



KEYSTONE
RV COMPANY

RECREATIONAL VEHICLE SERVICE CAMPAIGN

September 5, 2024

SERVICE ADVISORY 24-457

«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 incorrect gauge positive battery cable may have been used from the battery to the inverter disconnect. The correct battery cable needs to be installed. The remedy is to inspect the positive battery cable that leads to the inverter disconnect. Inspect to see if it is a 2 AWG 105 C positive battery cable and replace it with the 2/0 positive battery cable.

The campaign population includes:

This was only on units that have the 400i solar package also known as the SolarFlex Discover.

Year	Model	Serial Number Ranges
2024-2025	Carbon – All Models	RF805327-RF805373 SF805000-SF805132
2024	Impact – Model 343	RF815366-RF815375
2024-2025	Fuzion – All Models	RF810093-RF810144 SF810001-SF810066
2024-2025	Raptor – All Models	RF800073-RF800136 SF800000-RF800073

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»

-- 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) 273-1452**

Sincerely,

PO Box 2000 Goshen, IN 46527-2000
www.keystonerv.com

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September 5, 2024

Service Advisory: 24-457

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 2024-2025 Carbon, Fuzion, Raptor, 2024 Impact 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 incorrect gauge positive battery cable may have been used from the battery to the inverter disconnect. The correct battery cable needs to be installed.

What we will do

Keystone has notified our dealers regarding this situation. The remedy is to inspect the positive battery cable that leads to the inverter disconnect. Inspect to see if it is a 2 AWG 105 C positive battery cable and replace it with the 2/0 positive battery cable. 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

Keystone RV Company

9/3/24

SERVICE ADVISORY # 24-457

Inverter Battery Cable

It has been determined that the incorrect gauge positive battery cable may have been used from the battery to the inverter disconnect. The correct battery cable needs to be installed. The following procedure describes how to identify and replace the battery cable.

Models Included: 2024-2025 Carbon all models
2024 Impact model 343
2024-2025 Fuzion all models
2024-2025 Raptor all models

This was only on units that have the 400i solar package also known as the SolarFlex Discover.

Serial Number Ranges:

Year	Model	Serial Number Ranges
2024-2025	Carbon – All Models	RF805327-RF805373 SF805000-SF805132
2024	Impact – Model 343	RF815366-RF815375
2024-2025	Fuzion – All Models	RF810093-RF810144 SF810001-SF810066
2024-2025	Raptor – All Models	RF800073-RF800136 SF800000-RF800073

Note – Check serial number on Key Express to verify the campaign is open. Some vehicles were repaired before they left Keystone.

Parts Required: 1 – KRV # 705524 - Battery - Cable - 2/0 Cable - 44" - Red Sleeves - 3/8" Copper Lugs

Tools Required: 1 - Zip tie, Screw Gun, #2 square head bit. 11/16 socket w/ ratchet.

This Service Advisory requires a Photograph

When performing warranty or recall service, please make certain that appropriate Personal Protective Equipment (PPE) is used.

The remedy is to inspect the positive battery cable that leads to the inverter disconnect. Inspect to see if it is a 2 AWG 105 C positive battery cable and replace it with the 2/0 positive battery cable. See Figure 1 as an example of the incorrect and correct positive battery cables. A clear picture of the correct positive battery cable is required for the claim.

REPAIR INSTRUCTIONS**Step 1**

Locate the trailer on a level, flat, hard surface. Shut off all 12-volt power and unhook shore power then chock the wheels.

Step 2

Locate the positive battery cable in the battery compartment as shown in Figure 2.

Step 3

If the positive battery cable is a 2 AWG, remove the incorrect positive battery cable from the 250-amp fuse. Then remove the inverter disconnect from the wall to gain access and remove the incorrect positive battery cable from it.



Step 4

Use the zip tie to connect the two positive battery cables together and pull the new cable through to the inverter disconnect, see Figure 4. (NOTE) You may need to move the divider wall to gain access to the cable from behind, see Figure 3. Now reinstall the 250-amp fuse and the inverter disconnect.

**WARRANTY REIMBURSEMENT****INSPECTION ONLY**

Submit a claim with a picture showing the correct positive battery cable on Key Express using **Flat Rate Code # 7145742L**

In the Complaint section note: Service Advisory # 24-457

In the Cause section note: Inspect positive battery cable

In the Correction section note: Has the 2/0 positive battery cable already

The amount of time authorized for this repair is **0.5 hour**.

REPAIR

Submit a claim with a picture showing the correct positive battery cable on Key Express using **Flat Rate Code # 7145742B**

In the Complaint section note: Service Advisory # 24-457

In the Cause section note: 2 AWG 105 C positive battery cable

In the Correction section note: Replaced positive battery cable part # 705524

The amount of time authorized for this repair is **0.8 hour**.

PARTS DISPOSITION

Return No part return.

Please call Keystone RV Customer Service at **(866) 273-1452** if you have any questions.