



RECREATIONAL VEHICLE SERVICE CAMPAIGN

December 10, 2021

Service Advisory: 21-415

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 2021-2022 Arcadia 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 determined that some Arcadia units have A/C ducts that are improperly installed for the rear A/C, and the rear A/C thermostats were not wired properly.

What we will do

Keystone has notified our dealers regarding this situation. The remedy is to inspect the A/C ducting at the rear A/C; repair as needed, and inspect/rewire the rear A/C thermostat 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 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



RECREATIONAL VEHICLE SERVICE CAMPAIGN

December 10, 2021

SERVICE ADVISORY 21-415

«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 Arcadia units have A/C ducts that are improperly installed for the rear A/C, and the rear A/C thermostats were not wired properly. The remedy is to inspect the A/C ducting at the rear A/C; repair as needed, and inspect/rewire the rear A/C thermostat as instructed. Pictures required for the claim if ducting or wiring is incorrect.

The campaign population includes:

Models: 2021-2022 Arcadia Fifth Wheel /Travel Trailers: 3250RL, 3370BH, 3660RL, 370RL, 3940LT
Serial Number Ranges: 2021 - ML550052 - ML550712
2022 - NL550000 - NL550026

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»

-- 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

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

SERVICE ADVISORY # 21-415

Arcadia A/C Ducts & Wiring

It has been determined that some Arcadia units have A/C ducts that are improperly installed into the return air portion of the opening for the rear A/C, and the rear A/C thermostats were not wired properly. The following procedure describes how to resolve the issue.

Models Included: 2021 – 2022 Arcadia Fifth Wheel /Travel Trailers: 3250RL, 3370BH, 3660RL, 370RL, 3940LT

Serial Number Ranges: 2021 ML550052 - ML550712

2022 NL550000 - NL550026

Parts Required per Inspection: 2 – KRV # 690337- Duct - A/C - Elbow Repair - 2 1/8" x 16 5/16" - Cool Blue (*This part may be ordered in bulk without a VIN*)

Tools Required: - Screw gun/#2 square bit - Wire strippers/cutters

This Service Advisory requires a photograph of incorrect wiring and ducting

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 inspect the A/C ducting at the rear A/C; repair as needed, and inspect/rewire the rear A/C thermostat as instructed. Pictures required for the claim if ducting or wiring is incorrect.

REPAIR INSTRUCTIONS FOR DUCTING



Step 1

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

Step 2

Remove the return air filter and inspect the return air to see if the ceiling ducting was installed into the return air side of the A/C. See Figure 1, picture shown without plastic duct connector.

Step 3

If the ducting is installed correctly proceed to repair instructions for thermostat wiring. If ducting is installed into the return portion of the 14"x14" opening, proceed to step 4.



Step 4

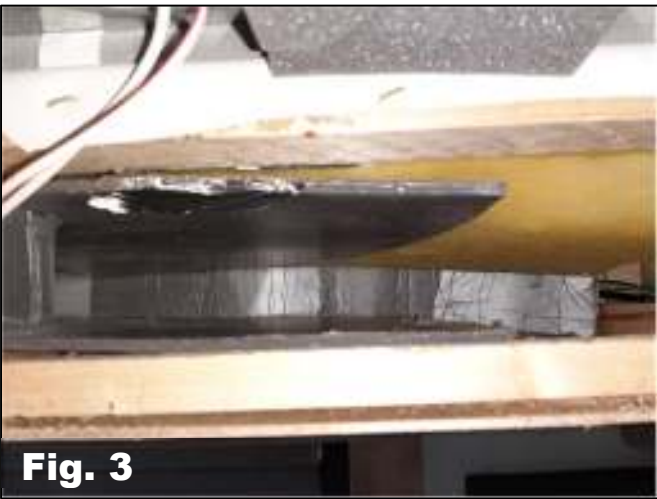
Remove the Chillgrille, divider, and clamp ring. See Figure 2.

Step 5

Remove the plastic duct connector and the insulated panels lining the edge of the 14"x14" opening; set aside for later use.

Step 6

Cut the back side of the existing 90 degree duct and insert 690337- Duct - A/C - Elbow Repair - 2 1/8" x 16 5/16" - Cool Blue into the existing ductwork. Use aluminum foil tape to attach the new elbow to the existing ductwork where possible. See Figures 3 and 4.



Step 7

Repeat for opposite side of ducting.

Step 8

Reinstall the insulated panels, and the plastic duct connector; tape where needed. See Figure 5.



Step 9

Reinstall the center divider and Chillgrille. See Figure 5.

Step 10

Continue to Repair Instructions For Thermostat Wiring.

REPAIR INSTRUCTIONS FOR THERMOSTAT WIRING**Step 1**

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

Step 2

Remove the thermostat for the rear A/C from the wall.

Step 3

Inspect wiring at back of thermostat. See Figure 1 Wiring and Figure 2 Wiring.

**Step 4**

If the wiring is correct proceed to warranty reimbursement. If the wiring is incorrect continue to Step 5.

Step 5

Disconnect the red wire connected to "Y" position on the thermostat. Cut the red wire back to the jacketed insulation as it will not be used again.

Step 6

Find the yellow wire in the wire loom, strip the wire back and connect it to the "Y" position on the thermostat. See Figure 2 Wiring.

Step 7

Reattach the thermostat to the wall and proceed to warranty reimbursement.

WARRANTY REIMBURSEMENT

INSPECTION ONLY

Submit the claim on Key Express using **Flat Rate Code # 7141542K**

In the Complaint section note: Service Advisory # 21-415

In the Cause section note: Service Advisory # 21-415

In the Correction section note: Wiring and ducting correct.

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

REPAIR

Submit the claim with pictures on Key Express using **Flat Rate Code # 7141542A**

In the Complaint section note: Service Advisory # 21-415

In the Cause section note: Service Advisory # 21-415

In the Correction section note: Repaired ducting and wiring. See attached pictures.

The amount of time authorized for this repair is **1.0 hour**.

PARTS DISPOSITION

No part return.

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