



RECREATIONAL VEHICLE SERVICE CAMPAIGN

April 15, 2022

SERVICE ADVISORY 22-426

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

Dear «Owner_name»,

Reason for this campaign

It has been determined that the inverter may have been wired incorrectly, which may cause the refrigerator to run intermittently when the unit is plugged into shore power. The remedy is to inspect and wire the inverter.

The campaign population includes:

Model: 2022 Coleman Travel Trailers: 17B
Serial Number Range: NJ933710 – NJ940645

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»	«VIN31»	«VIN32»
«VIN33»	«VIN34»	«VIN35»	«VIN36»
«VIN37»	«VIN38»	«VIN39»	«VIN40»
«VIN41»	«VIN42»		

-- 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: **(855) 382-4100**

Sincerely,

KEYSTONE RV COMPANY

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



RECREATIONAL VEHICLE SERVICE CAMPAIGN

April 15, 2022

Service Advisory: 22-426

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 2022 Coleman 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 the inverter may have been wired incorrectly, which may cause the refrigerator to run intermittently when the unit is plugged into shore power.

What we will do

Keystone has notified our dealers regarding this situation. The remedy is to inspect and wire the inverter. 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 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

SERVICE ADVISORY # 22-426

Coleman Inverter Wiring

It has been determined that the inverter may have been wired incorrectly, which may cause the refrigerator to run intermittently when the unit is plugged into shore power.

Models Included: 2022 Coleman Travel Trailers: 17B

Serial Number Ranges: NJ933710 – NJ940645

Local Parts: 12-3 SJOOW - Cord – 20 feet, Zip Ties (Purchased Locally)

12-2 NMS - Cable – 24 inches (Purchased Locally)

4"x4" Junction box with Lid (1), 3/8" Cable Connectors (2), Grounding Pigtail (1) (Purchased Locally)

Tools Required: – Screw gun – Screwdriver – Wire Stripper – Wire Crimper

– Hammer - Pry bar

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.

Some units built with a 120 VAC refrigerator and inverter is missing the power input wire from the power center to the inverter. The remedy is to add a 12/2 NMS Cable (Romex) from the power center to a junction box behind the power center. From the junction box run a 12/3 SJOOW cord to the front compartment where the inverter is. Attach the SJOOW cable to the input side of the inverter. See the following for specific steps.

INSPECTION INSTRUCTIONS

Step 1

Determine if the unit was built with a 120 VAC refrigerator. Inspect the front pass-through compartment and determine if an inverter is installed, see Figure 1. If one is not present, the unit was manufactured with a 12 VDC refrigerator, proceed to warranty reimbursement. If an inverter is present, proceed to the repair instructions.



Fig. 1

REPAIR INSTRUCTIONS**Step 2**

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

Step 3

Disconnect the shore power and 12 VDC battery power.

Step 4

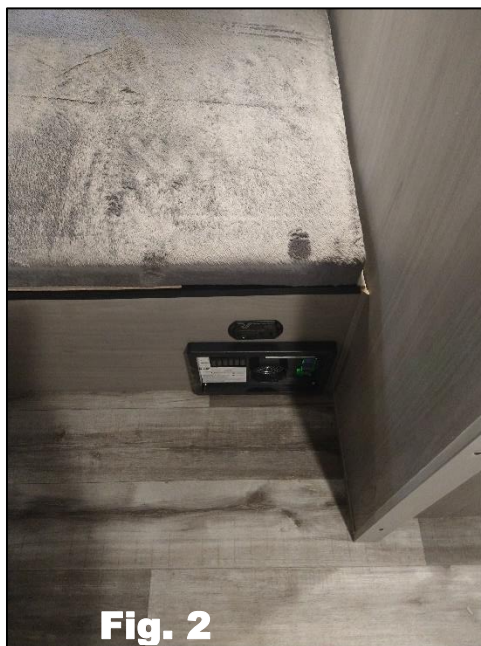
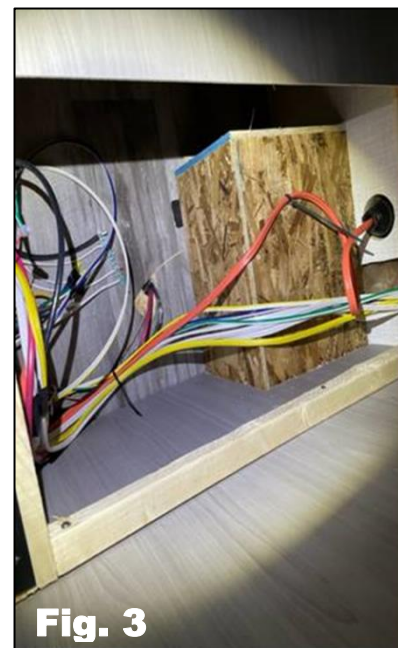
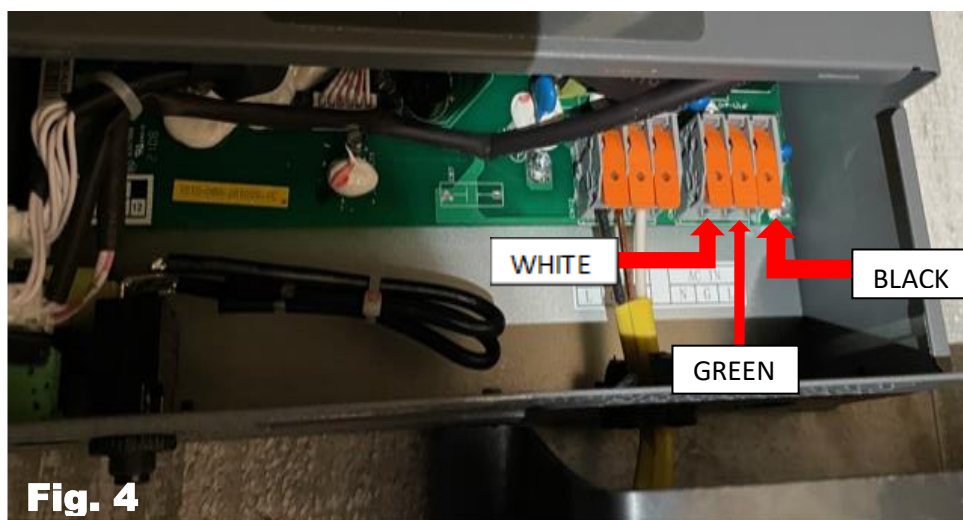
Locate and remove the power distribution panel from the rear bunk, see Figure 2.

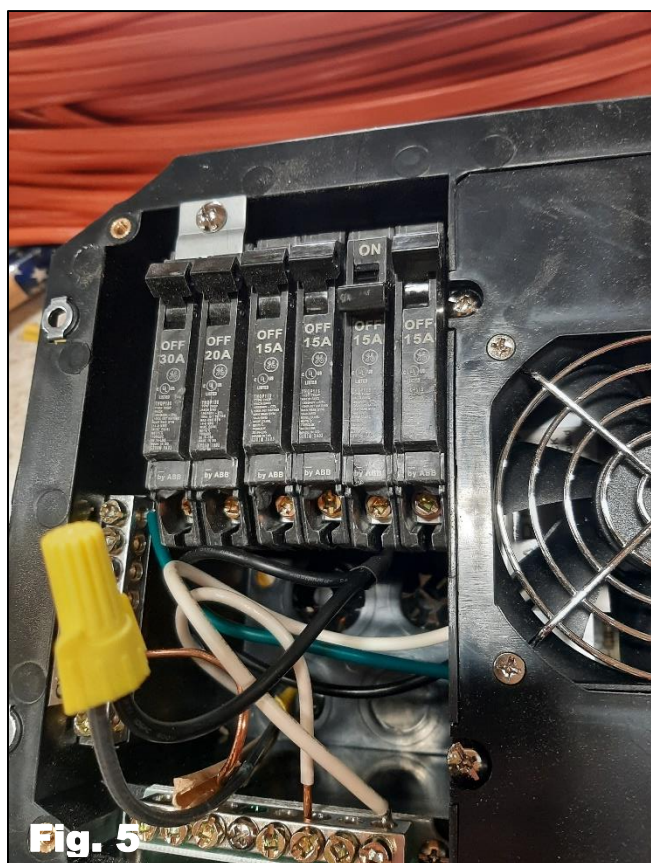
Step 5

Remove the top panel from the bunk. Locate the wire bundle where it enters the unit through the floor, see Figure 3. Using the shortest/fastest route through the underbelly, install a 12-3 SJOOW cord through the access hole and route it to the front pass-through compartment of the unit. Fasten the 12/3 SJOOW to cross members whenever possible using zip ties (shop supplied part). Drill a hole through the floor in the front pass-through compartment to allow the 12-3 SJOOW cord to enter, see Figure 1.

Step 6

Install the 12-3 SJOOW cord into the inverter as shown in Figure 4.

**Fig. 2****Fig. 3****Fig. 4**

**Step 7**

Install the 24 inch 12-2 NMS cable (Romex) into the distribution panel and connect to the breaker lead wire, see Figure 5. Install the ground and Neutral wires into their respective lug bars.

Step 8

Install a 4"x4" junction box on the floor behind the power center and run the 24 inch 12-2 NMS (Romex) and the 12-3 SJOOW that was previously run to the inverter into the junction box. Make proper connections using wire nuts or similar connectors, and ground the junction box using a pigtail or similar device. Install lid.

Step 9

Reinstall the distribution panel and bunk panel. Reconnect the 12 VDC battery power, turn on the inverter, and verify refrigerator functions on 12 VDC through the inverter.

Connect the shore power. Verify the refrigerator functions on 120 VDC with the inverter turned off.

Step 10

Proceed to warranty reimbursement.

WARRANTY REIMBURSEMENT**INSPECTION ONLY**

Submit a claim on Key Express using **Flat Rate Code # 7142642K**

In the Complaint section note: Service Advisory # 22-426

In the Cause section note: Service Advisory # 22-426

In the Correction section note: Refrigerator is 12 volt

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

REPAIR

Submit a claim on Key Express using **Flat Rate Code # 7142642A**

In the Complaint section note: Service Advisory # 22-426

In the Cause section note: Service Advisory # 22-426

In the Correction section note: Wire inverter and tested for proper operation.

The amount of time authorized for wiring the inverter as outlined is **2.0 hours**.

PARTS DISPOSITION

No Part Return.

Please call Keystone RV Customer Service at **(855) 382-4100** if you have any questions.