



RECREATIONAL VEHICLE SERVICE CAMPAIGN

March 9, 2021

Service Advisory: 21-402

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 2021 Cougar 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 units in this campaign were built without the galley grey tank vent pipe being routed to the exterior of the unit. The following procedure describes how to finish the venting of the pipe, located under the kitchen countertop, to the outside of the unit.

What we will do

Keystone has notified our dealers regarding this situation. The remedy is to locate the vent pipe in the cabinet under the kitchen sink and finish installing it through the sidewall. 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 1/2 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



RECREATIONAL VEHICLE SERVICE CAMPAIGN

March 9, 2021

SERVICE ADVISORY 21-402

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

Dear «Owner_name»,

Reason for this campaign

It has been determined that units in this campaign were built without the galley grey tank vent pipe being routed to the exterior of the unit. The following procedure describes how to finish the venting of the pipe, located under the kitchen countertop, to the outside of the unit. The remedy is to locate the vent pipe in the cabinet under the kitchen sink and finish installing it through the sidewall.

The campaign population includes:

Models: 2021 Cougar Travel Trailers: 25RDSWE
Serial Number Range: MC501209 - MC507762

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»

-- 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) 273-1454**

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 # 21-402

Cougar 25RDSWE Grey Tank Vent

It has been determined that units in this campaign were built without the galley grey tank vent pipe being routed to the exterior of the unit. The following procedure describes how to finish the venting of the pipe, located under the kitchen countertop, to the outside of the unit.

- Models Included:** 2021 Cougar Travel Trailers: 25RDSWE
- Serial Number Range:** MC501209 - MC507762
- Parts Required:** 2 – KRV # 152030 - Nut - 1 1/2" - Locknut (*This part may be ordered in bulk without a VIN*)
1 – KRV # 405657- Fill - Fresh Water Tank Vent - Cover Only - Horseshoe - Black (*This part may be ordered in bulk without a VIN*)
- Tools Required:** - Screw gun - Caulk Gun - Drill - 2" Hole Saw

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 locate the vent pipe in the cabinet under the kitchen sink and finish installing it through the sidewall.

REPAIR INSTRUCTIONS

Step 1

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

Step 2

Locate the galley tank vent pipe by opening the cabinet door under the kitchen sink. The vent pipe will be under the countertop and ready to finish installing out the sidewall.



Step 3

Drill a pilot hole in sidewall at the centerline of the threaded fitting on the end of the vent pipe. Finish the hole from the outside by using a 2 1/2" hole saw, see Figures 1, 2 and 3.

**Fig. 3****Fig. 4****Fig. 5****Step 4**

Install a 1 1/2" threaded lock nut (KRV#152030) on the end of the threaded vent pipe allowing 1/2" of thread to stick out past the outside of the sidewall. Install another 1 1/2" threaded lock nut on the outside securing the vent pipe to the sidewall. There will be a 1 1/2" lock nut on each side of the side wall, see Figures 4 and 5.

**Fig. 6****Step 5**

Using butyl tape to seal the vent cover, (KRV# 405657) install the vent cover over the vent pipe, see Figure 6.

Step 6

Proceed to warranty reimbursement.

WARRANTY REIMBURSEMENT**REPAIR**

Submit the claim on Key Express using **Flat Rate Code # 7140242K**

In the Complaint section note: Service Advisory # 21-402

In the Cause section note: Service Advisory # 21-402

In the Correction section note: Cut hole for vent pipe and installed through sidewall.

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

PARTS DISPOSITION

No part return.

Please call Keystone RV Customer Service at **866-273-1454** if you have any questions.