



**RECREATIONAL VEHICLE CUSTOMER SATISFACTION**

June 3, 2022

Customer Satisfaction Campaign: 22-425

**CUSTOMER SATISFACTION CAMPAIGN**

«Owner\_name»  
ATTN: SERVICE MANAGER  
«Street»  
«Street\_2»  
«City», «State» «Zip»  
«Country»

Dear «Owner\_name»:

Keystone is conducting a Customer Satisfaction Campaign for certain 2021 - 2022 Cougar Travel Trailers and Fifth Wheels. With some models and features, the Display Commander (LCD screen) for the In-Command system, may exhibit erratic readings on HVAC and/or lose communication with components. This is caused because Keystone may not have installed an End of Line (EOL) Resistor in the "Gateway" located in the Roof A/C. This resistor is installed in the last component in the line of components that communicate with the In-Command system.

If the unit is not exhibiting any of these symptoms, no action is needed. Retail owners received a similar mailing with the resistor included.

***Why are you receiving this notice?***

Symptoms that the Cougar EOL resistor may not be installed and further action is needed:

- -F° temperature readings on LCD display.
- Freezing or lagging functions on the LCD display.
- No communication with components linked to LCD display.

A reset of the In-Command system may provide temporary relief, but some or all of these symptoms may return until the EOL resistor is properly installed.

Our records indicate the following unit serial number(s) are presently in your inventory or have been sold may exhibit these symptoms:

«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» «VIN43» «VIN44» «VIN45»  
«VIN46» «VIN47» «VIN48» «VIN49» «VIN50»  
«VIN51» «VIN52» «VIN53» «VIN54» «VIN55»  
«VIN56» «VIN57» «VIN58» «VIN59» «VIN60»  
«VIN61» «VIN62» «VIN63» «VIN64» «VIN65»  
«VIN66» «VIN67» «VIN68» «VIN69» «VIN70»  
«VIN71» «VIN72» «VIN73» «VIN74» «VIN75»  
«VIN76» «VIN77» «VIN78» «VIN79» «VIN80»

**-- Serial numbers with '\*' have been retail sold --**

Thank you for your attention and cooperation in this matter.

Sincerely,  
**KEYSTONE RV COMPANY**

**Remedy Overview**

The remedy is to turn off the Roof Air Conditioner(s) (A/C), remove the return air grill, locate the Gateway and inspect for the End of Line (EOL) Resistor. The Gateway is a device that allows components to communicate with the In-Command system in

order to operate. The resistor must be installed in the last component in the system so In-Command knows there are no other components in the line. Without the EOL resistor, In-Command will continue to search for the last component which leads to intermittent operation and the errors previously described.

Figure 1-Shows a Gateway, the communication cable from In-Command system and the EOL resistor as it should be for proper operation.

We have identified 3 possible scenarios:

1. System with one Roof A/C. Turn off the A/C, remove the return air grill, and locate the Gateway (See Figure 2). If there is an open port as seen in Figure 2 & 3, corrective action is needed. Upon completion, the wiring should be as seen in Figure 1.
2. System with two Roof A/C's. Turn off the A/C's, remove the return air grill, and locate the Gateway's. The EOL will need to be installed on the 2<sup>nd</sup> A/C's Gateway. The first A/C Gateway (typically the middle of the unit) will have two communication cables plugged in (See Figure 4). One cable from In-Command to the 1<sup>st</sup> A/C, one cable from the 1<sup>st</sup> A/C to the 2<sup>nd</sup> A/C. The second A/C Gateway should look like Figure 1, if not, take corrective action.
3. System with one Roof A/C and Pre-Wired for 2<sup>nd</sup> A/C. If Pre-Wired for 2<sup>nd</sup> A/C, the 1<sup>st</sup> A/C Gateway may have two communication cables plugged in, See figure 4. One cable from In-Command to the 1<sup>st</sup> A/C, one cable from the 1<sup>st</sup> A/C to the 2<sup>nd</sup> A/C. The 2<sup>nd</sup> A/C communication cable will need to be unplugged and the EOL Resistor will need to be plugged in to that port. See Figure 1. The 2<sup>nd</sup> communication cable can be left protected and unplugged. To determine which communication cable is "live" unplug one cable at a time and operate the A/C functions at the In-Command panel.
4. Note: When a 2<sup>nd</sup> A/C is installed later, unplug the EOL resistor from the 1<sup>st</sup> Roof A/C Gateway, reinstall the 2<sup>nd</sup> A/C communication cable. Install the Pre-wired Communication cable and the EOL resistor into the 2<sup>nd</sup> A/C Gateway as seen in Figure 1.

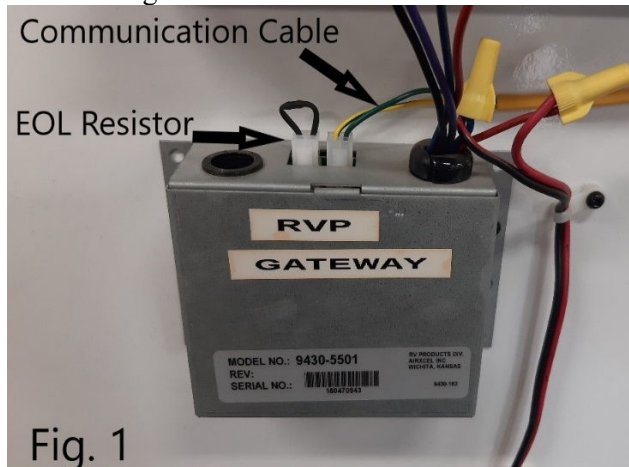


Fig. 1

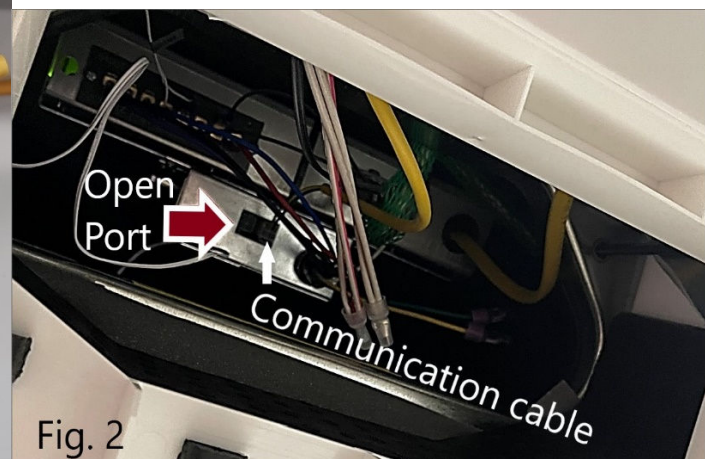


Fig. 2

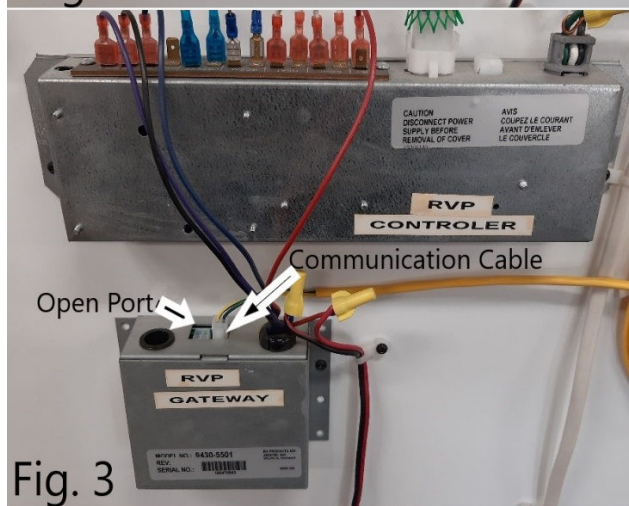


Fig. 3

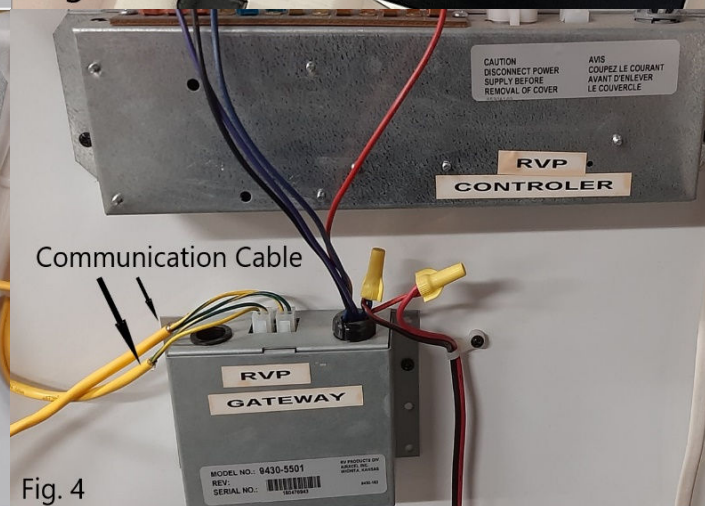


Fig. 4

Parts Required: 1 – KRV # 599204 - Monitor Panel - RV-C Terminated Resistor - In-Command (This part may be ordered in bulk without a VIN)

**WARRANTY REIMBURSEMENT**

**REPAIR**

Submit the claim to repair on Key Express using Flat Rate Code # 7301542K

In the Complaint section note: CSC-220420 22-425

In the Cause section note: CSC-220420 22-425

In the Correction section note: Installed resistor

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

**INSPECTION**

Not eligible - Only units exhibiting symptoms should be repaired.