



RECREATIONAL VEHICLE SERVICE CAMPAIGN

February 16, 2021

SERVICE ADVISORY 21-401

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

Dear «Owner_name»,

Reason for this campaign

It has been determined that unit thermostats may have been wired incorrectly allowing the furnace to operate with the switch in the off position. The remedy is to remove the cover on the heat only thermostat and inspect the mounting location of the thermostat wires. If wires are visible and connected to the connections on the front of the thermostat, remove the thermostat from the wall and place the wires on the connections to the back of the thermostat.

The campaign population includes:

Models: **2020-2021 Zinger Travel Trailers: Models 18BH, 18BS, 18DS, 18RD, 18RK, 211RD, 219RB, 229BH, 252BH**
Serial Number Ranges: **2020 LS372305 - LS372491**
 2021 MS370020 - MS372346

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»	«VIN15»	«VIN16»
«VIN17»	«VIN18»	«VIN19»	«VIN20»
«VIN21»	«VIN22»	«VIN23»	«VIN24»
«VIN25»	«VIN26»	«VIN27»	«VIN28»
«VIN29»	«VIN30»		

-- 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: **(844) 361-8455**

Sincerely,

KEYSTONE RV COMPANY

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

Rick Deisler
Vice President Service Operations



RECREATIONAL VEHICLE SERVICE CAMPAIGN

February 16, 2021

Service Advisory: 21-401

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 2020-2021 Zinger 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 that unit thermostats may have been wired incorrectly allowing the furnace to operate with the switch in the off position.

What we will do

Keystone has notified our dealers regarding this situation. The remedy is to remove the cover on the heat only thermostat and inspect the mounting location of the thermostat wires. If wires are visible and connected to the connections on the front of the thermostat, remove the thermostat from the wall and place the wires on the connections to the back of the thermostat. 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

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

SERVICE ADVISORY # 21-401

Zinger Thermostat Wiring

It has been determined that unit thermostats may have been wired incorrectly allowing the furnace to operate with the switch in the off position. The following procedure describes how to correct the wiring issue.

Models Included: 2020-2021 Zinger Travel Trailers: Models 18BH, 18BS, 18DS, 18RD, 18RK, 211RD, 219RB, 229BH, 252BH

Serial Number Ranges: 2020 LS372305 - LS372491
2021 MS370020 - MS372346

Parts Required: None

Tools Required: - Screw Driver

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 the cover on the heat only thermostat and inspect the mounting location of the thermostat wires. If wires are visible and connected to the connections on the front of the thermostat, remove the thermostat from the wall and place the wires on the connections to the back of the thermostat.

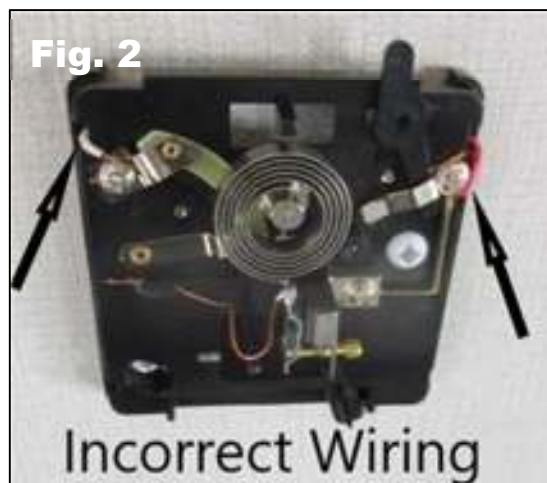
REPAIR INSTRUCTIONS

Step 1

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

Step 2

Locate and remove the cover on the heat only thermostat. Inspect the mounting location of the thermostat wires. See Figure 1 and Figure 2.



Step 3

If the thermostat wiring is not visible because it is attached to the back side of the thermostat, see Figure 1, reinstall the thermostat cover and proceed to warranty reimbursement. If the thermostat wiring is visible and connected to the front side of the thermostat, see Figure 2, proceed to step 4.

Step 4

Remove the two mounting screws from the thermostat. Remove the wires and relocate them to the back of the thermostat as shown in figure 3. The wire connection screws have a washer type head and the thermostat base is embossed with a "R" and a "W" which corresponds to the white and red wire color.

**Step 5**

Mount the thermostat back into the same location on the wall and test the furnace function. Proceed to warranty reimbursement.

WARRANTY REIMBURSEMENT**INSPECTION ONLY**

Submit the claim on Key Express using **Flat Rate Code # 7140142F**

- | | |
|--|--|
| In the <u>Complaint</u> section note: | Service Advisory # 21-401 |
| In the <u>Cause</u> section note: | Service Advisory # 21-401 |
| In the <u>Correction</u> section note: | Wires were installed on the back side of the thermostat correctly. |

The amount of time authorized for this repair is **0.3 hour**.

REPAIR

Submit the claim on Key Express using **Flat Rate Code # 7140142A**

- | | |
|--|---|
| In the <u>Complaint</u> section note: | Service Advisory # 21-401 |
| In the <u>Cause</u> section note: | Service Advisory # 21-401 |
| In the <u>Correction</u> section note: | Wires were installed on the front side of the thermostat incorrectly. Remove wires and install correctly on the back of the thermostat. |

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

PARTS DISPOSITION

No return parts.

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