

Lippert In-Wall Slide System

The information and instructions in a Keystone Service Bulletin (KSB) are intended to inform RV dealership Service Managers/Technicians of situations that may occur with some Recreational vehicles so dealership personnel can perform proper and efficient service. KSB's are intended to be used by trained RV technicians with the knowledge, tools and equipment to do the job properly and safely, not "do-it-yourselfers".

- Information is not presented as a repair guaranteed to be covered by warranty.
- Keystone's P & P (Policy & Procedures) must be followed for any requested warranty work.
- Do not assume this repair is covered by warranty.
- Not every unit listed requires a repair, only units exhibiting one or both sides that are jammed up or inoperable require further action.

This process describes the repair of In-Wall slide systems that have become inoperable on one or both sides. It has been determined the vehicles in this KSB population may have been manufactured with an In-Wall Slide-Out System that may have a damaged guide shoe in the slide mechanism.

Model and Serial Numbers Included:

Year	Model	Serial Number Range
2022	Alpine – 3220RL, 3720MD, 700FL, 3790FK, 3910RK, 3712KB, 3850RD	NE780302 - NE780918
2022	Arcadia – 3660RL, 3940LT	NL550260 - NL550781
2022	Avalanche – 378BH, 390DS, 312RS, 372MB, 352BH, 322RL, 338GK, 295RK	NE760296 - NE760983
2022	Cameo – 2901RL, 3201RL, 3701RL, 3891MK, 3921BR, 3961MB, 3975CK, 4031FL, 4051BH	N9310130 - N9310359
2022	Cougar – 23MLS, 24RDS, 25RES, 27SGS, 290RLS, 29MBS, 29RKS, 32BHS, 354FLS, 355FBS, 364BHL, 368MBI	N2501159 - N2505607 NV501660 - NV505336
2022	Fuzion – 369, 373, 379, 419, 424, 427, 428, 429, 430	NF810192 - NF810677
2022	HC Montana – 295RL, 331RL, 335BH, 351BH, 373RD, 377FL, 385BR	NA740622 - NA741889
2022	Hideout – 174RK, 176BH, 179RB, 186SS	NW242096 - NW247023
2022	Impact – 25V, 29V, 317	NF815103 - NF815348
2022	Montana – 3121RL, 3231CK, 3761FL, 3763BP, 3791RD, 3855BR, 3861BR, 3931FB	N4700835 - N4702268
2022	Redwood – 3401RL, 4001LK, 4150RD	N9340051 - N9340145
2022	Springdale – 1740RK, 1760BH, 1860SS	NW103056 - NW107655

Parts Required per Unit: 1 KRV # 704764 Mechanism - In Wall Repair Kit - 32.75" - Inverted - 1." Notch - Black – kit

Local parts: Sealant as needed

Tools Required: Screw gun, Screwdriver, Caulk Gun, Nut Driver for mounting screws.

KSB-220630

This KSB requires Pre-Authorization and multiple Photographs

When performing this KSB, please make certain that appropriate Personal Protective Equipment (PPE) is used.

This repair is only required if the slide system has failed, not all components used were defective. If the slide mechanism is inoperable or jammed up the remedy is rebuild the mechanism using KRV# 704764 Mechanism - In Wall Repair Kit - 32.75" - Inverted - 1." Notch - Black – kit .

REPAIR INSTRUCTIONS

Step 1

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

Step 2

Follow the attached Lippert TSB.

Step 3

Once system has been rebuilt and installed properly, 2 ½" (+ or – 1/8") from gear rack face to edge of column in and out on all four corners, proceed to warranty reimbursement.

WARRANTY REIMBURSEMENT

This KSB is for repair purposes only. If this is a warranty repair, the flat rate code is **1214006B**

Submit a Pre-authorization and claim on Key Express with required photographs, **Flat Rate Code # 1214006B** with **KSB # 220630** noted in the customer complaint section. The time authorized for this repair is **5 hours**.

No part return required.

If you have questions, please contact Customer Service:

Luxury (LX) - 866-273-1450

Toy Haulers (TH) - 866-273-1452

Premium (PR) - 866-273-1454

Traditional (TR) - 855-895-4422

CrossRoads (CR) - 844-361-8455

REPAIR OF THE INVERTED GEAR RACK IN-WALL (SCHWINTEK) SLIDE-OUT SYSTEM

TSB Number:	146-001-2022		
Product:	Inverted Gear Rack In-Wall Slide-Out System manufactured between October 2021 and January 2022		
Date:	June 24, 2022	Labor Rate:	5.0 Hours Allowed (2.5 hours per side)

NOTE: This bulletin supersedes service bulletin 146-001-2022 dated June 22, 2022, which should be removed from your files. This revision provides clarification around the repair kits and corrects an error in kit "C" in the parts tables.

Purpose

This document is to address the concern of the increased frequency of Schwintek slide systems becoming inoperable in the identified time frame.

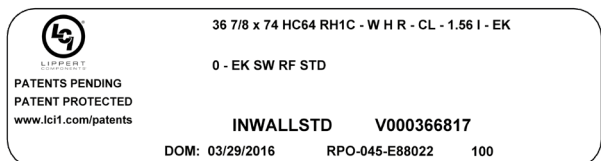
The primary cause has been determined to be damage to the guide shoe located within the slide mechanism. This can lead to premature system wear and in some cases reaching the point of rendering the system inoperable. While there are multiple contributing factors that can cause this to happen, we have identified a period between October 2021 and January 2022 when inconsistent handling at the Lippert production facility may have caused damage to some shoes. In addition to implementing corrective actions during the assembly process, Lippert made a design improvement to the shoe to provide additional strength. Systems that were subject to damage during this time may be more prone to breakage under certain conditions.

It is important to review the attached In-Wall Slide-Out Repair Kit Manual and conduct an inspection of the system to determine the exact cause of the concern. Any obstructions in the system, any damage to wiper seals, any system measurements as referenced that fall out of specification need to be addressed before proceeding with the TSB repair kit. If needed, contact Lippert Customer Care Center for further direction.

NOTE: Lippert does NOT require advance notification nor a pre-authorization be obtained from our team. With the proper documents submitted with all requests for reimbursement from dealers, repair centers or OEMs, Lippert will be able to waive any advance contact to the Customer Care Center and process the claim with no delay.

The necessary items for reimbursement processing include:

- Clear photo of the unit VIN tag
- Clear photo of the Lippert In-Wall system tag (See location of tag on Page 3.)
The tag shown below is only a sample picture and not the actual tag for an inverted gear rack slide-out.



- Eight photos of the system after completing the repair (See example on Page 2.)

REPAIR OF THE INVERTED GEAR RACK IN-WALL (SCHWINTEK) SLIDE-OUT SYSTEM

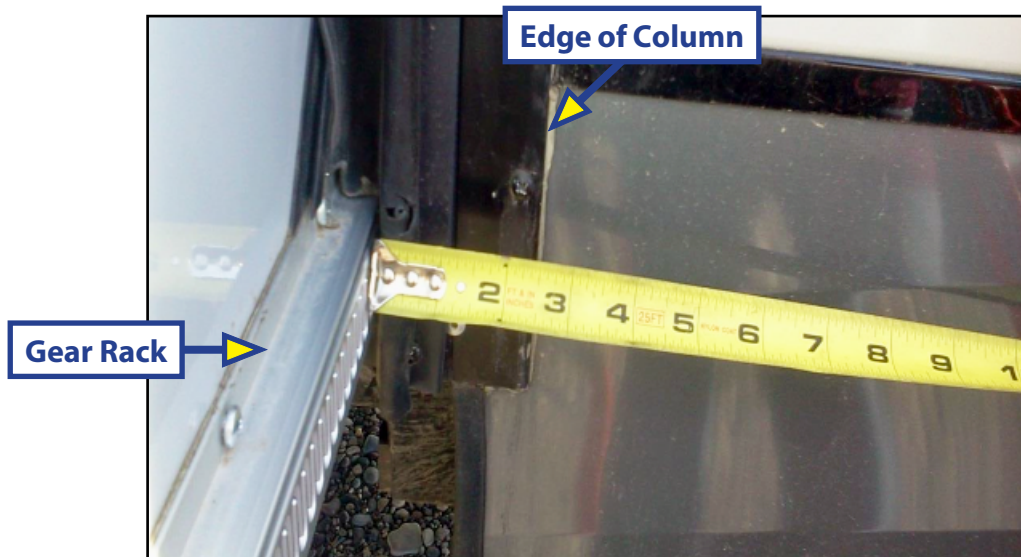
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Photos of Measurements After Completing Repair

1. Take measurements (similar to the measurement featured below) from the gear rack to the edge of the column with the tape measure pressed against the gear rack, not above or below it.
2. This measurement is best taken with the slide extended at 6 inches from the exterior of the coach and then again with the slide at full extension at all four corners for a total of eight measurements.

NOTE: Coachmen is an exception since the units are installed backward and measurements should be taken from the interior.

3. Tolerance is 2 3/8" to 2 5/8". Ideal measurement is 2 1/2".



Safety

The In-Wall Slide-Out Repair Kit Manual referenced and attached to this TSB are general instructions for the various In-Wall systems. Many variables can change the circumstances of any procedure, i.e. the degree of difficulty involved in the service operation and the ability level of the individual performing the operation. This document cannot begin to plot out procedures for every possibility, but will provide the general instructions for effectively installing, removing or servicing the system. In the event the skill level required is too advanced or the procedure too difficult, a certified technician should be consulted before performing the necessary operation. Failure to correctly install, remove or service the system may result in inflicting injury or even death.

WARNING

The "WARNING" symbol above is a sign that a procedure has a safety risk involved and may cause death, serious personal injury, severe product and/or property damage if not performed safely and within the parameters set forth in this document.

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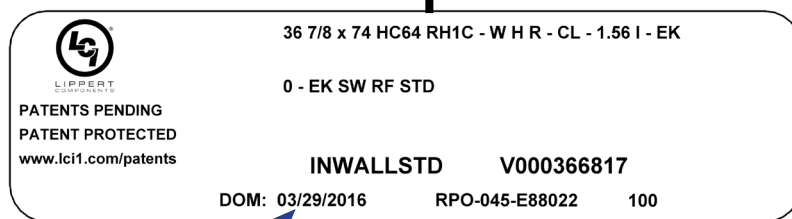
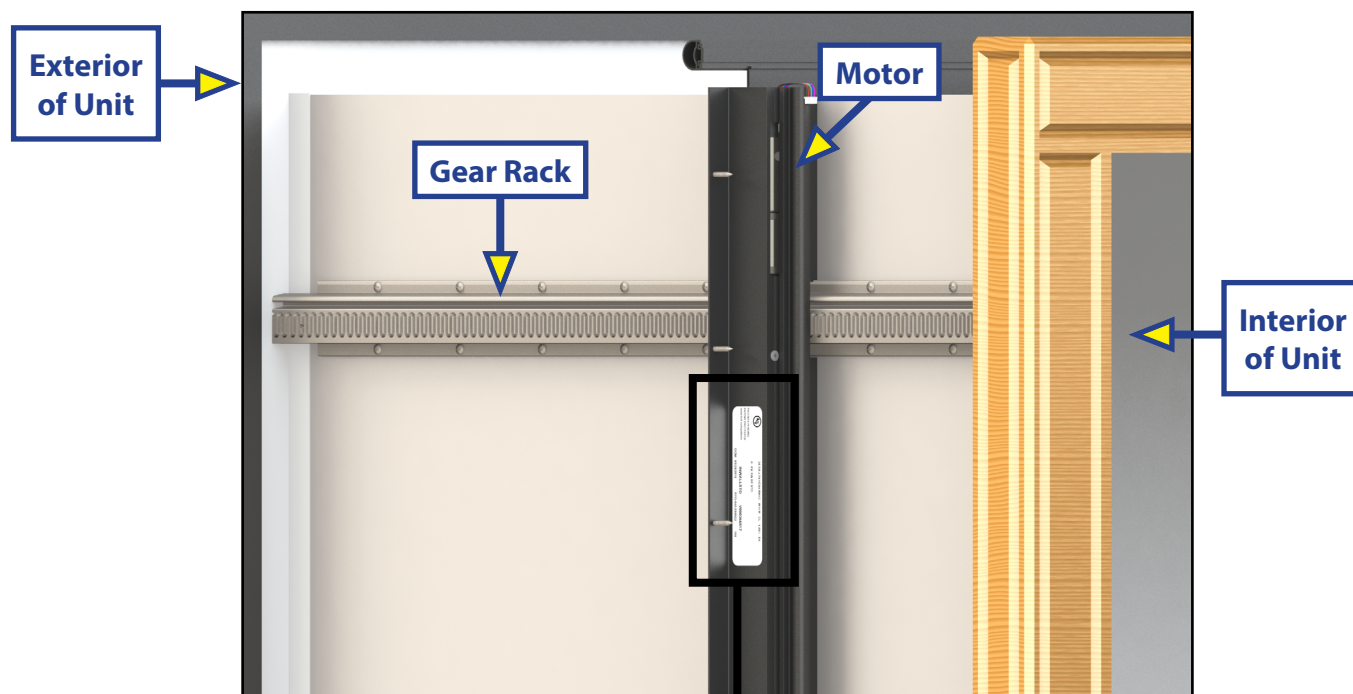
Inspection

The inspection will be to validate the system as being part of the Inverted Gear Rack In-Wall Slide-Out system. The profile of the gear rack will be as shown below under the subsection "Identifying The Inverted Gear Rack In-Wall Slide-Out System."

The specific inverted gear rack systems will have manufactured dates around Oct. 1, 2021, through Jan. 6, 2022. Dates are shown on the variant code tag located on the H-column. See location below.

NOTE: The tag featured is only a sample picture and not the actual variant code tag for the inverted gear rack slide-out.

If the system has failed and has been verified as the Inverted Gear Rack In-Wall Slide-Out System, the repair kits available will be listed under the Gear Rack Options section in this document.



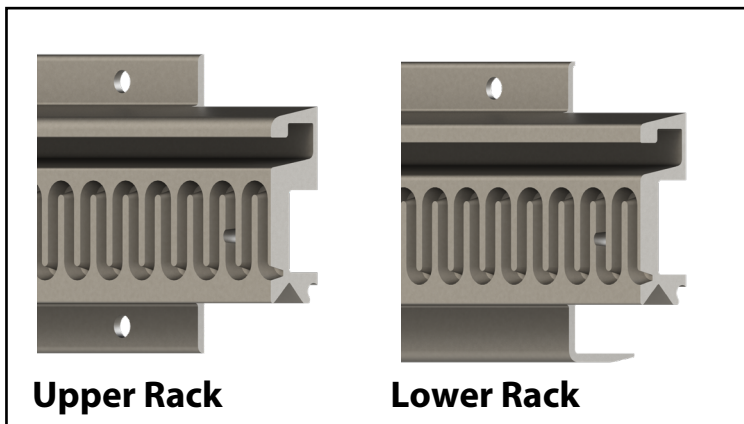
Date Of Manufacture

REPAIR OF THE INVERTED GEAR RACK IN-WALL (SCHWINTEK) SLIDE-OUT SYSTEM

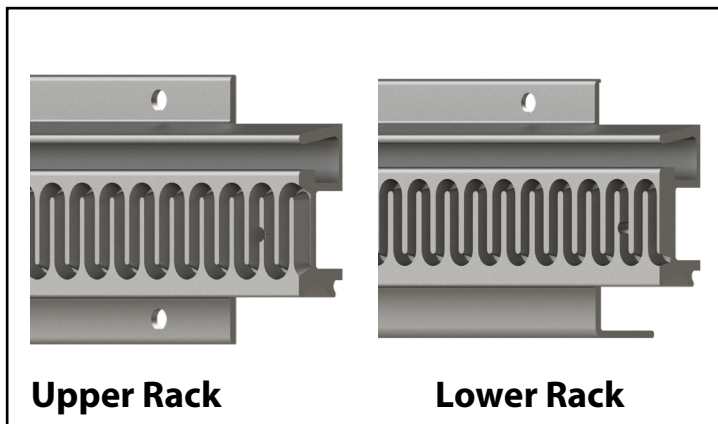
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Identifying the Inverted Gear Rack In-Wall Slide-Out System

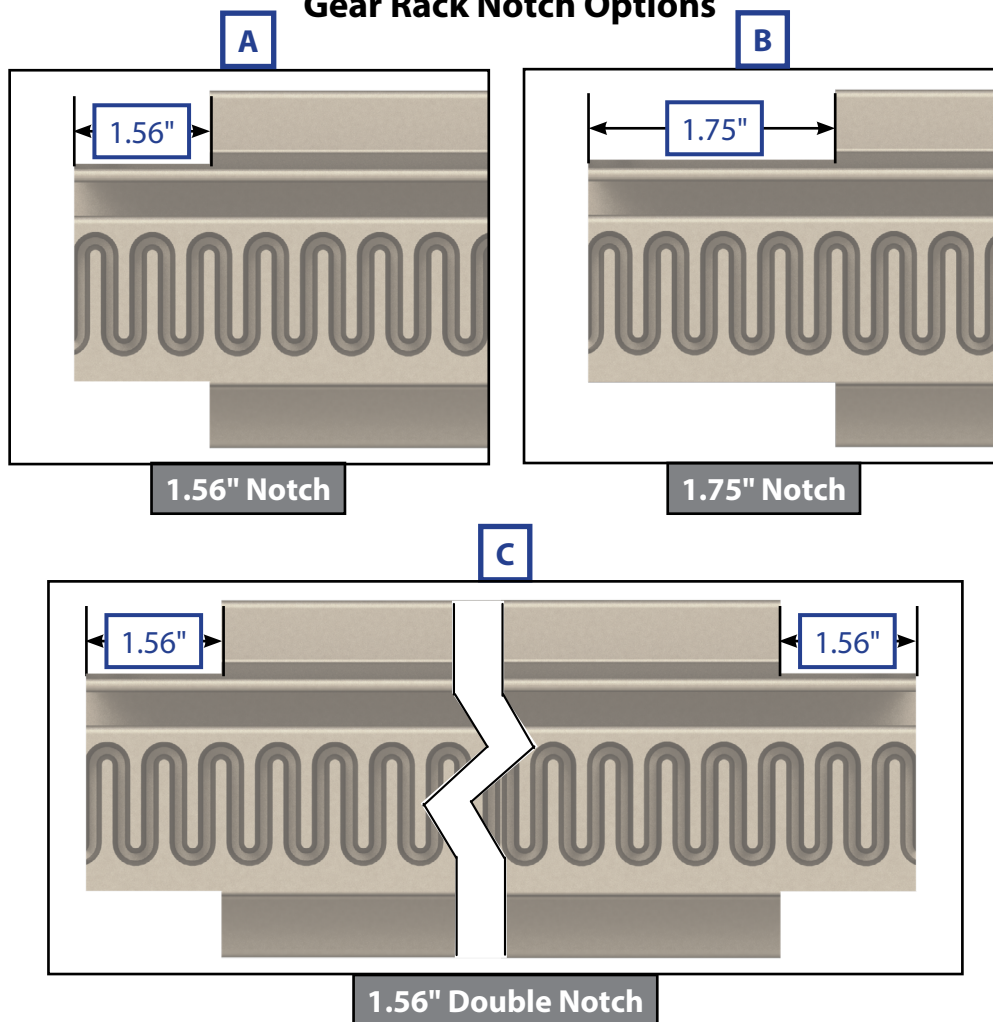
Inverted Gear Rack



Standard Gear Rack



Gear Rack Notch Options



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Repair Kit Options

The most common gear rack notch option is 1.56" PN 2022108946. However, using the previous gear rack images to identify the notch, order the kit number listed below.

NOTE: Please visit the Lippert Store using the links below to order a repair kit. The repair kits created were based on the notch sizes of the most frequently-used systems. If you need ordering assistance, call Lippert Customer Care Center at (432) 547-7378.

(See notch images on previous page)

Callout	Kit #	Description
A	2022108946	1.56" Notch
B	2022108947	1.75" Notch
C	2022108948	1.56" Double Notch

NOTE: Gear racks in (A) 2022108946 1.56" Notch and (B) 2022108947 1.75" Notch are 38" and can be cut to length. Gear racks in (C) 2022108948 1.56" Double Notch are 32" and can **NOT** be cut down. For the 1.56" Double Notch gear rack lengths other than 32", please contact Lippert Customer Care Center at (432) 547-7378.

Repair Kit Components

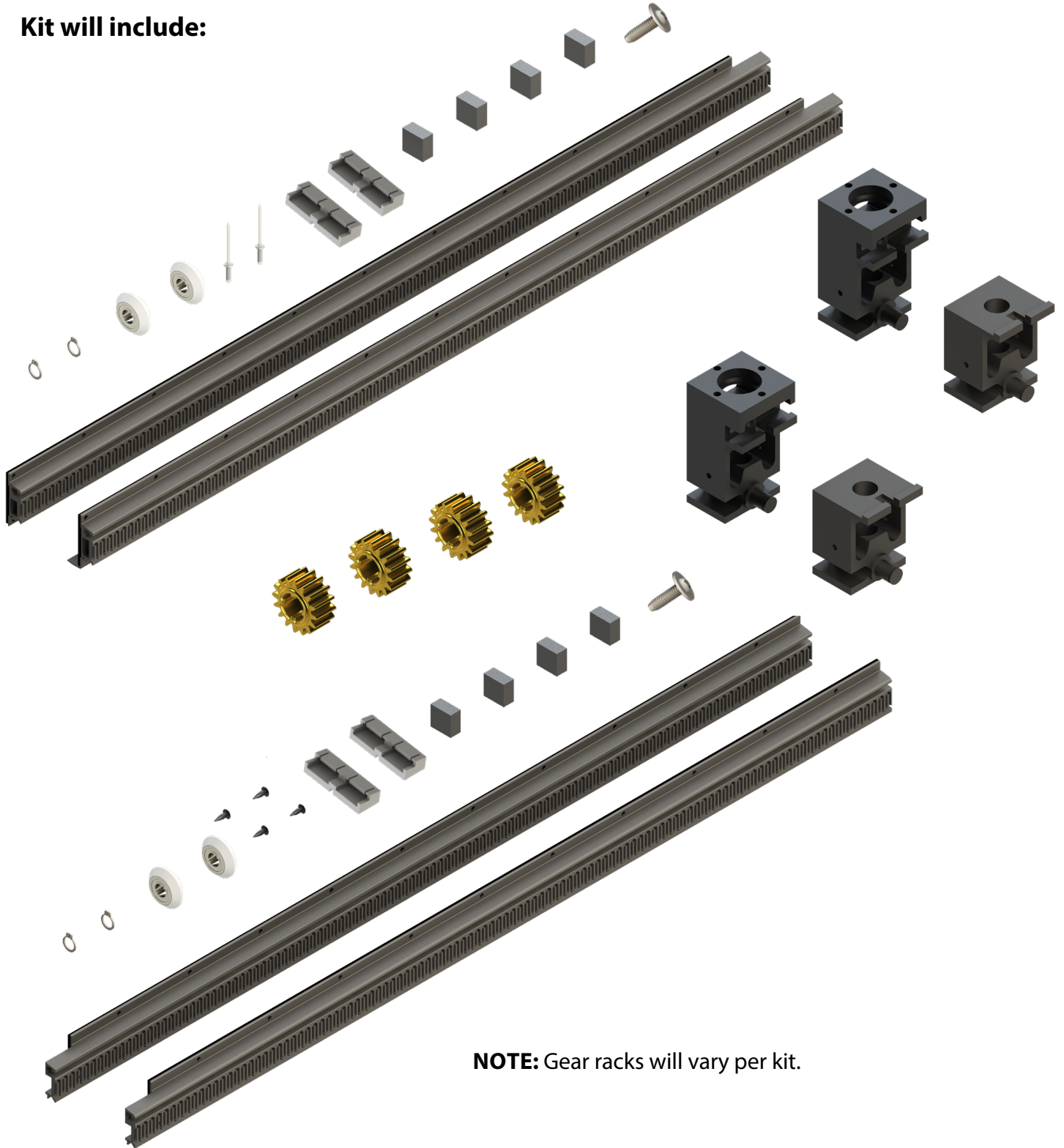
Repair kits with all parts listed for an inverted gear rack for the fixed and float repair would include:

- (1 ea.) Lower inverted gear rack fixed side (varies per kit)
- (1 ea.) Upper inverted gear rack fixed side (varies per kit)
- (1 ea.) Lower inverted gear rack float side (varies per kit)
- (1 ea.) Upper inverted gear rack float side (varies per kit)
- (2 ea.) Inverted upper bearing block (299076)
- (2 ea.) Inverted lower bearing block (299075)
- (4 ea.) Spur gear (238893)
- (4 ea.) V-Roller (292801)
- (4 ea.) Snap ring (234180)
- (2 ea.) Aluminum rivet (239423)
- (4 ea.) Inverted shoe (701196)
- (8 ea.) Flat back rack plug (318803)
- (4 ea.) Plastic pin (350596)
- (2 ea.) Motor retention screw (2021099912)

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Kit will include:



NOTE: Gear racks will vary per kit.

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Instructions on Removal and Replacement

For instructions on removal and replacement of the Repair Kit, please see In-Wall Slide-Out Repair Kit Manual attached to this TSB. Not all sections of the attached document are applicable.

NOTE: The kit includes replacement parts for both the fixed and float sides of the system. It is important to replace BOTH sides and use ALL of the components when repairing units built during the October 2021 through the January 2022 timeframe.

Videos on repair of slide-out systems are also available at:

<https://youtu.be/6whK2-UIQ94>

<https://support.lci1.com/videos/in-wall-slide-out-inverted-rebuild-kit>

Order Parts

Contact Lippert Parts at (432) 547-7378 for ordering assistance.

The repair kits created were based on the notch sizes of the most frequently-used systems. If there is a system configuration that does not match the kit components in this document, additional kits may be found on the website under the Product Components tab at <https://support.lci1.com/in-wall-slide-out> or contact Lippert Customer Care Center at (432) 547-7378 to order a system for the specific variant.

(See notch images on earlier page)

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A	2022108946	1.56" Notch
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C	2022108948	1.56" Double Notch

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As a supplier of components to the RV industry, safety, education and customer satisfaction are our primary concerns. Should you have any questions, please do not hesitate to contact us at (432) 547-7378 or by email at customerservice@lci1.com. Self-help tips, technical documents, product videos and a training class schedule are available at lippert.com or by downloading the MyLCI app.