

SERVICE ADVISORY # 24-458

Winterize Filter Line

It has been determined that the below units cannot be winterized without an external pump to push antifreeze into the unit. The following procedure describes how to identify and reconfigure water lines.

Year	Model	Serial Number Ranges
2025	Alpine, 3011CK, 3303CK, 3700FL, 3712KB, 3820FK, 3910RK	SE780052 - SE780154
2025	Arcadia, 242SLMD, 248SLRM, 260SLCL, 288SLBH, 292SLRL, 294SLRD	SE550109 - SE550242
2025	Avalanche, 302RS, 321RL, 338GK, 346FL, 366LS, 378BH, 379MB, 380LT, 390DS	SE760071 - SE760183

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 # 295561 - Fitting – Plug – ½ “MPT- Plastic (*This part may be ordered in bulk without a VIN*)

Tools Required: - Screw gun - #2 square head bit, - Channel lock pliers

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



The remedy is to locate the convenience center city water connection on the back of the convenience center and verify or correct the configuration of water lines. See Figure 1.

REPAIR INSTRUCTIONS



Step 1

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

Step 2

Gain access to the rear of the convenience center city water connection and relieve pressure from water lines.

Step 3

Remove the flexible water line coming from the water pump to the city fill connection and lay it aside. See Figure 2.

Step 4

Take flexible water line from this manifold and install it on the city fill connection. See Figure 3.



Fig. 3

Step 4



Step 5

Discard this manifold. See Figure 4.

Step 6

Unhook the blue water line from the center of the mixing valve and add plug (KRV # 295561) to seal off the removed line. Now turn this line up and out of the way. Then install flexible water line coming from the water pump in its place. Okay to move water pump over if flexible water line will not reach. See Figure 5.

WARRANTY REIMBURSEMENT

REPAIR

Submit the claim on Key Express using **Flat Rate Code # 7145842A**

In the Complaint section note: Service Advisory # 24-458

In the Cause section note: Water lines improperly installed.

In the Correction section note: Correctly installed water lines.

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

November 26, 2024

SERVICE ADVISORY 24-458

«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 below units cannot be winterized without an external pump to push antifreeze into the unit. The remedy is to locate the convenience center city water connection on the back of the convenience center and verify or correct the configuration of water lines.

The campaign population includes:

Year	Model	Serial Number Ranges
2025	Alpine, 3011CK, 3303CK, 3700FL, 3712KB, 3820FK, 3910RK	SE780052 - SE780154
2025	Arcadia, 242SLMD, 248SLRM, 260SLCL, 288SLBH, 292SLRL, 294SLRD	SE550109 - SE550242
2025	Avalanche, 302RS, 321RL, 338GK, 346FL, 366LS, 378BH, 379MB, 380LT, 390DS	SE760071 - SE760183

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»

-- 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

November 27, 2024

Service Advisory: 24-458

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 2025 Alpine, Arcadia, Avalanche 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 units in this campaign cannot be winterized without an external pump to push antifreeze into the unit.

What we will do

Keystone has notified our dealers regarding this situation. The remedy is to locate the convenience center city water connection on the back of the convenience center and verify or correct the configuration of water lines. 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 ½ 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