

SERVICE ADVISORY # 25-460

Coleman Water Heater Switch

It has been determined that the water heater switch may be wired incorrectly. The following procedure describes how to identify and repair water heater wiring.

Models Included: 2025 Coleman 13B Travel Trailer

Serial Number Range: SH939648 - SH940999

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 # 305662- Switch - Dummy/Hole Plug - Monitor Panel - .55" x 1.125" – Medium (This part may be ordered in bulk without a VIN)

2 – KRV # 267572-Terminal - Bell Cap - Insulated - 16-10 Ga - CE551R

Tools Required: Screw gun with #2 square bit - Wire crimpers

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

The remedy is to repair wiring at the switch. Red wire to top of switch and Green/White wires on bottom of the switch.

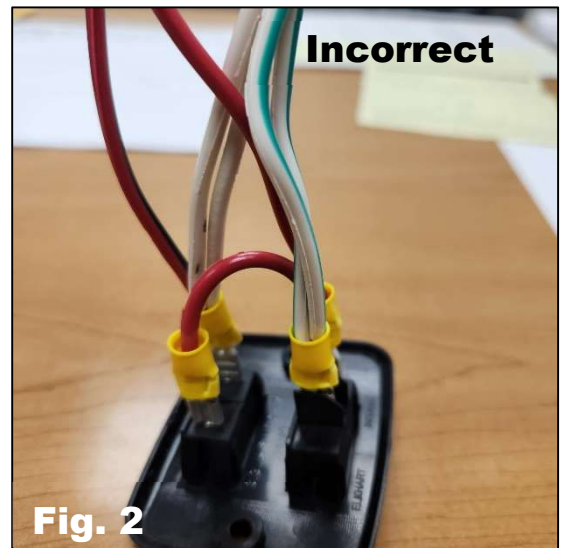
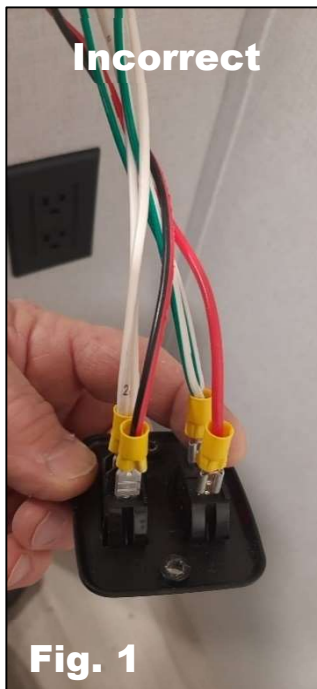
REPAIR INSTRUCTIONS

Step 1

Locate the trailer on a level, flat, hard surface. Chock the wheels and disconnect all power.

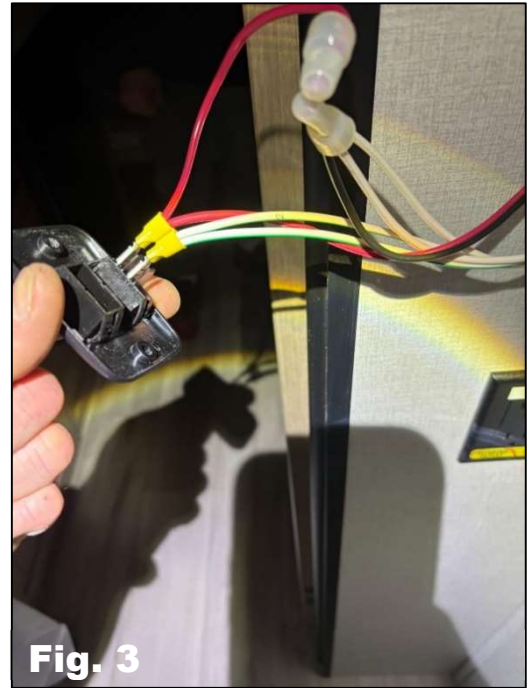
Step 2

Remove water heater switch and inspect the wiring, see Figures 1 and 2. If the wiring is incorrect, proceed to Step 4 to repair wiring.

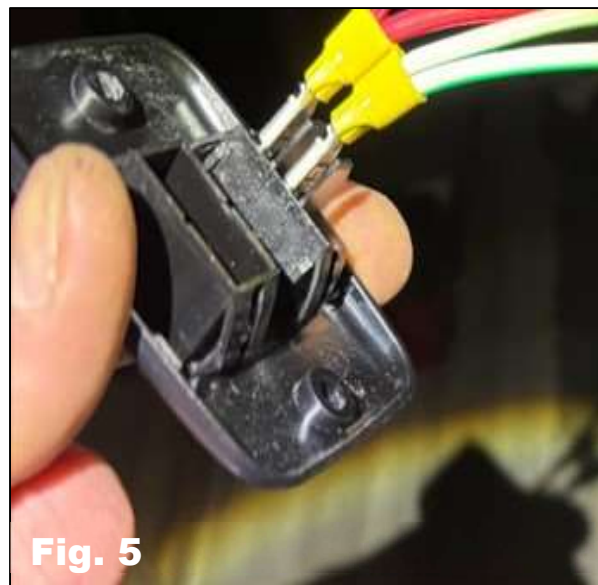


Step 3

If wiring is correct, proceed to warranty reimbursement. If the wiring is incorrect proceed to Step 4 to repair wiring. Figure 3 shows wired correctly using bell cap to protect wires.

**Fig. 3****Step 4**

To repair wiring, ensure red wire is on the top post of the switch. If a red jumper is present, cap it off with a bell cap. Both green/white wires go together on the bottom of the switch. Red/black wire and the two white wires should be capped together as shown in Fig 3. Discard red light and install switch blank. Proceed with warranty reimbursement.

**Fig. 4****Fig. 5**

WARRANTY REIMBURSEMENT

INSPECTION ONLY

Submit the claim on Key Express using **Flat Rate Code # 7146042L**

In the Complaint section note: Service Advisory # 25-460

In the Cause section note: Inspect for correct wiring

In the Correction section note: Verified wiring is correct

The amount of time authorized for this repair is **0.2 hour**.

REPAIR

Submit the claim on Key Express using **Flat Rate Code # 7146042A**

In the Complaint section note: Service Advisory # 25-460

In the Cause section note: Incorrectly wired

In the Correction section note: Wired switch correctly

The amount of time authorized for this repair is **0.3 hour**.

PARTS DISPOSITION

No part return

Please call Keystone RV Customer Service at **(855) 382-4100** if you have any questions.



RECREATIONAL VEHICLE SERVICE CAMPAIGN

February 12, 2025

SERVICE ADVISORY 25-460

«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 water heater switch may be wired incorrectly. The remedy is to repair wiring at the switch.

The campaign population includes:

Model: 2025 Coleman 13B Travel Trailer
Serial Number Range: SH939648 - SH940999

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: **(855) 382-4100**

Sincerely,

KEYSTONE RV COMPANY



RECREATIONAL VEHICLE SERVICE CAMPAIGN

February 12, 2025

Service Advisory: 25-460

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 Coleman 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 water heater switch may be wired incorrectly.

What we will do

Keystone has notified our dealers regarding this situation. The remedy is to repair wiring at the switch. 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