

# Keystone RV Company

2/14/23

## SERVICE ADVISORY # 23-438

### Hideout 186SS and Springdale 1860SS Slide Floor

It has been determined that the slide floor in the Hideout 186SS and Springdale 1860SS may be improperly supported. The following procedure describes how to install support into the cabinet below the slide room floor.

#### Models Included:

Year	Model	Serial Number Ranges
2021 2022	Hideout – 186SS	MW241349 - MW252471 NW240002 - NW250722
2019 2020 2021 2022	Springdale – 1860SS	KW105757 - KW106566 LW101862 - LW107465 MW100959 - MW113013 NW103456 - NW109607

**Parts Required:**

- 2 – KRV # 709425 - Trim - Corner Slide Rail - 66 1/2" x 2 3/8" x 1/2" - HDPE - w/Leg – Black (*This part may be ordered in bulk without a VIN*)
- 1 – 12'x 2"x4" – construction/framing lumber – Part to be obtained locally.
- 1 – 8'x 2"x4" – construction/framing lumber – Part to be obtained locally.
- 1 – Tube clear silicone sealant – Part to be obtained locally
- Various fasteners to attach lumber to cabinet framework.

**Tools Required:** - Screw gun - Saw - Pry bar - Caulk gun - Forklift or appropriate jack system

#### **This Service Advisory requires a Pre-Authorization**

**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 remove and safely support the slide room to gain access to the frame work below the slide floor. Add the 2"x4" wood support frame as outlined and add a wear bar to support the slide room floor properly. Reinstall the slide room and make any repairs to the In-Wall system if needed. The base time allowed for adding the wooden support frame is 5 hours, any additional time for repairs to the In-Wall system, if needed, should be added to the preauthorization and submitted for review.

**REPAIR INSTRUCTIONS**

**Step 1**

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

**Step 2**

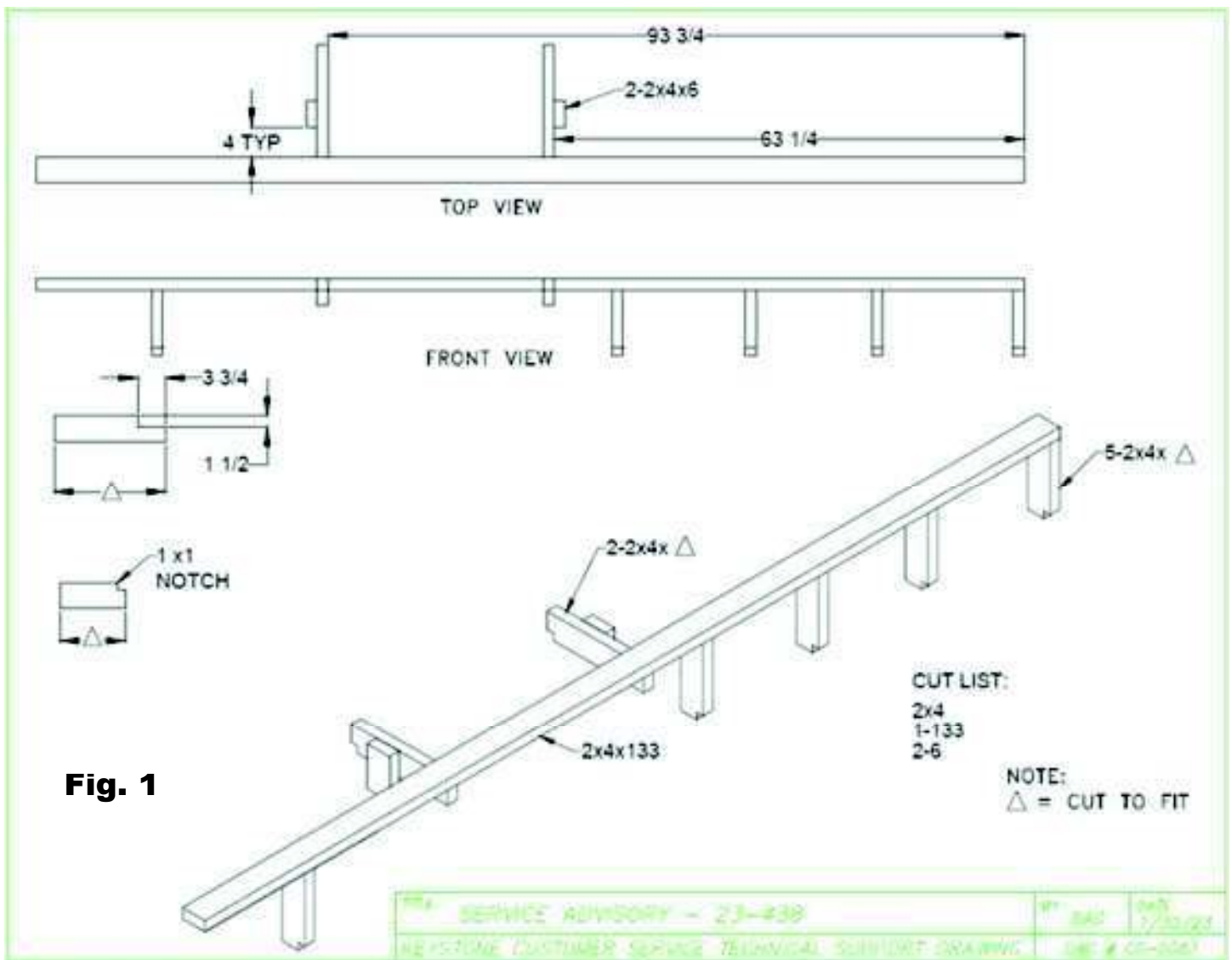
Extend the slide room approximately half way. Remove the interior decorative fascia and fascia backer.

**Step 3**

Support the slide room from underneath using a forklift or appropriate jack system and remove the fasteners from the In-Wall Column to extend the slide box outside of the unit. The slide box can be removed from the unit or extend it far enough so the floor is still supported by the rollers in the room opening.

**Step 4**

Remove the wood cleat from the top of the cabinet front and discard it. Assemble the 2"x4" wood support frame as shown in the print. See Figure 1. Once assembled the wood support frame work should be flush with or slightly above the cabinet face. Set the wood support frame in place over the wheel well. Attach the wood support frame to the wheel well using a piece of 2"x4" that is cut to approximately 6 inches on each end of the wheel well.



**Step 5**

Using KRV # 709425 - Trim - Corner Slide Rail - 66 1/2" x 2 3/8" x 1/2" - HDPE - w/Leg – Black, lightly sand the cut edges that are going to meet in the middle to eliminate any sharp edges. Next, place the part on top of the support frame that was just installed. Line it up flush with the cabinet face and secure to the support frame being sure that the screws are counter sunk below the surface of the wear bar to prevent damage to the bottom of the slide floor.

**Step 6**

Be sure that all wiring is securely fastened and routed properly. If any repairs need to be made to the In-Wall system, make them now and then reinstall the room. A properly installed room will have measurements of 2 1/2" (+/- 1/8") from the face of the gear rack to the edge of the column on each corner with the room in and out. Properly seal the In-wall columns.

**Step 7**

Proceed to warranty reimbursement.

**WARRANTY REIMBURSEMENT****REPAIR**

Submit a Pre-Authorization request then claim on Key Express using **Flat Rate Code # 7143842A**

In the Complaint section note:      Service Advisory # 23-438

In the Cause section note:            Service Advisory # 23-438

In the Correction section note:      Installed support frame and tested room function.

The amount of time authorized for this repair is **5.0 hours**. Any time for repairs made on the In-Wall system should be in addition to the 5 hours for installing the support frame.

**PARTS DISPOSITION**

No return parts.

Please call Keystone RV Customer Service at **855-895-4422** if you have any questions.



**RECREATIONAL VEHICLE SERVICE CAMPAIGN**

February 21, 2023

Service Advisory: 23-438

**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 Hideout and 2019-2022 Springdale 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 slide floor in the Hideout 186SS and Springdale 1860SS may be improperly supported.

***What we will do***

Keystone has notified our dealers regarding this situation. The remedy is to add an additional support frame below the slide room floor for proper support. 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 can take up to a full day. 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**