

Keystone RV Company

7/15/20

SERVICE ADVISORY # 20-380

Fuzion and Impact Rear Leveling Legs

It has been determined that certain Fuzion and Impact units may have issues with Equalizer leveling legs. The Equalizer leveling legs may have a hydraulic tube size that is inconsistent and may cause the leg to bind or leak. The following procedure describes how to identify the part and replace it.

Models Included: 2020 Fuzion Fifth Wheel: Models 369, 373, 419, 424, 427, 429, 430

2020 Impact Fifth Wheel: Models 330, 359, 367, 415

Serial Number Ranges: Fuzion LF811170 - LF811199

Impact LF815590 - LF815599

Parts Required: 1 – KRV # 662973 - Mechanism - Jack Leg Kit - For Service Campaign 20-380

Tools Required: See the following instructions

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 identify the part and replace the four rear leveling jacks as instructed.

REPAIR INSTRUCTIONS

Step 1

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

Step 2

Perform a visual identification of the center and rear jacks as outline in Figure 1. If it is determined that jack “A” as described in Figure 1 is installed on the unit, use the following Equalizer Jack replacement instructions, replace the center and rear leveling jacks as needed using the following instructions from Equalizer using KRV # 662973 - Mechanism - Jack Leg Kit - For Service Campaign 20-380.

Figure 1



Keystone Fifth wheel trailer center and rear jack replacement.

EQ document # **RPI 70298**

Items needed

Equalizer Systems part # 70298 (includes 4 replacement jacks, Loctite and instructions)

Customer/service center supply

Automatic transmission fluid, Dexron or multipurpose, Any of the Dexron fluids is fine. Will need 2 to 3 quarts.

Battery pack or temporary battery installed in trailer to operate pump assembly. Minimum group 24 DCM.

Tools/equipment needed

Wrench 9/16-inch open end.

Wrench 11/16-inch open end

Wrench 3/4-inch open/box end

Wrench Allen 3/16-inch

Wrench Allen 1/4-inch

1/2- inch Allen socket bit ½ drive

3/4-inch socket 1/2 drive

1/2-inch drive ratchet

1/2-inch extension

1/2-inch drive impact wrench

Drain pan

Procedure

1. Locate the hydraulic pump reservoir assembly. Use a piece of tape to mark the fluid level in the reservoir.
2. With front jacks extended to normal parked height, add 1.5 quarts of Automatic Transmission Fluid to the reservoir.
3. Connect battery to trailer wiring so that leveling system will operate.
4. With the center and rear jacks fully retracted remove the bolt(s) holding the foot(s) on. Use a ½ inch Allen socket bit ½ inch drive and an impact wrench.
5. From the Smart Level control panel using the up arrow for the rear jacks, slightly extend the center and rear jacks to relieve high fluid pressure from hoses.
6. Disconnect the upper and lower hose connections at the jack(s). Mark/identify hose location/position. There may still be some fluid pressure in the lines. Crack the lines loose allowing fluid pressure to dissipate before removing completely.
7. Remove 6 bolts and nuts (each jack) holding the jack to the bracket. Note the mounting location of the jack. Caution the jack is a heavy item.
8. Remove adaptor fitting from jack(s). Save these as they will be reused.
9. Remove proper upper plug and lower plug one each from new jack(s) from the same position as original jack(s).
10. Install prior removed adaptor fittings in to new jack(s) to match the original. Note the lower fitting is a 90-degree using a jam nut. Install this properly positioning it for hose connection then secure jam nut. Torque specification on adaptor fittings is 15 LB-FT
11. Install new jack(s) onto vehicle bracket in the same mounting location as the original using original bolts and nuts. Tighten to 55 LB-FT.
12. Reconnect upper and lower hose connections same location as original. Tighten to 15 LB-FT.
13. Install original foot(s) using original bolt. Use blue Loctite on threads (CRITICAL). Tighten securely using ½ inch Allen socket bit and ½ drive impact wrench.

Purge instructions

1. Verify that reservoir fluid level is at or above the marked fluid line (item 1 in procedure).
2. Using the up arrow for the rear jack(s) extend center and rear jacks until the make ground contact.
3. Check verify reservoir fluid level and for aerated or foamed up fluid. If fluid is foamy allow to sit for fluid to clear. Verify that reservoir is at least $\frac{1}{4}$ full.
4. Press all retract. After retraction is complete, check reservoir fluid for foam. Allow time for foam and aerated fluid to dissipate. Fluid level should be close to the taped mark made (item 1 in procedure).
5. Using the up arrow for the rear jacks full extend the center and rear jacks. Allow time for foam and aerated fluid in the reservoir to clear.
6. Repeat items 4 and 5 three times. Or until the last cycle does not create foam or aerated fluid in the reservoir.
7. Press all retract to fully retract the jacks to the stowed position.
8. Fill the reservoir to the marked fluid line (item 1 in procedure).

Notes on purging.

If the fluid in the reservoir is foamy or aerated allow time to dissipate. Operating the pump when the fluid is foamed up just moves the foam into the jacks. The aerated (Foamy) fluid must dissipate through the reservoir.

During the purging operation do not allow the reservoir fluid level to go below $\frac{1}{4}$ full.

When adding fluid to the reservoir do not fill to full. The front jacks are extended, and they hold a lot of fluid. If you put too much fluid in the reservoir and later the front jacks are retracted the reservoir will overflow.

Questions?

Call Equalizer Service and Warranty 800-846-9659 ext.339

Step 3

Proceed to warranty reimbursement.

WARRANTY REIMBURSEMENT**INSPECTION ONLY**

Submit a Pre-Authorization request with pictures to identify the center and rear legs then claim on Key Express using **Flat Rate Code # 7138042F**

In the Complaint section note: Service Advisory # 20-380

In the Cause section note: Service Advisory # 20-380

In the Correction section note: Rear jack legs match Option B or are a different brand.

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

REPAIR

Submit a Pre-Authorization request with pictures to identify the center and rear legs, follow the replacement instructions, and then claim on Key Express using **Flat Rate Code # 7138042B**

In the Complaint section note: Service Advisory # 20-380

In the Cause section note: Service Advisory # 20-380

In the Correction section note: The jacks were inspected and needs to be replaced.

The amount of time authorized for this repair is **2.5 hour**.

PARTS DISPOSITION

No return parts.

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



RECREATIONAL VEHICLE SERVICE CAMPAIGN

July 17, 2020

SERVICE ADVISORY 20-380

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

Dear «Owner_name»,

Reason for this campaign

It has been determined that certain Fuzion and Impact units may have issues with Equalizer leveling legs. The Equalizer leveling legs may have a hydraulic tube size that is inconsistent and may cause the leg to bind or leak. The remedy is to identify the part and replace the four rear leveling jacks as instructed.

The campaign population includes:

Models: **2020 Fuzion Fifth Wheel: Models 369, 373, 419, 424, 427, 429, 430**
 2020 Impact Fifth Wheel: Models 330, 359, 367, 415
Serial Number Ranges: **Fuzion - LF811170 - LF811199**
 Impact - LF815590 - LF815599

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»	

-- 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) 273-1452**

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

July 17, 2020

Service Advisory: 20-380

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 Fuzion and Impact 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 certain Fuzion and Impact units may have issues with Equalizer leveling legs. The Equalizer leveling legs may have a hydraulic tube size that is inconsistent and may cause the leg to bind or leak.

What we will do

Keystone has notified our dealers regarding this situation. The remedy is to identify the part and replace the four rear leveling jacks as instructed. 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 2 ½ hours. 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