



RECREATIONAL VEHICLE SERVICE CAMPAIGN

May 1, 2025

SERVICE ADVISORY 25-466

«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 thermostat wiring for the roof AC is wired incorrectly. The remedy is to correct the AC thermostat wiring. The yellow wire connected to the two green wires is incorrect. The yellow wire connected to the red wire is also incorrect.

The campaign population includes:

Year	Model	Serial Number Ranges
2025	Arcadia 242SLMD, 260SLCL, 292SLRL, 294SLRD, 308SLBH, 3260RL	SE550360 - SE550541
2025	Avalanche	SE760294 - SE760543

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»

-- 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

May 1, 2025

Service Advisory: 25-466

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 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 thermostat wiring for the roof AC is wired incorrectly.

What we will do

Keystone has notified our dealers regarding this situation. The remedy is to correct the AC thermostat wiring. The yellow wire connected to the two green wires is incorrect. The yellow wire connected to the red wire is also incorrect. 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

Keystone RV Company

4/29/25

SERVICE ADVISORY # 25-466

A/C Wiring Arcadia, Avalanche

It has been determined that the thermostat wiring for the roof AC is wired incorrectly. The following procedure describes the wiring repair.

Models Included: 2025 Arcadia 242SLMD, 260SLCL, 292SLRL, 294SLRD, 308SLBH, 3260RL
2025 Avalanche

Year	Model	Serial Number Ranges
2025	Arcadia 242SLMD, 260SLCL, 292SLRL, 294SLRD, 308SLBH, 3260RL	SE550360 - SE550541
2025	Avalanche	SE760294 - SE760543

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

Parts Required: - N/A

Tools Required: - Electrical crimp pliers
- 2 Bell Caps

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

The remedy is to correct the AC thermostat wiring. The yellow wire connected to the two green wires is incorrect. The yellow wire connected to the red wire is also incorrect. Correct the wiring as shown below.

REPAIR INSTRUCTIONS

Step 1

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

Step 2

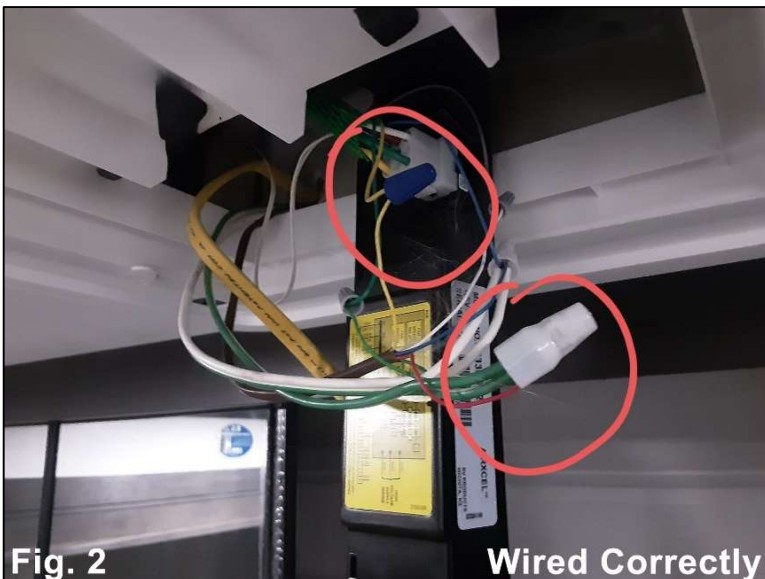
Disconnect all DC and AC power to the unit.

**Step 3**

At each AC unit equipped, remove the lower assembly and air filter to access the control board and wiring, as shown in Figure 1.

Step 4

Access wiring and locate the two green wires with the yellow wire and disconnect those wires. Locate the yellow and red wire and remove disconnect those wires.

**Step 5**

Bell cap the two yellow wires together and bell cap the two green wires to the red wire together, as shown in Figure 2.

Step 6

Repair completed put wiring back and reassemble filter and cover and test AC operation.

WARRANTY REIMBURSEMENT

INSPECTION ONLY

Submit a claim on Key Express using **Flat Rate Code # 7146642L**

In the Complaint section note: Service Advisory 25-466

In the Cause section note: Check AC thermostat wiring

In the Correction section note: Inspected wiring. Correct, no repair needed.

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

REPAIR

Submit a claim on Key Express using **Flat Rate Code # 7146642A**

In the Complaint section note: Service Advisory 25-466

In the Cause section note: AC thermostat wired incorrectly

In the Correction section note: Repair thermostat wiring

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

PARTS DISPOSITION

Return Part return not required.

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