

Keystone RV Company

8/16/23

SERVICE ADVISORY # 23-445

Arcadia Rear Wall

It has been determined that on certain rear living room models the rear wall is attached at the roof, and sidewalls, but may not be properly attached to the floor. The following procedure describes how to properly attach the floor to the rear wall.

- Models Included:** 2021-2023 Arcadia Fifth Wheel: 3250RL, 3260RL, 3660RL
- Serial Number Ranges:** 2021 ML550052 - ML550711
2022 NL550000 - NL551317
2023 PL550002 - PL550297
- Parts Required:** 1 – KRV #721131 - Trim - Metal - 1 1/2" x 1 1/2" x 93" - T5 - Angle - MF - Punched 1 Leg (*This part may be ordered in bulk without a VIN*)
- Local Parts:** 1 - tube - adhesive silicone or construction adhesive
As needed: #10 x 1" screws
- Tools Required:** - Screw gun - Caulk Gun - Chop Saw

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 move the sofa away from the rear wall; add aluminum angle to properly attach the rear wall to the main floor as outlined in the instructions below.

REPAIR INSTRUCTIONS



Fig. 1

Step 1

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

Step 2

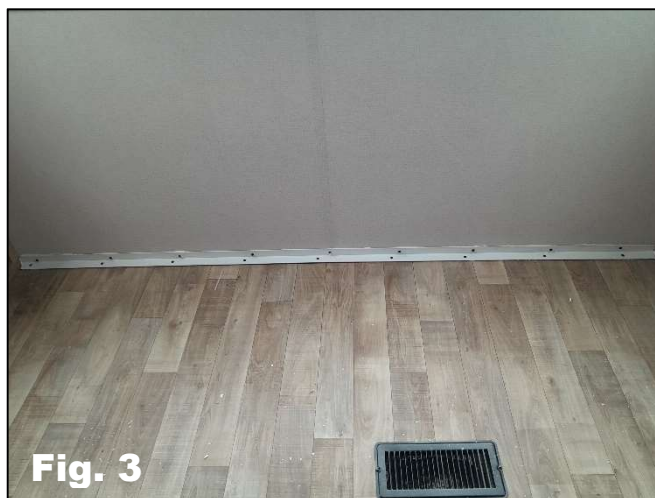
Move the rear sofa away from the wall. It will be attached using nylon straps and screws. On L-shaped sofas, the rear piece will need to be removed, then the corner, and so on. See Figure 1.

Step 3

Measure at the floor line from door side to off door side and cut KRV #721131 - Trim - Metal - 1 1/2" x 1 1/2" x 93" - T5 - Angle - MF - Punched 1 Leg to length, if needed. Sizes will vary depending on the floor plan.

Step 4

Using silicone adhesive or construction adhesive and #10 x 1" screws every 8" to 10", attach the angle to the rear wall first and then to the floor. The construction adhesive should completely seal where the rear wall and floor meet to prevent being able to see daylight. Figures 2 & 3.

**Step 5**

Reinstall the sofa and proceed to warranty reimbursement.

WARRANTY REIMBURSEMENT**REPAIR**

Submit the claim on Key Express using **Flat Rate Code # 7144542K**

In the Complaint section note: Service Advisory # 23-445

In the Cause section note: Service Advisory # 23-445

In the Correction section note: Properly secured rear wall.

The amount of time authorized for this repair is **0.7 hour**.

PARTS DISPOSITION

No return parts.

Please call Keystone RV Customer Service at **866-273-1450** if you have any questions.



RECREATIONAL VEHICLE SERVICE CAMPAIGN

August 18, 2023

SERVICE ADVISORY 23-445

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

Dear «Owner_name»,

Reason for this campaign

It has been determined that on certain rear living room models the rear wall is attached at the roof, and sidewalls, but may not be properly attached to the floor. The remedy is to move the sofa away from the rear wall; add aluminum angle to properly attach the rear wall to the main floor.

The campaign population includes:

Models: 2021-2023 Arcadia Fifth Wheel: 3250RL, 3260RL, 3660RL
Serial Number Ranges: 2021 ML550052 - ML550711
2022 NL550000 - NL551317
2023 PL550002 - PL550297

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»

-- 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: **866-273-1450**

Sincerely,

KEYSTONE RV COMPANY



RECREATIONAL VEHICLE SERVICE CAMPAIGN

August 18, 2023

Service Advisory: 23-445

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 2021-2023 Arcadia 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 on certain rear living room models the rear wall is attached at the roof, and sidewalls, but may not be properly attached to the floor.

What we will do

Keystone has notified our dealers regarding this situation. The remedy is to move the sofa away from the rear wall; add aluminum angle to properly attach the rear wall to the main 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 hour. 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