 338GK, 339GK, 375RD, 376RD, 378BH, 379BH, 383FL, 396BH	LE760770 - LE760807
2020	Fuzion: 369, 373, 419, 424, 427, 430	LF810889 - LF810936
2020	Laredo: 225MK, 255SRL, 275RL, 284SBH, 290SRL, 294SBR, 296SBH, 298SRL, 325RL, 367BH	LE601180 - LE601237
2020	Montana: 3120RL, 3121RL, 3740FK, 3760FL, 3761FL, 3780RL, 3781RL, 3790RD, 3791RD, 3812MS, 3813MS, 3854BR, 3855BR	L4702651 - L4702826
2020	Raptor: 351, 356, 415, 423, 429	LR800754 - LR800772
2020	Redwood: 3901MB, 3911RL	L9340170, L9340171, L9340172, L9340173, L9340174, L9340179, L9340180
2020	Voltage	LZ990681, LZ990687, LZ990700, LZ990717

Parts Required: Window vent to be ordered as needed.

Tools Required: - Screw gun - Drill -#11 Drill Bit -Pop Rivet Gun - Philips Screw Bit

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 perform a pull test on the frameless windows at the vent and replace the vent portion if the glue bond fails during the pull test.

REPAIR INSTRUCTIONS

Step 1

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

Step 2

Using the following Kinro window instructions, perform the pull test and replace the vent portion of the window as needed.

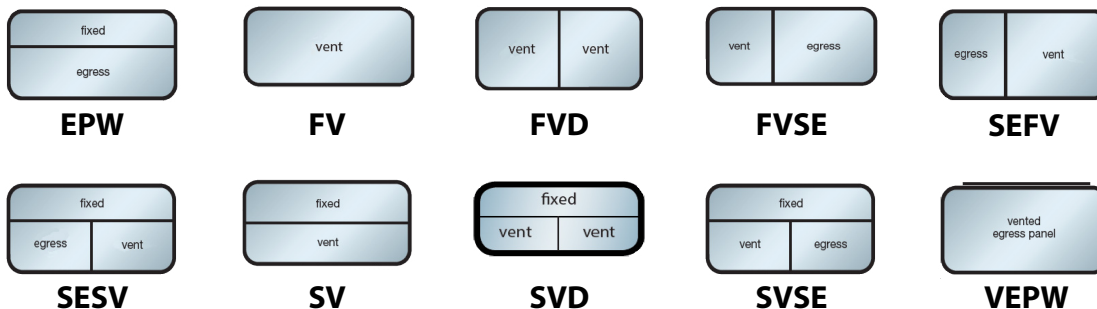


3000 SERIES WINDOW VENT BONDING INSPECTION

TSB Number:	TSB 15-002-19
Product:	3000 Series Windows (EPW, FV, FVD, FVSE, SEFV, SESV, SV, SVD, SVSE, VEPW)
Date:	March 6, 2020

Subject

Identification and inspection of a potential adhesive bond issue between the glass and aluminum frame for the following 3000 series frameless windows manufactured between January 6 through January 23, 2020:



Safety

Read and understand all instructions before installing or operating this product. Adhere to all safety labels.



The "CAUTION" symbol above is a sign that a procedure has a safety risk involved and may cause personal injury, product and/or property damage if not performed safely and within the parameters set forth in this document.



Use appropriate personal protective equipment (PPE) for the procedure being performed.



Moving parts can pinch, crush or cut. Keep clear and use caution.

Resources Required

- Cordless or electric drill or screw gun
- Phillips screw bit
- 3/16" drill bit
- Pop rivet gun
- Ladder



3000 SERIES WINDOW VENT BONDING INSPECTION

TSB Number:	TSB 15-002-19
Product:	3000 Series Windows (EPW, FV, FVD, FVSE, SEFV, SESV, SV, SVD, SVSE, VEPW)
Date:	March 6, 2020

Window Identification

Window Size

Window Size ____ X ____ = from inside trim ring RPO label or measure outside the whole/entire window
Width X Height of glass, edge-to-edge.

Egress Windows

- A.** Inside the unit an EXIT sticker (Fig. 1) or red handle (Fig. 2A) will be present.
- B.** Outside the unit the white backside of the EXIT sticker will be visible.

Insulated Windows

- A.** Inside the unit a smaller INSULATED WINDOW sticker (Fig. 3) or a super spacer (Fig. 4A) sandwiched between two panes of glass can be seen.
- B.** Outside the unit the white backside of the INSULATED WINDOW sticker (Fig. 3A) is seen.

Egress and Insulated

- A.** Inside the unit a smaller INSULATED WINDOW sticker (Fig. 3) can be seen or the super spacer (Fig. 4A) sandwiched between two panes of glass will be visible in addition to the EXIT sticker (Fig. 1) or red handle (Fig. 2).
- B.** Outside the unit the white backside of the INSULATED WINDOW sticker (Fig. 3) can be seen located above the white backside of the EXIT sticker (Fig. 1).

Fig. 1



Fig. 2

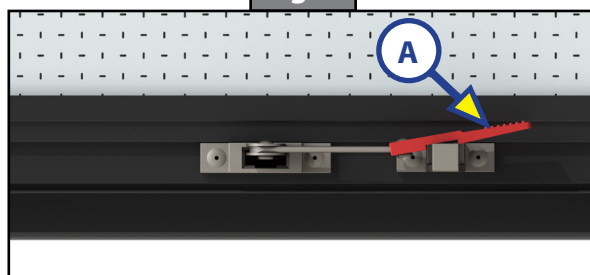
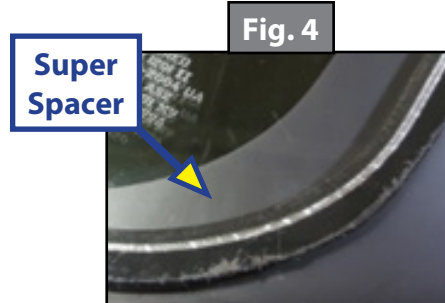


Fig. 3



Fig. 4



3000 SERIES WINDOW VENT BONDING INSPECTION

TSB Number:	TSB 15-002-19
Product:	3000 Series Windows (EPW, FV, FVD, FVSE, SEFV, SESV, SV, SVD, SVSE, VEPW)
Date:	March 6, 2020

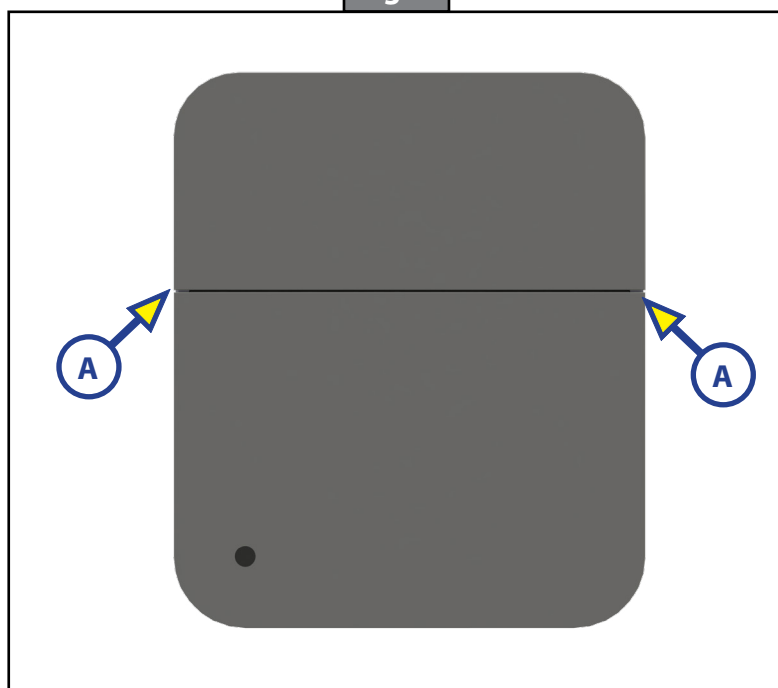
Inspection

NOTE: Windows must be inspected (viewed) from outside the unit.

1. Make sure the unit is on a level, flat surface then chock the wheels.
2. Inspect the frameless window for proper adhesive bond where the glass meets the hinge frame (Fig. 5A).

NOTE: Fixed glass does not need to be inspected.

Fig. 5



3. Using under 20 pounds of force, or the amount of force it would take to open a car door, test all 3000 series crank-out vent and egress windows by gently tugging on the glass at the frame by hand or with a tool that will not scratch the glass.



3000 SERIES WINDOW VENT BONDING INSPECTION

TSB Number:	TSB 15-002-19
Product:	3000 Series Windows (EPW, FV, FVD, FVSE, SEFV, SESV, SV, SVD, SVSE, VEPW)
Date:	February 17, 2020

4. If the glass does not separate from the hinge (Fig. 6A), it is a good bond. **DO NOT REPLACE** the vent. If the glass is not adhering to the vent (Fig. 7A), the glass **DOES NEED TO BE REPLACED**.

Fig. 6

GOOD - GLASS STAYS ON HINGE

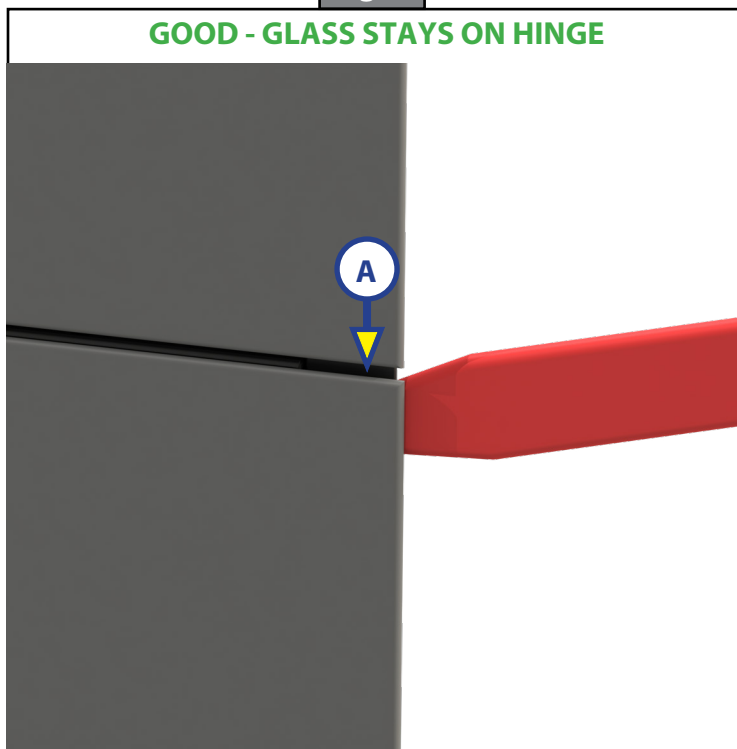


Fig. 7

BAD - GLASS SEPARATES AWAY FROM HINGE



Required Repair Form

<https://support.lci1.com/ti-330-3000-series-window-mullion-vent-replacement>
<https://support.lci1.com/ti-331-3000-series-window-vent-sash-replacement>
[https://support.lci1.com/ti-334-3000-series-window-\(with-scissor-latch\)-vent-replacement](https://support.lci1.com/ti-334-3000-series-window-(with-scissor-latch)-vent-replacement)
<https://support.lci1.com/3000-series-window-assembly>

Action Required

Submit all claims to RV OEM.

Inspection: 0.5 hour per unit

Replacement of glass: 0.3 hour per window

As a supplier of components to the RV industry, safety, education and customer satisfaction are our primary concerns. Should you have any questions, please do not hesitate to contact us at (574) 537-8900 or by email at customerservice@lci1.com. Self-help tips, technical documents, product videos and a training class schedule are available at lci1.com or by downloading the MyLCI app.

WINDOWS

Purpose

This document outlines the steps for replacing the vent sash (Fig. 1) on a 3000 series window, either with or without a mullion (Fig. 2A) that is equipped with a red scissor latch.

Fig. 1



Resources Required

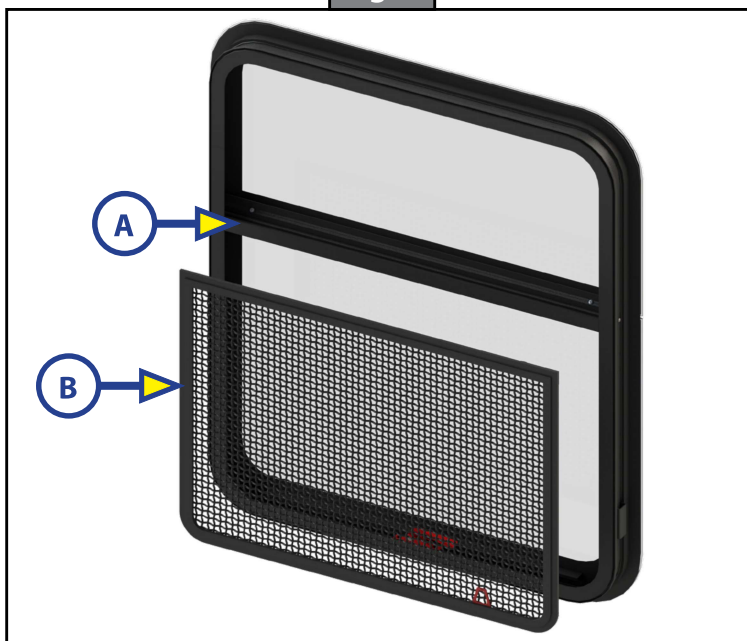
- Cordless or electric drill, screw gun or phillips screwdriver
- Ladder

NOTE: Save all removed screws for reinstallation of the window.

Procedure

Removal of Vent

Fig. 2



WINDOWS

1. If present, remove the screen (Fig. 2B) from the window.
2. Remove the screw(s) (Fig. 3A) from the mullion (Fig. 3B). If no mullion is present, remove the screws (Fig. 4A) located along the top of the window (Fig. 4B). Retain all screws.

Fig. 3

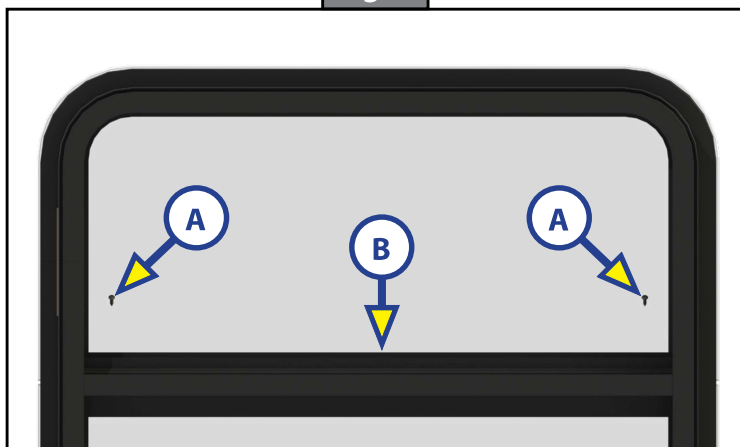
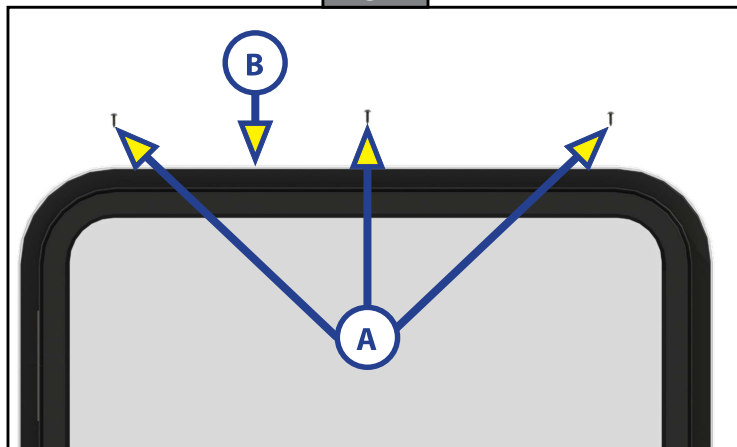


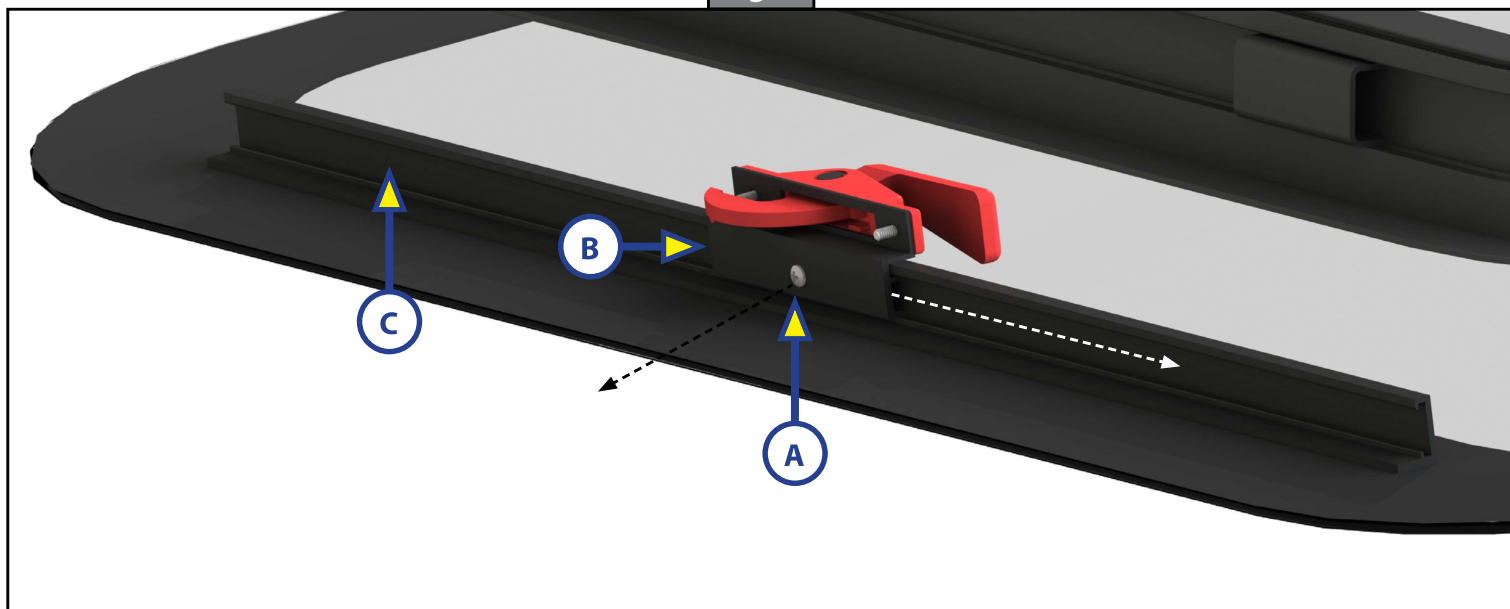
Fig. 4



NOTE: There can be two or three screws, depending on the size of the window.

3. Remove the screw (Fig. 5A) securing the scissor latch bar (Fig. 5B) to the window. Retain the screw. After removing the screw, slide the scissor latch bar off the vent rail (Fig. 5C). Retain the scissor latch for re-installation

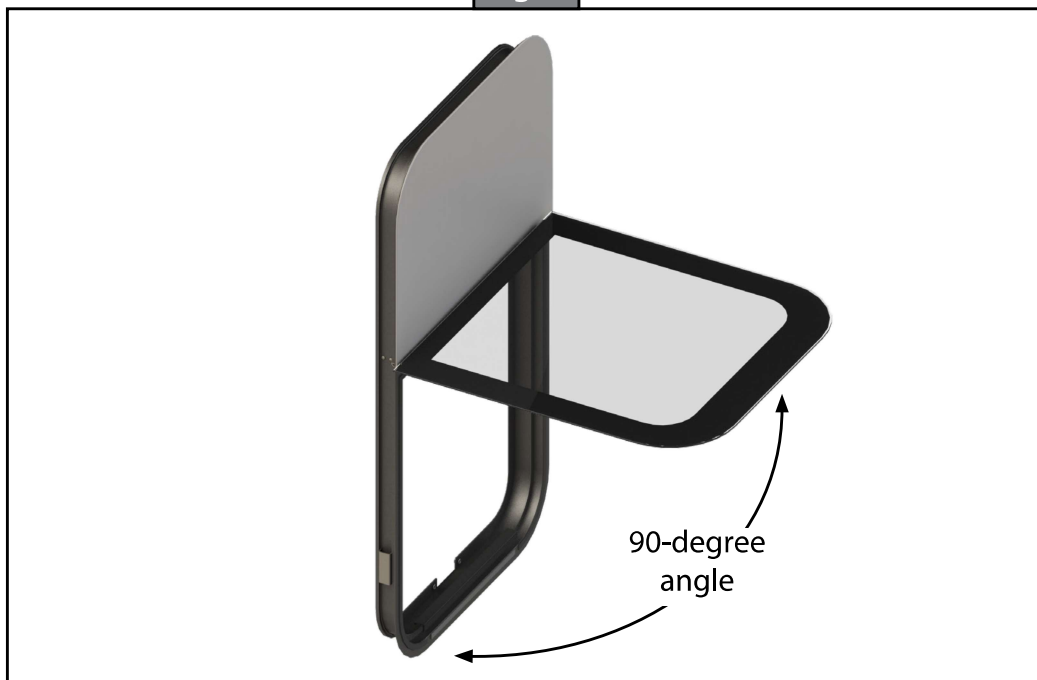
Fig. 5



WINDOWS

4. With the vent at a 90-degree angle (Fig. 6), slide the vent out of the frame, if there is no mullion present. If there is a mullion, lift the vent out of the frame.

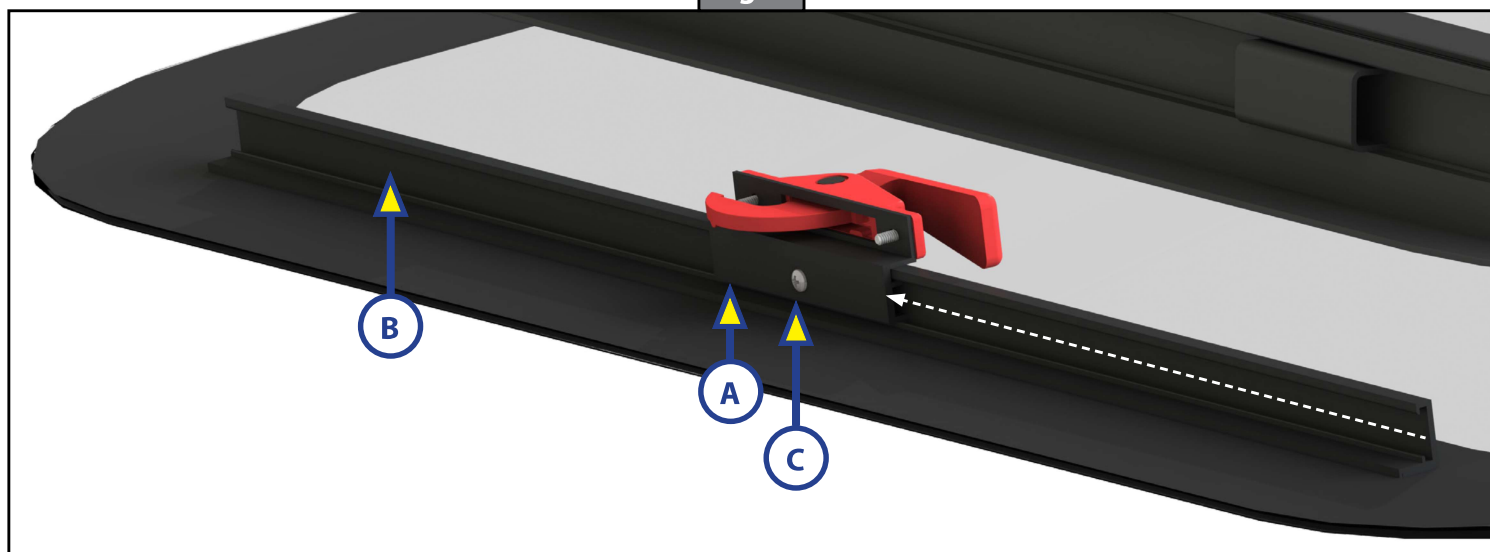
Fig. 6



Installation of Vent and Scissor Latch

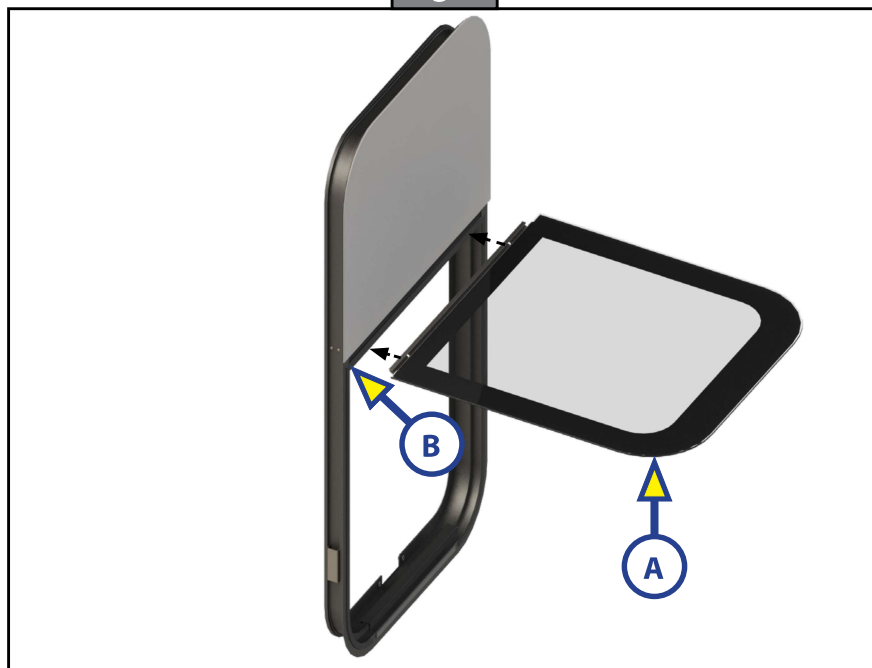
1. Slide the scissor latch bar (Fig. 7A) onto the vent rail (Fig. 7B) of the new vent, then secure the scissor latch bar to the rail with the previously-removed screw (Fig. 7C).

Fig. 7



WINDOWS

2. If there is no mullion present, slide the vent into the frame, keeping the window at a 90-degree angle. If there is a mullion, attach the vent (Fig. 8A) to the frame, making sure the vent is aligned with the edge of the back frame (Fig. 8B).

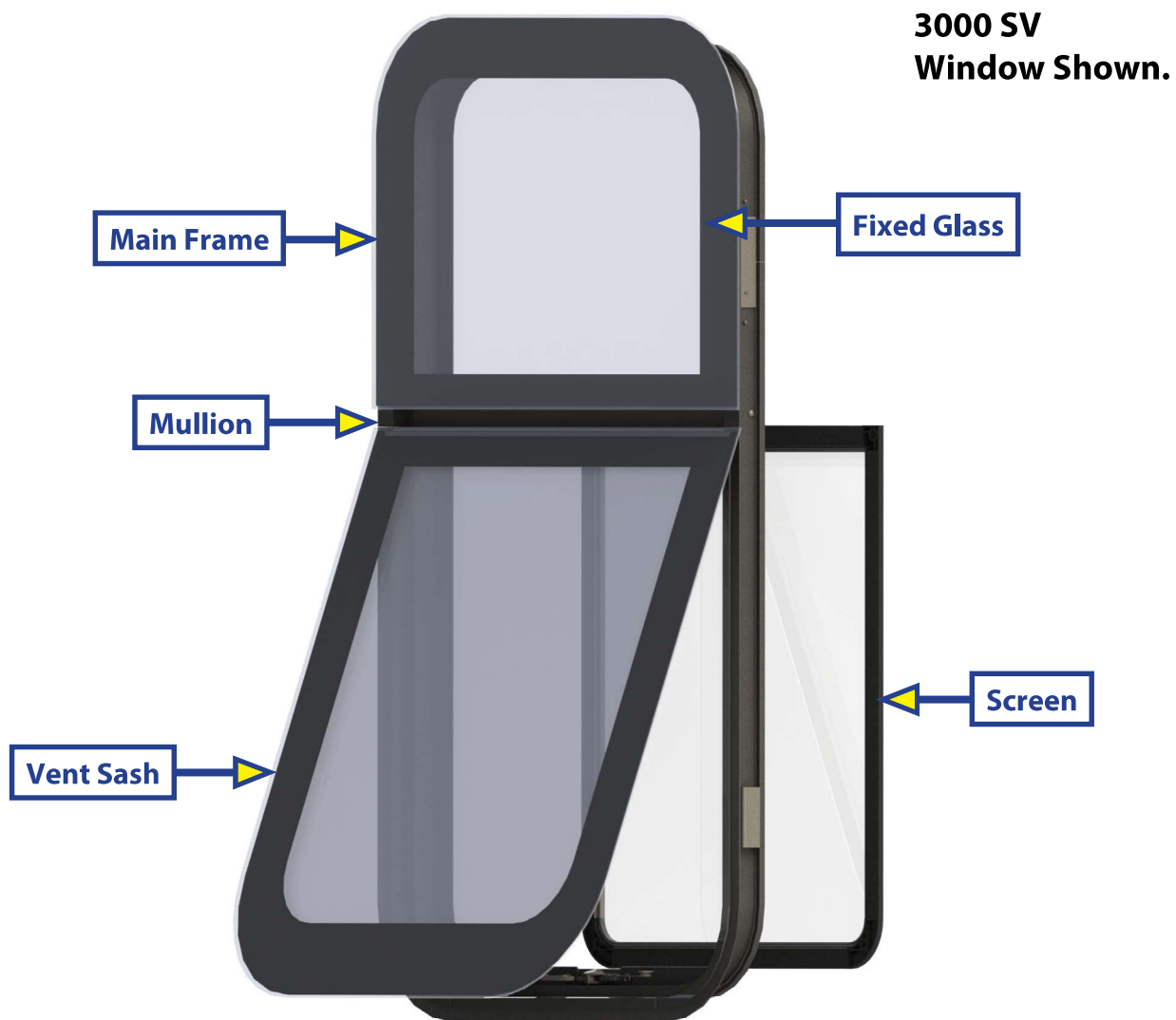
Fig. 8

3. Install the previously-removed the screw(s) into the mullion or to the top of the window.
4. If present, re-install the screen.

As a supplier of components to the RV industry, safety, education and customer satisfaction are our primary concerns. Should you have any questions, please do not hesitate to contact us at (574) 537-8900 or by email at customerservice@lci1.com. Self-help tips, technical documents, product videos and a training class schedule are available at lci1.com or by downloading the MyLCI app.

3000 SERIES WINDOW ASSEMBLY

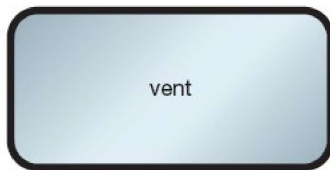
WINDOWS



NOTE: The following window configurations are also available in the 3000 Series.



3000EPW



3000FV



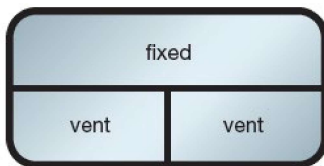
3000FVD



3000FVSE



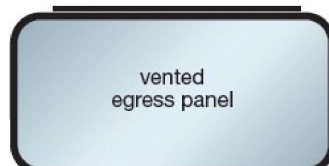
3000PW



3000SVD



3000SVSE



3000VEPW

WINDOWS

Purpose

This document outlines steps necessary to remove and replace a vent sash (Fig. 1) from a 3000 series window with a mullion.

Fig. 1



Safety

⚠ CAUTION

The "CAUTION" symbol above is a sign that a procedure has a safety risk involved that may cause personal injury and/or product damage, including voiding of warranty, if not performed safely and in accordance with the safety procedures stated herein.

⚠ CAUTION

Moving parts can pinch, crush or cut. Keep clear and use caution.

Resources Required

- Cordless or electric drill or screw gun
- $\frac{3}{16}$ " Drill bit
- Phillips screwdriver
- Rivet gun
- Rivets (2x) (Part # 246120)
- Ladder

WINDOWS

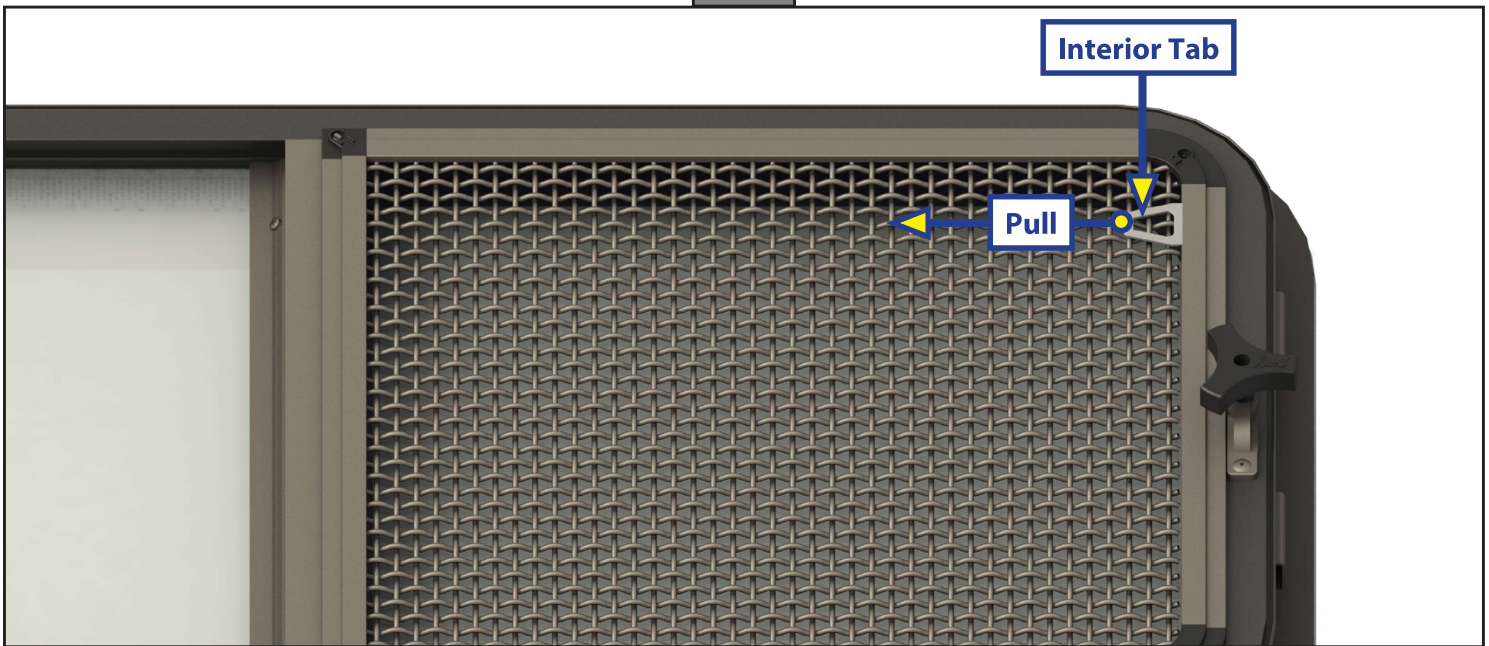
Procedure

Removing the Vent Sash

1. Working from the inside of the window, pull the white ring tab in the direction of the center of the frame (Fig. 2).

NOTE: If the screen remains positioned in the frame, it may be necessary to repeat this step pulling on the exterior nylon ring.

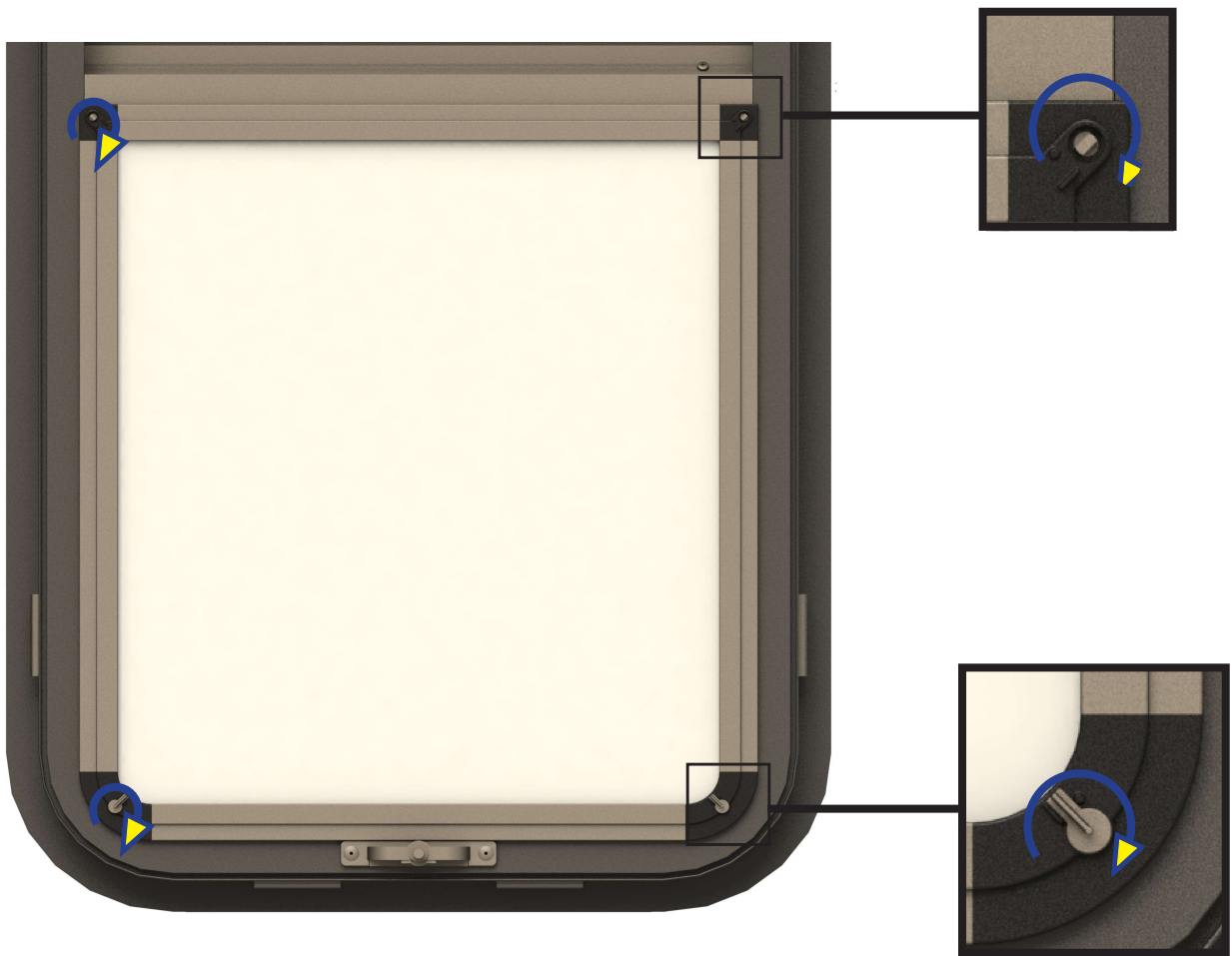
Fig. 2



WINDOWS

NOTE: In order to release the screen of windows installed in Thor manufactured units, it will be necessary to first turn the tabs located in each of the corners clockwise (Fig. 3), then pull the nylon ring tab.

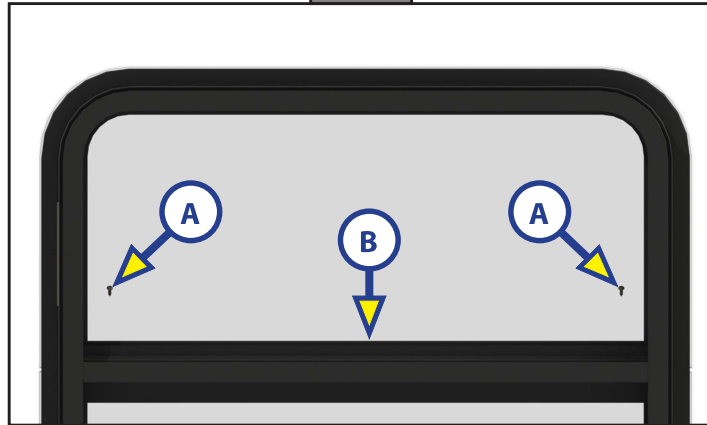
Fig. 3



WINDOWS

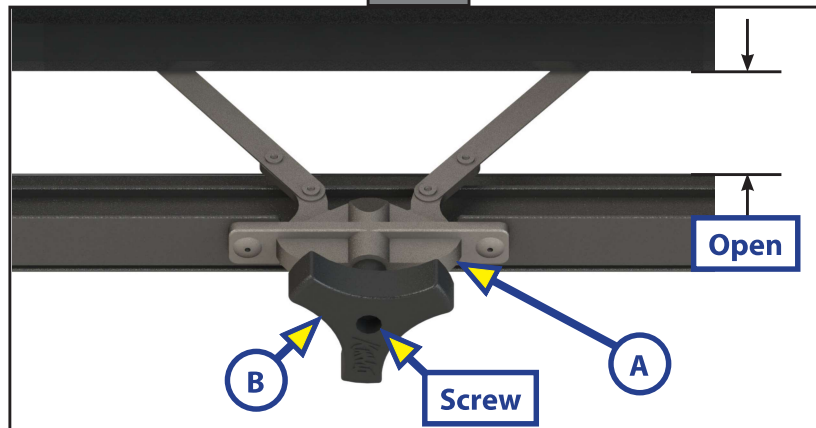
2. Remove screw(s) (Fig. 4A) from inside of mullion (Fig. 4B). There could be one or two screws, depending on size of window. Set screw(s) aside for later use.

Fig. 4



3. Open operator a few inches (Fig. 5A), this will make sure that the drill does not hit and damage the operator. Remove screw from operator handle (Fig. 5B). Set screw and handle aside for later use.

Fig. 5



4. Using a drill and $\frac{3}{16}$ " drill bit, drill out the rivets (Fig. 6) from the operator. Wipe away any loose debris from the drilling operation.

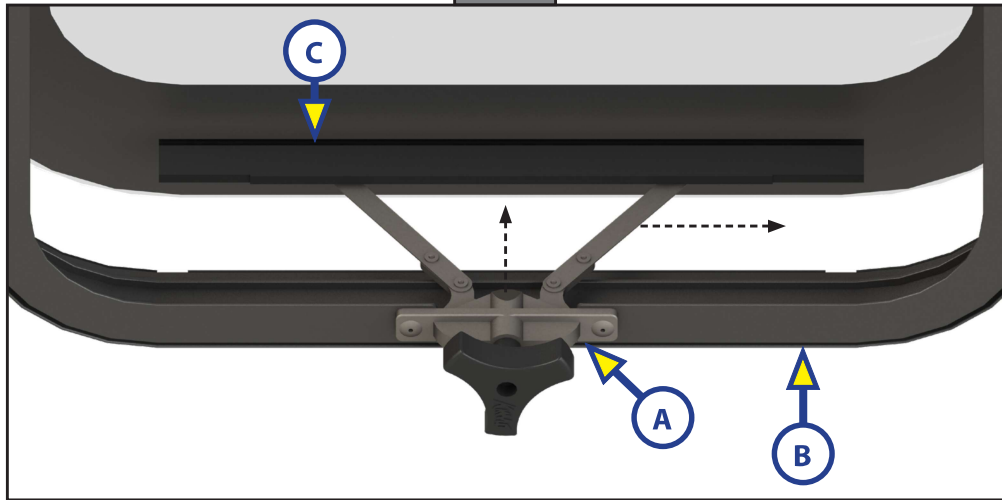
Fig. 6



WINDOWS

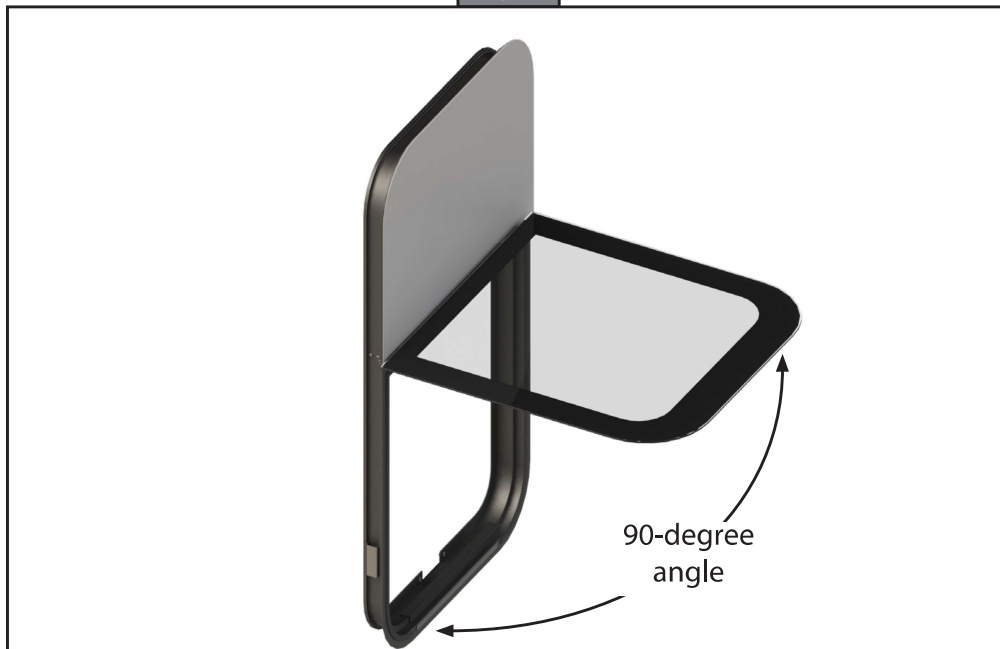
5. Lift the operator (Fig. 7A) up and over the frame (Fig. 7B). Open the operator and slide the operator off the vent bar (Fig. 7C). If necessary, deburr drilled holes and clean area.

Fig. 7



6. Remove the plastic operator spacer from inside the vent bar, if equipped, and retain for re-installation.
7. Working from the outside of the unit, lift the vent to a 90-degree angle (Fig. 8), then pull straight down, removing the vent.

Fig. 8

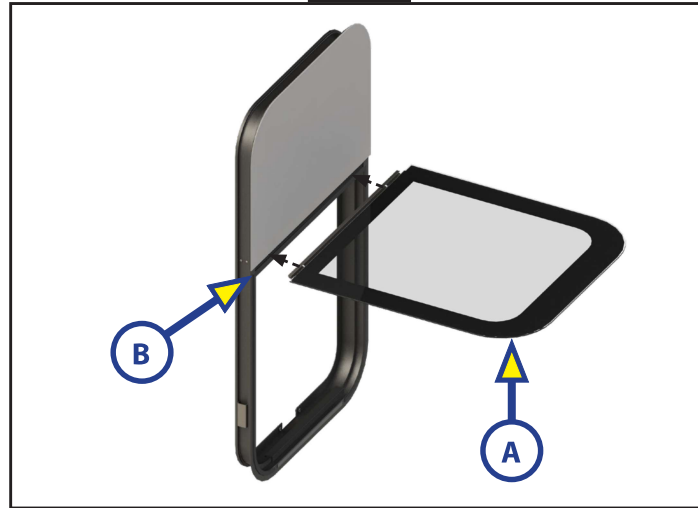


WINDOWS

New Vent Installation

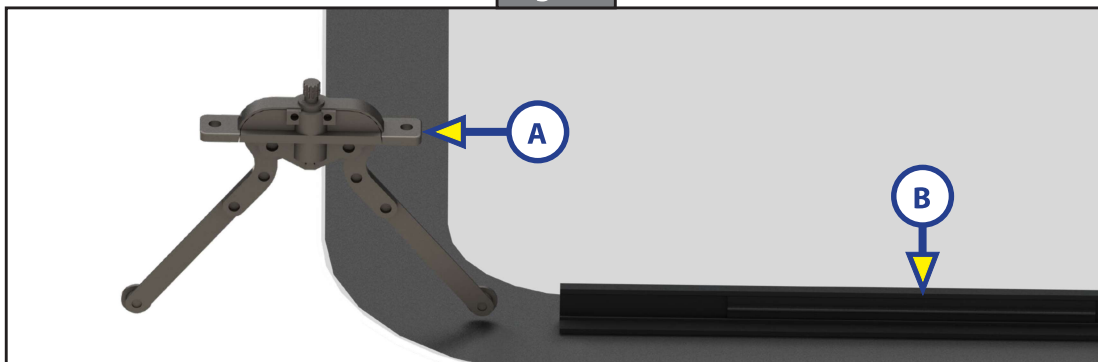
1. Attach the new vent to the frame, making sure the vent (Fig. 9A) is aligned with the edge of the back frame (Fig. 9B).

Fig. 9



2. Once engaged in hinge, make sure the vent is aligned with the edge of the back frame.
3. Reinstall the screw(s) previously removed in step 2 of Removing the Vent Sash.
4. Place the operator spacer, if equipped, back into the vent's operator bar.
5. With the wheels facing towards the vent, slide the open operator (Fig. 10A) back into the vent bar (Fig. 10B).

Fig. 10



6. Lift the operator up and over the back frame. Use the removed handle to close the operator.
7. Remove handle from the operator.
8. Using a rivet gun, install two rivets (246210) to secure the operator in place.
9. Secure handle to the operator with screw removed in step 3 of Removing the Vent Sash.
10. Snap previously removed screen (step 1 of Removing the Vent Sash) in place.

NOTE: For Thor manufactured units, turn the corner tabs (Fig. 3) counterclockwise.

As a supplier of components to the RV industry, safety, education and customer satisfaction are our primary concerns. Should you have any questions, please do not hesitate to contact us at (574) 537-8900 or by email at customerservice@lci1.com. Self-help tips, technical documents, product videos and a training class schedule are available at lci1.com or by downloading the MyLCI app.

WINDOWS

Purpose

This document outlines the steps for removing a vent sash (Fig. 1) from a 3000 series window, either with or without a mullion, that is equipped with a red-handled push bar.

Fig. 1



Resources Required

- Screw gun/Phillips screwdriver

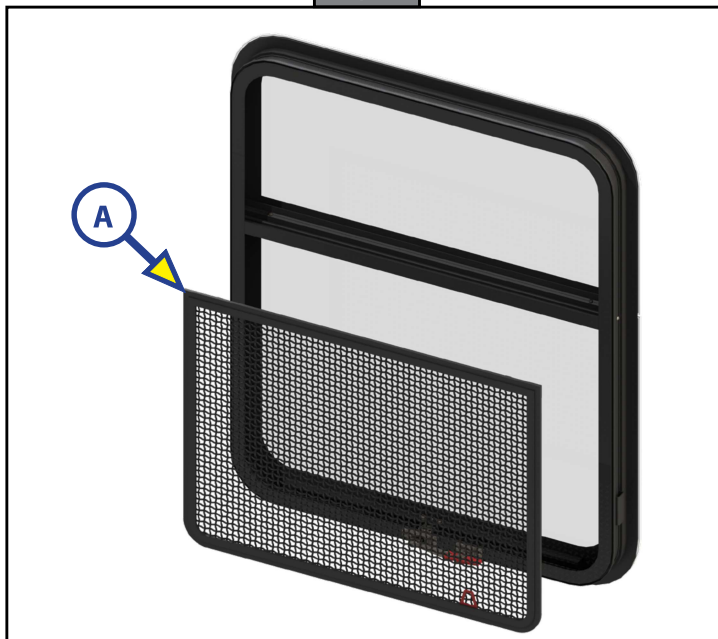
NOTE: Save all removed screws for reinstallation of the window.

Procedure

Removal of Vent and Push Bar

1. Remove the screen (Fig. 2A) from the window, if one is present.

Fig. 2



WINDOWS

- Remove the screw(s) (Fig. 3A) from the mullion (Fig. 3B). If no mullion is present, remove the screws (Fig. 4A) located along the top of the window (Fig. 4B). Retain all screws.

NOTE: There can be two or three screws, depending on the size of the window.

Fig. 3

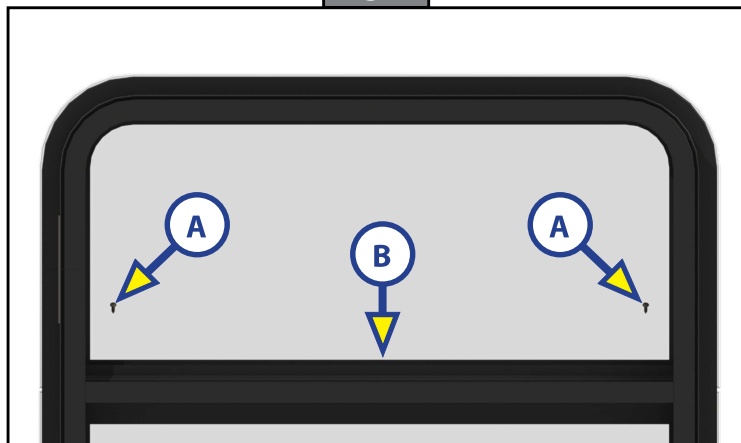
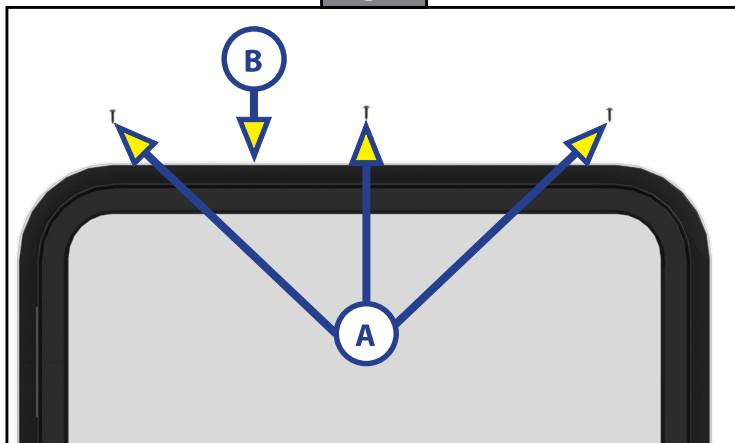
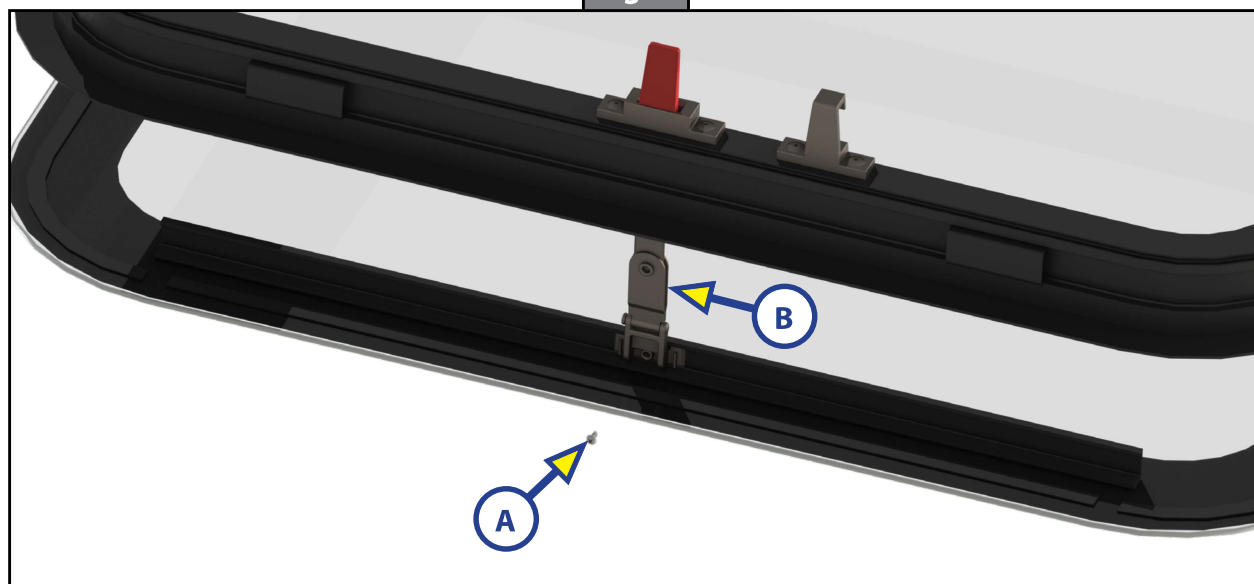


Fig. 4



- Remove the screw (Fig. 5A) securing the red-handled push bar (Fig. 5B) to the window. Retain the screw.

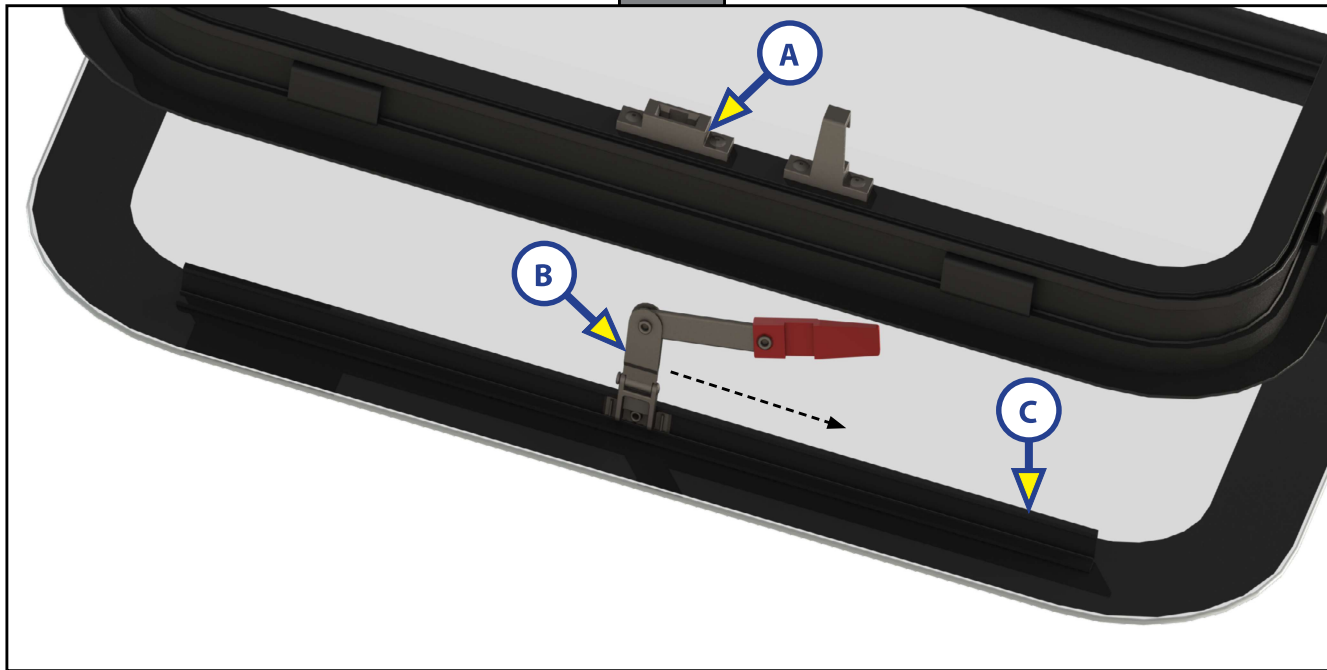
Fig. 5



WINDOWS

4. After removing the screw, push the handle of the push bar through the bracket (Fig. 6A) then slide the push bar (Fig. 6B) off the vent rail (Fig. 6C).

Fig. 6



5. Slide (or lift if there is a mullion present) the vent out of the frame. The vent needs to be at a 90-degree angle to be removed from the frame (Fig. 7).

Fig. 7



WINDOWS

Installation of Vent and Push Bar

1. Slide (or attach if there is a mullion present) the vent into the frame, making sure the vent is aligned with the edge of the back frame (Fig. 8).

Fig. 8



2. Install the previously-removed the screw(s) into the mullion or to the top of the vent.
3. Slide the push bar back onto the vent rail, then secure the push bar to rail with the previously-removed screw.
4. Install the screen, if present.

As a supplier of components to the RV industry, safety, education and customer satisfaction are our primary concerns. Should you have any questions, please do not hesitate to contact us at (574) 537-8900 or by email at customerservice@lci1.com. Self-help tips, technical documents, product videos and a training class schedule are available at lci1.com or by downloading the MyLCI app.

Step 3

Proceed to WARRANTY REIMBURSEMENT.

WARRANTY REIMBURSEMENT**INSPECTION ONLY**

Submit a claim on Key Express using **Flat Rate Code # 7137542F**

In the Complaint section note: Service Advisory # 20-375

In the Cause section note: Possible glue bond failure.

In the Correction section note: All windows passed pull test.

The amount of time authorized for this inspection is **.5 hour** per VIN.

REPAIR

Submit a Pre-Authorization request with pictures, then claim on Key Express using **Flat Rate Code # 7137542B**

In the Complaint section note: Service Advisory # 20-375

In the Cause section note: Window failed pull test.

In the Correction section note: Replaced failed vent section.

The amount of time authorized for this repair as follows:

1. **Inspection time:** .2 hour per window with vent. Fixed windows are not included.
2. **Vent replacement:** .3 hour per vent replaced; pictures required of each failed vent section.

PARTS DISPOSITION

No return parts.

Please call Keystone RV Customer Service if you have any questions:

Luxury (866) 273-1450

Toy Haulers (866) 273-1452

CrossRoads (844) 361-8455



RECREATIONAL VEHICLE SERVICE CAMPAIGN

March 19, 2020

SERVICE ADVISORY 20-375

«Owner_name»
ATTN: Service Manager
«Street»
«Street_2»
«City», «State» «Zip»
«Country»

Dear «Owner_name»,

Reason for this campaign

It has been determined certain Kinro frameless windows were manufactured with a poor adhesive bond between the glass and aluminum frame, and attachments on crank out and egress windows. The remedy is to perform a pull test on the frameless windows at the vent and replace the vent portion if the glue bond fails during the pull test.

The campaign population includes:

Year	Model	Serial Number Range
2020	Alpine: 3121RS, 3120RS, 3700FL, 3651RL, 3701FL, 3711KP, 3713KB, 3320MK, 3801FK, 3712KB, 3790FK	LE780774 - LE780850
2020	Avalanche: 312RS, 313RS, 338GK, 339GK, 375RD, 376RD, 378BH, 379BH, 383FL, 396BH	LE760770 - LE760807
2020	Fuzion: 369, 373, 419, 424, 427, 430	LF810889 - LF810936
2020	Laredo: 225MK, 255SRL, 275RL, 284SBH, 290SRL, 294SBR, 296SBH, 298SRL, 325RL, 367BH	LE601180 - LE601237
2020	Montana: 3120RL, 3121RL, 3740FK, 3760FL, 3761FL, 3780RL, 3781RL, 3790RD, 3791RD, 3812MS, 3813MS, 3854BR, 3855BR	L4702651 - L4702826
2020	Raptor: 351, 356, 415, 423, 429	LR800754 - LR800772
2020	Redwood: 3901MB, 3911RL	L9340170, L9340171, L9340172, L9340173, L9340174, L9340179, L9340180
2020	Voltage	LZ990681, LZ990687, LZ990700, LZ990717

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»	«VIN10»	«VIN11»	«VIN12»
«VIN13»	«VIN14»		

-- 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: Luxury (866) 273-1450 Toy Haulers (866) 273-1452 CrossRoads (844) 361-8455

Sincerely,

KEYSTONE RV COMPANY

Rick Deisler

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

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: 20-375

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 Alpine, Avalanche, Fuzion, Laredo, Montana, Raptor, Redwood, and Voltage Fifth Wheels and Travel Trailers. 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 certain Kinro frameless windows were manufactured with a poor adhesive bond between the glass and aluminum frame, and attachments on crank out and egress windows.

What we will do

Keystone has notified our dealers regarding this situation. The remedy is to perform a pull test on the frameless windows at the vent and replace the vent portion if the glue bond fails during the pull test. 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 ½ 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