



RECREATIONAL VEHICLE SERVICE CAMPAIGN

April 24, 2023

SERVICE ADVISORY 23-443

«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 mid-deck on some Cougar 2700BH units may have a seam in the flooring in the front bedroom causing the floor to be uneven. The remedy is to inspect the floor decking at the foot of the bed to verify the floor decking is uneven. Remove the screws from the mid-deck in the front compartment and into the sidewall from the pass-through compartment, then shim the floor so that it is even across the bedroom floor.

The campaign population includes:

Models: 2023 Cougar Fifth Wheel: Model 2700BH
Serial Number Ranges: P2504126 - P2505165

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» | | |

-- 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) 273-1454

Sincerely,

KEYSTONE RV COMPANY

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



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April 24, 2023

Service Advisory: 23-443

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 2023 Cougar Fifth Wheels. 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 mid-deck on some Cougar 2700BH units may have a seam in the flooring in the front bedroom causing the floor to be uneven.

What we will do

Keystone has notified our dealers regarding this situation. The remedy is to inspect the floor decking at the foot of the bed to verify the floor decking is uneven. Remove the screws from the mid-deck in the front compartment and into the sidewall from the pass-through compartment, then shim the floor so that it is even across the bedroom floor. 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 ½ 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 # 23-443

2700BH Mid-Deck

It has been determined that the mid-deck on some Cougar 2700BH units may have a seam in the flooring in the front bedroom causing the floor to be uneven. The following procedure describes how to make the floor decking even.

Models Included: 2023 Cougar Fifth Wheel: 2700BH

Serial Number Range: P2504126 - P2505165

Parts Required: 6 – KRV # 103179 - Screw - 1/4" - 20 - 4" - Phil - Flat - Type F - Plain
(This part may be ordered in bulk without a VIN) (No Canadian sales)

Miscellaneous 2"x4" boards and small pieces of plywood to shim the floor.

Tools Required: - Screw gun - Caulk gun – Drill – 7/32" Drill bit – Various screw bits

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 floor decking at the foot of the bed to verify the floor decking is uneven. Remove the screws from the mid-deck in the front compartment and into the sidewall from the pass-through compartment, then shim the floor so that it is even across the bedroom floor. Use 6 – KRV # 103179 - Screw - 1/4" - 20 - 4" - Phil - Flat - Type F – Plain, or similar screw purchased locally, to attach the mid-deck to the upper frame deck.

REPAIR INSTRUCTIONS



Step 1

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

Step 2

In the bedroom at the foot of the bed, verify that the floor is uneven. See Figure 1.

Step 3

Measure the distance from the floor of the pass-through to the frame of the mid-deck. Cut four to five 2"x4"s using that measurement. Place a piece of 3/8" or larger plywood on the pass-through floor and place the 2"x4"s evenly across the pass-through floor as seen in Figure 2. The off-door-side may require a 2"x4" from the ground to the frame of the mid-deck.





Step 4

In the pass-through compartment on the door-side and off-door-side, remove the front two screws from the mid-deck that are run into the sidewall. See Figure 3.

Step 5

In the front compartment, remove the six screws in the wall above the spare tire. Note: a 3/8" thin wall socket may be required. See Figure 4.



Step 6

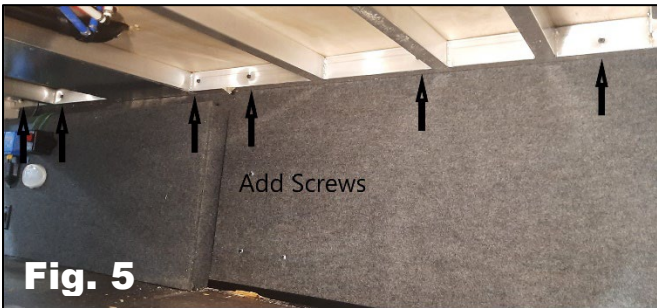
Using a hammer, move each 2"x4" shim into place and slowly lift the mid-deck into place checking the top of the decking at the foot of the bed to make the decking even, this is easiest to do with two people.

Step 7

Once the deck is in place and flush in the bedroom, re-install the screws into the sidewall on the door-side and off-door-side, moving the screw back or forward by 1/2" from the original placement.

Step 8

Predrill (7/32") and install the 6 – KRV # 103179 - Screw - 1/4" - 20 - 4" - Phil - Flat - Type F – Plain screws from inside of the pass-through compartment into the aluminum mid-deck frame and into the frame of the upper deck as seen in Figure 5.



Step 9

Remove all shims and proceed to warranty reimbursement.

WARRANTY REIMBURSEMENT

REPAIR

Submit the claim on Key Express using **Flat Rate Code # 7144342A**

In the Complaint section note: Service Advisory # 23-443

In the Cause section note: Service Advisory # 23-443

In the Correction section note: Leveled bedroom floor

The amount of time authorized for this repair is **1.5 hours**.

PARTS DISPOSITION

No part return.

Please call Keystone RV Customer Service at **866-273-1454** if you have any questions.