

# Keystone RV Company

11/11/25

## SERVICE ADVISORY # 25-473

### Sun Deck Balcony Hardware

It has been determined that the sun deck balcony may need replacement hard stop linkage arms and spring assist hardware added, to ensure the balcony operates in the most effective manner. These items remove the opportunity of an issue occurring in the balcony operation, which can result in the internal chain binding and/or other operational issues. The following procedure describes how to identify and install the sun deck balcony hardware.

**Models Included:** 2025 Montana 3532SP

**Serial Number Ranges:** S4701091- S4701416

**Parts Required:**

- 1 – KRV # 777675 - Patio – Door - Spring assist kit  
(*This part may be ordered in bulk without a VIN*)
- 1 – KRV # 777676 - Patio – Door - Hard stop linkage kit RH  
(*This part may be ordered in bulk without a VIN*)
- 1 – KRV # 777677 - Patio – Door - Hard stop linkage kit LH  
(*This part may be ordered in bulk without a VIN*)

**Tools Required:**

- Screw gun - square bit - 3/16 hex bit - 7/32 hex bit
- 9/16 open ended wrench - Ladder

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

The remedy is to open the sun deck balcony and install the spring assist hardware at the specified location. Locate and remove the hard stop linkage arms and install the new hard stop linkage kits.

**REPAIR INSTRUCTIONS – SEE FOLLOWING LIPPERT INSTRUCTIONS**

# ADDING SPRING ASSIST/REPLACING HARD STOP LINKAGE ARMS ON THE SUN DECK BALCONY

|             |                                                                    |             |                    |                              |
|-------------|--------------------------------------------------------------------|-------------|--------------------|------------------------------|
| TSB Number: | 148-001-2025                                                       |             |                    |                              |
| Product:    | Sun Deck Balcony (Powered Operation), Cable and Mesh Gate Variants |             |                    |                              |
| Date:       | September 11, 2025                                                 | Labor Rate: | Inspect: 0.1 Hours | Inspect & Replace: 0.8 Hours |

## Purpose

This document supersedes the previous versions dated 07-29-25 and 09-05-2025 in their entirety.

This document refers to the Sun Deck Balcony (Powered Operation) Cable and Mesh Gate Variants and covers two repair procedures:

- Adding Spring Assist, if needed
- Replacing the Hard Stop Linkage Arms, if needed

The spring assist feature and the notches in the hard stop linkage arms are needed to ensure the balcony operates in the most effective manner. These items remove the opportunity of an issue occurring in the balcony operation, which can result in the internal chain binding and/or other operational issues.

Examine the balcony per the "inspection" sections in this TSB and complete the procedures listed, if needed.

## Safety

This document provides general instructions. Many variables can change the circumstances of any procedure, i.e. the degree of difficulty involved in the service operation and the ability level of the individual performing the operation. This document cannot begin to plot out procedures for every possibility, but will provide the general instructions for effectively installing, removing or servicing the system. In the event the skill level required is too advanced or the procedure too difficult, a certified technician should be consulted before performing the necessary operation. Failure to correctly install, remove or service the system may result in voiding the warranty, inflicting injury or even death.

### **WARNING**

**The "WARNING" symbol above is a sign that a procedure has a safety risk involved and may cause death, serious personal injury, severe product and/or property damage if not performed safely and within the parameters set forth in this document.**

### **WARNING**

**Never step onto or walk on balcony deck when it is deployed and a hard stop linkage arm and/or support arm is disconnected or removed at any point.**

### **CAUTION**

**The "CAUTION" symbol above is a sign that a procedure has a safety risk involved and may cause personal injury, product and/or property damage if not performed safely and within the parameters set forth in this document.**

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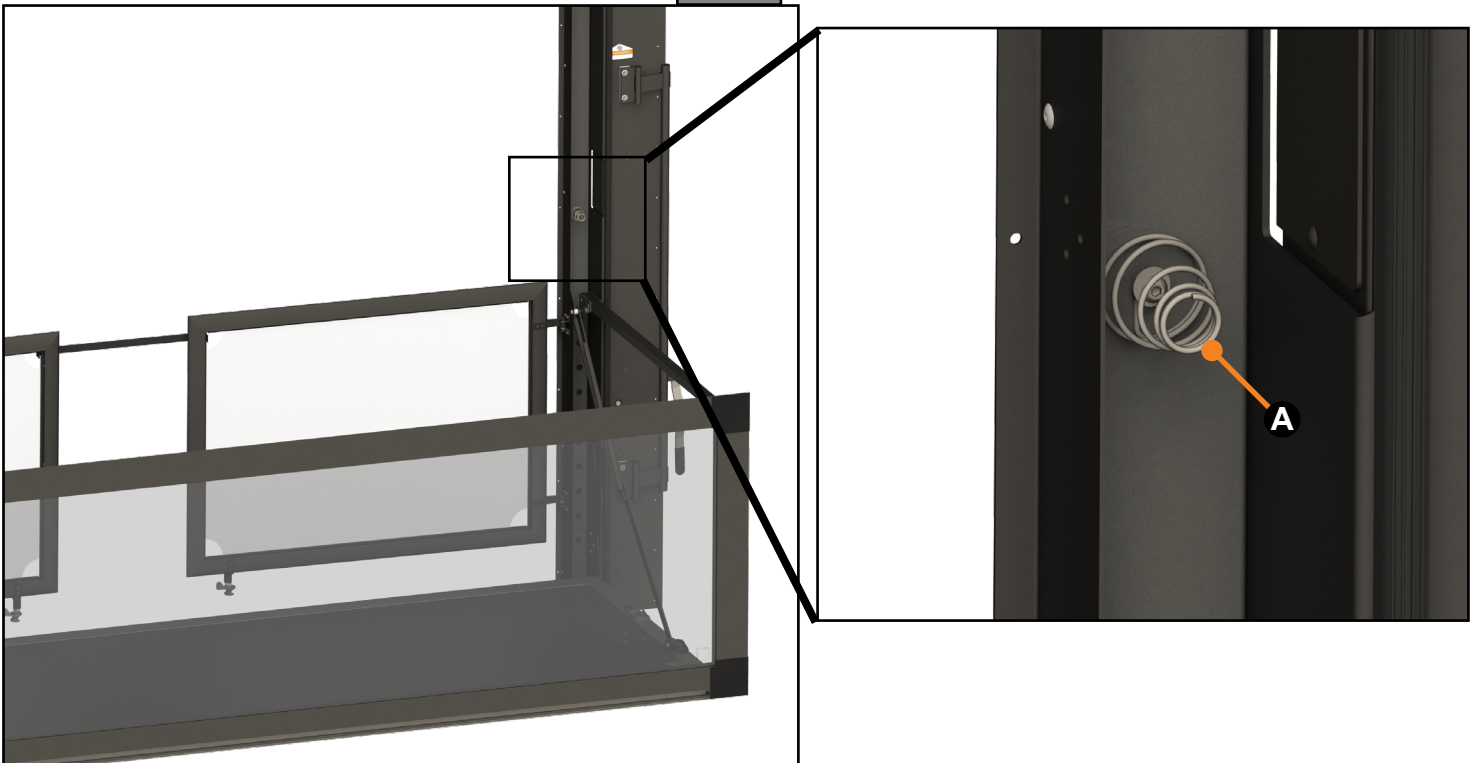
Spring assist must be added to both sides of the balcony jamb to be effective. Failure to install spring assist on each side of the jamb may result in the twisting of the balcony deck and/or glass panel, and will not allow the spring assist to function as intended.

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- Examine each side of the balcony jamb 9 1/2" up from the support arms. Verify that a spring (Fig. 1A) is installed on each side of the balcony at this location. If no springs are present, perform the procedure in the "Adding Spring Assist" section of this TSB.

Fig. 1



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|             |                                                                    |             |                    |                              |
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1. Check the hard stop linkage arms at the location indicated in Figure 2A. Look for a notch machined in the top linkage arm (Fig. 3A). If this notch is **not** present, perform the procedure in the "Replacing the Hard Stop Linkage Arms" section of this TSB.

Fig. 2

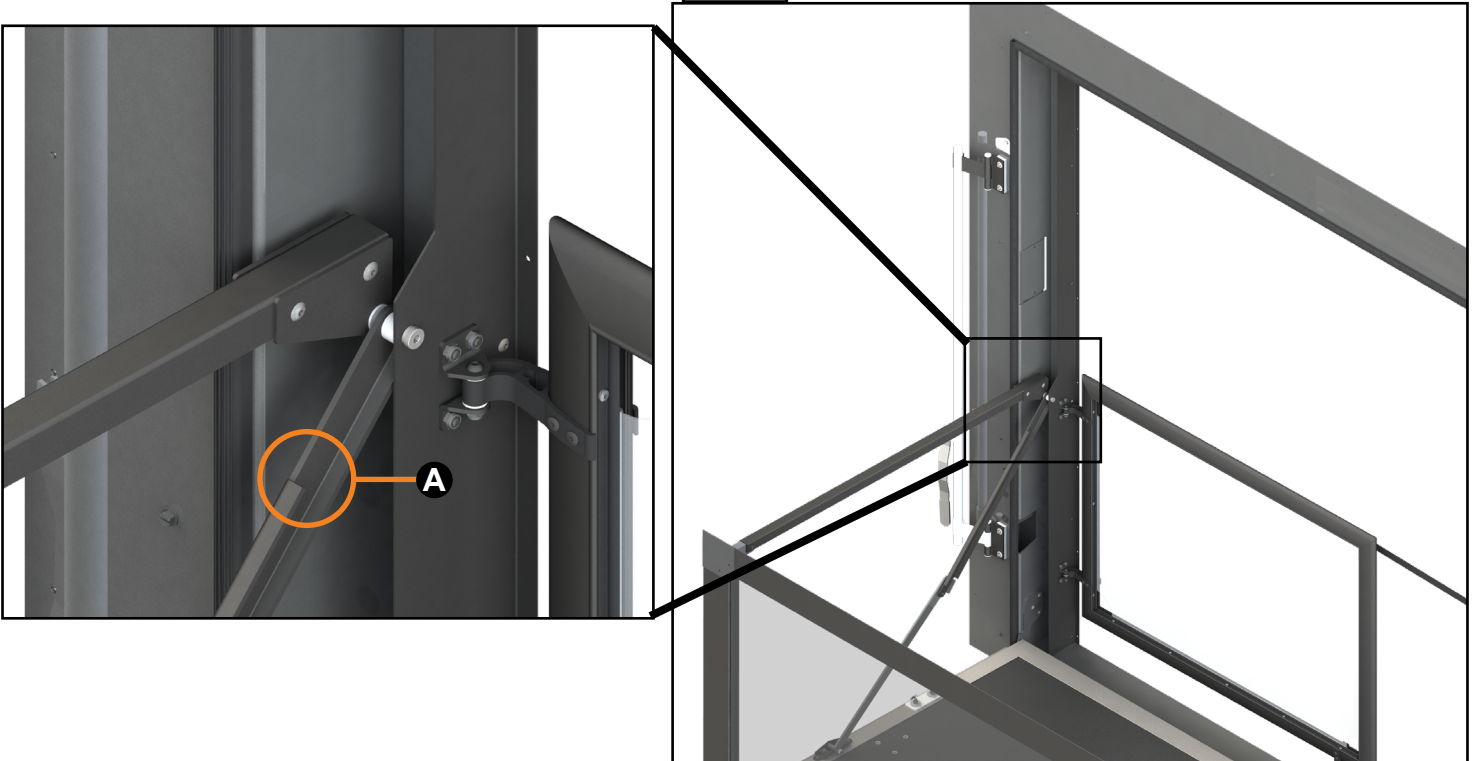
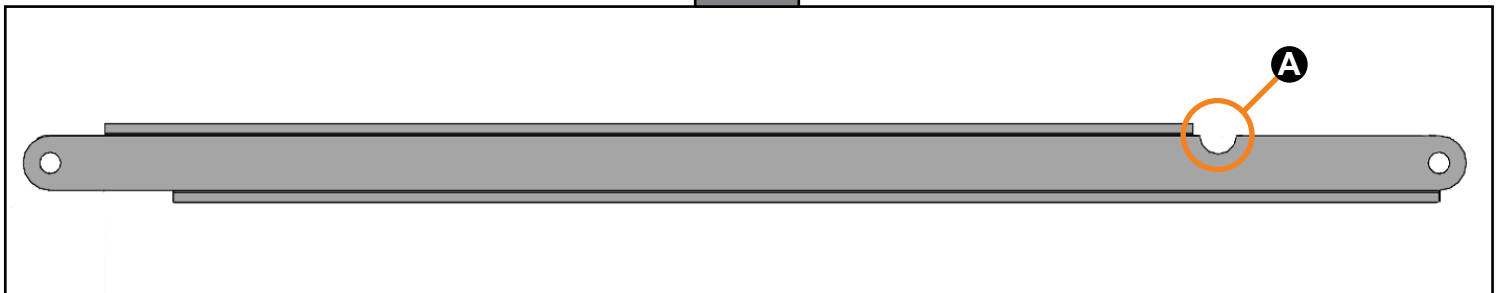


Fig. 3



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|             |                                                                    |             |                    |                              |
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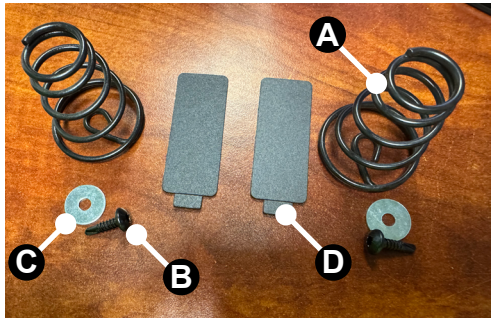
## Adding Spring Assist

### Resources Required

- Impact drive
- #2 square bit

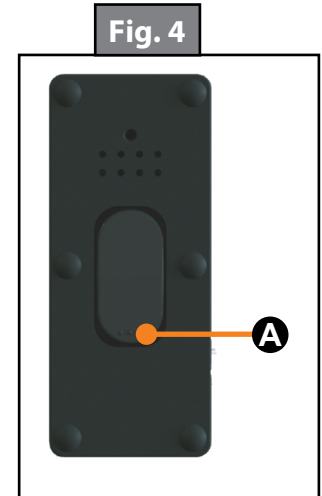
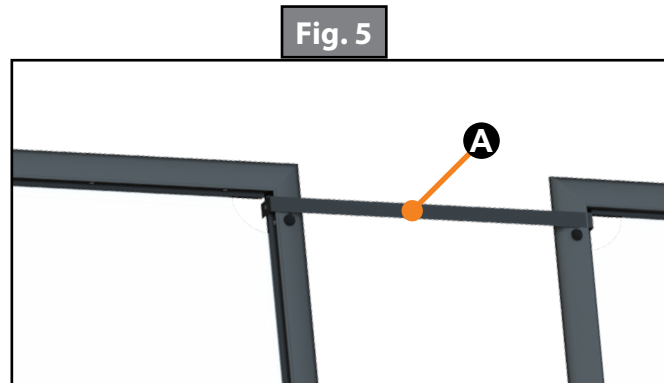
### Spring Assist Kit

This procedure requires the Sun Deck Spring Assist Kit, part number 2025043134. This kit includes everything needed to add spring assist to one Sun Deck balcony. Labor time includes installing one spring kit consisting of one spring on either side of the balcony jamb.

| Callout | Part #     | Qty | Description                | Image                                                                                |
|---------|------------|-----|----------------------------|--------------------------------------------------------------------------------------|
| Kit     | 2025043134 | 1   | Sun Deck Spring Assist Kit |  |
| A       | 2020001960 | 2   | Spring                     |                                                                                      |
| B       | 2021022533 | 2   | Screw - 10-16 x .075       |                                                                                      |
| C       | 2021024777 | 2   | Washer                     |                                                                                      |
| D       | 2021024556 | 2   | Cover Sticker              |                                                                                      |

## Procedure

1. Deploy the balcony by pressing the switch on the interior of the trailer (Fig. 4A).
2. If performing the procedure on a Sun Deck with the mesh gates, remove the safety strap securing the mesh gates together (Fig. 5A), and swing one mesh gate panel open. Step onto the balcony and close the mesh gate panel. Secure the mesh gates together with the strap so they do not swing open accidentally.

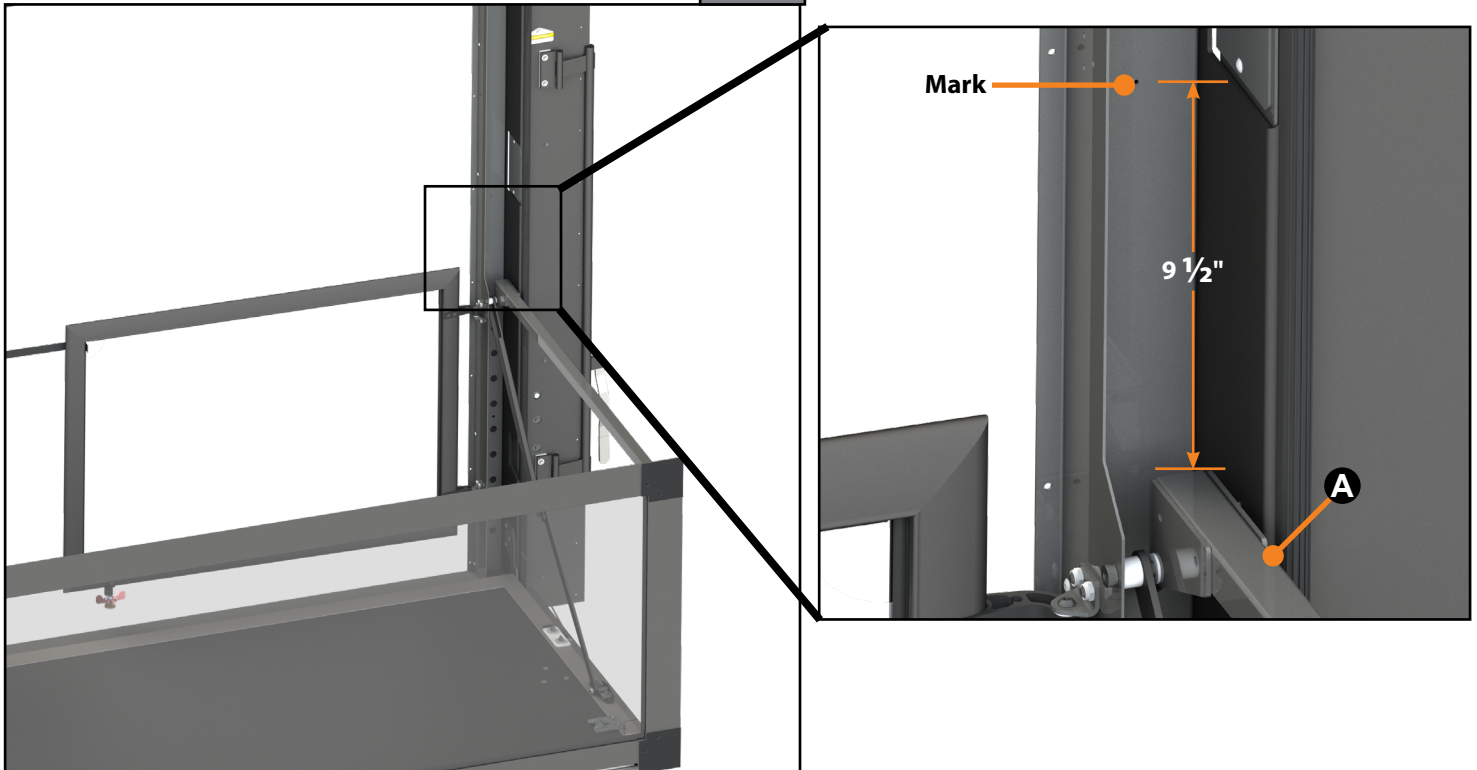


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- Measure up 9 1/2" from the top of the support arm (Fig. 6A) and make a mark in the center of the pocket on the jamb.

Fig. 6



- With the #2 square bit (Fig. 7A), insert the 10-16 x .075 screw (Fig. 7B) and washer (Fig. 7C) through the tear drop hole in wide end of the spring (Fig. 8A).

Fig. 7

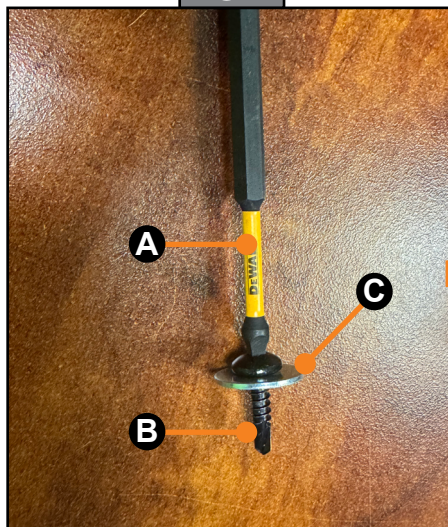
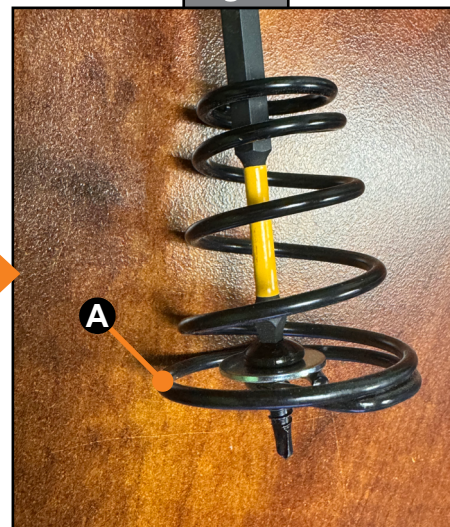


Fig. 8





## ADDING SPRING ASSIST/REPLACING HARD STOP LINKAGE ARMS ON THE SUN DECK BALCONY

|             |                                                                    |             |                    |                              |
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Fig. 11



7. Repeat this procedure on the other side of the balcony to install the other spring assembly and cover sticker

### **⚠ CAUTION**

**Spring assist must be added to both sides of the balcony jamb to be effective. Failure to install spring assist on each side of the jamb may result in the twisting of the balcony deck and/or glass panel, and will not allow the spring assist to function as intended.**

## ADDING SPRING ASSIST/REPLACING HARD STOP LINKAGE ARMS ON THE SUN DECK BALCONY

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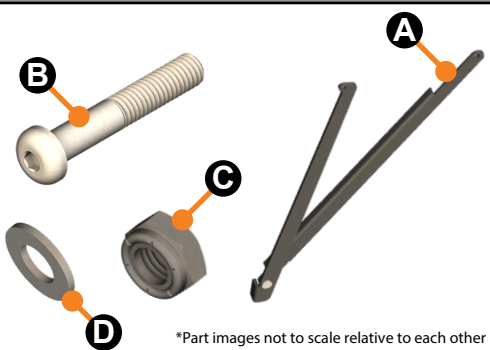
### Replacing the Hard Stop Linkage Arms

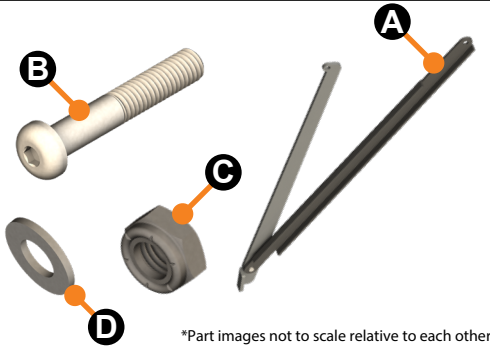
#### Resources Required

- Cordless or electric drill or screw gun
- $\frac{3}{16}$ " hex bit
- $\frac{7}{32}$ " hex bit
- $\frac{9}{16}$ " open-ended wrench
- Ladder

#### Hard Stop Linkage Kits

This procedure requires QTY: 1 of each of the Sun Deck Hard Stop Linkage Kit (right side and left side), part numbers 2025018509 and 2025018508, respectively. **Both kits are required, and must be replaced as a pair.** Labor time is .6 hours for the entire procedure, which consists of replacing the linkage arms on both sides of the balcony.

| Callout | Part #     | Qty | Description                       | Image*                                                                                                                                       |
|---------|------------|-----|-----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|
| Kit     | 2025018509 | 1   | Hard Stop Linkage Kit RH          |  <p>*Part images not to scale relative to each other</p> |
| A       | 2024051701 | 1   | RH Hard stop linkage arm assembly |                                                                                                                                              |
| B       | 2024055740 | 1   | Bolt, $\frac{3}{8}$ "-16 X 2.250  |                                                                                                                                              |
| C       | 2024056029 | 1   | Locking nut, $\frac{3}{8}$ "-16   |                                                                                                                                              |
| D       | 2024048396 | 1   | Washer                            |                                                                                                                                              |

| Callout | Part #     | Qty | Description                       | Image*                                                                                                                                        |
|---------|------------|-----|-----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
| Kit     | 2025018508 | 1   | Hard Stop Linkage Kit LH          |  <p>*Part images not to scale relative to each other</p> |
| A       | 2024051700 | 1   | LH Hard stop linkage arm assembly |                                                                                                                                               |
| B       | 2024055740 | 1   | Bolt, $\frac{3}{8}$ "-16 X 2.250  |                                                                                                                                               |
| C       | 2024056029 | 1   | Locking nut, $\frac{3}{8}$ "-16   |                                                                                                                                               |
| D       | 2024048396 | 1   | Washer                            |                                                                                                                                               |

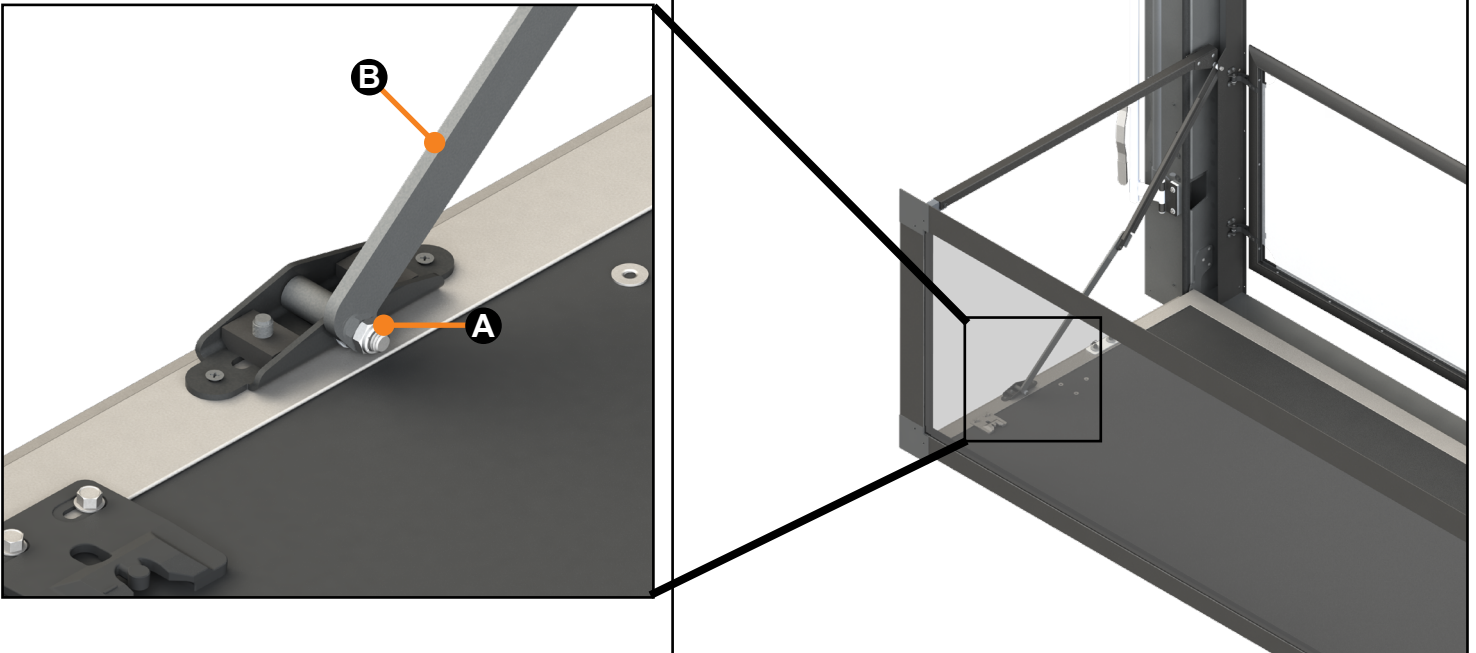


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- On the same side of the balcony, remove the nut (Fig. 14A) from the  $\frac{3}{8}$ "-16 X 2.250 bolt holding the stop linkage arm (Fig. 14B) to the deck with a  $\frac{1}{16}$ " wrench and  $\frac{7}{32}$ " hex bit. Pull the bolt out and fully remove and dispose of the old hard stop linkage arm.

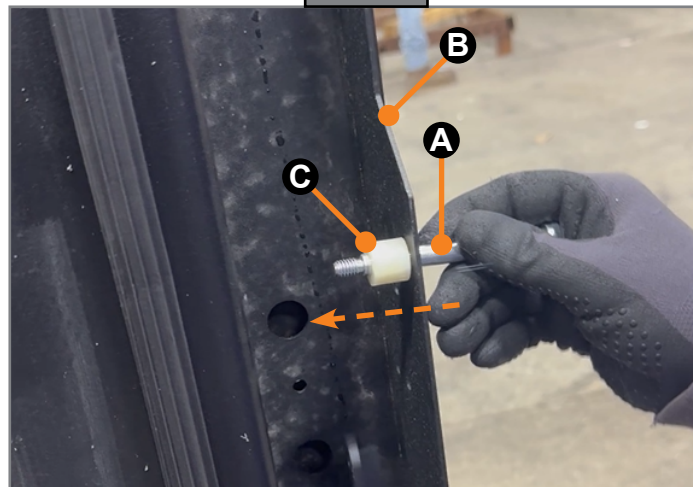
Fig. 14



- Back at the jamb and where the support arm was installed, thread the shoulder bolt removed earlier (Fig. 15A) through the hole in the balcony jamb (Fig. 15B), then insert the large spacer removed earlier (Fig. 15C). Slide the spacer onto the bolt.

**NOTE:** Use of a cordless or electric drill or screw gun may be needed to thread the bolt through the hole in the jamb.

Fig. 15

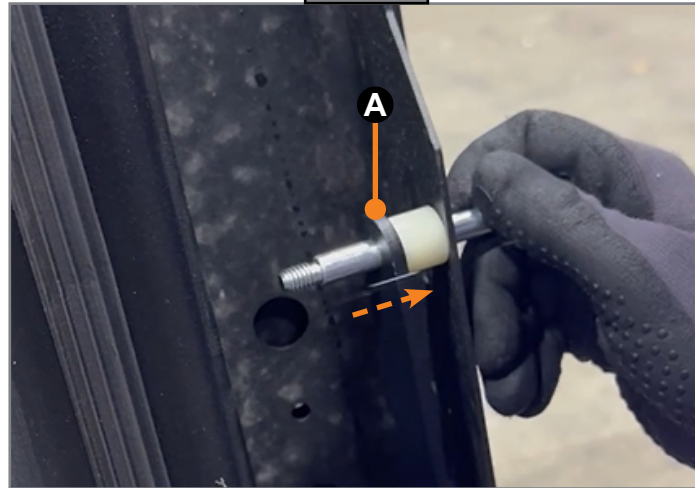


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- Grab the new hard stop linkage arm for the appropriate side of the balcony (when facing the balcony head-on, your left is LH, your right is RH) and slide the assembly (Fig. 16A) onto the bolt using the hole in the top arm.

Fig. 16

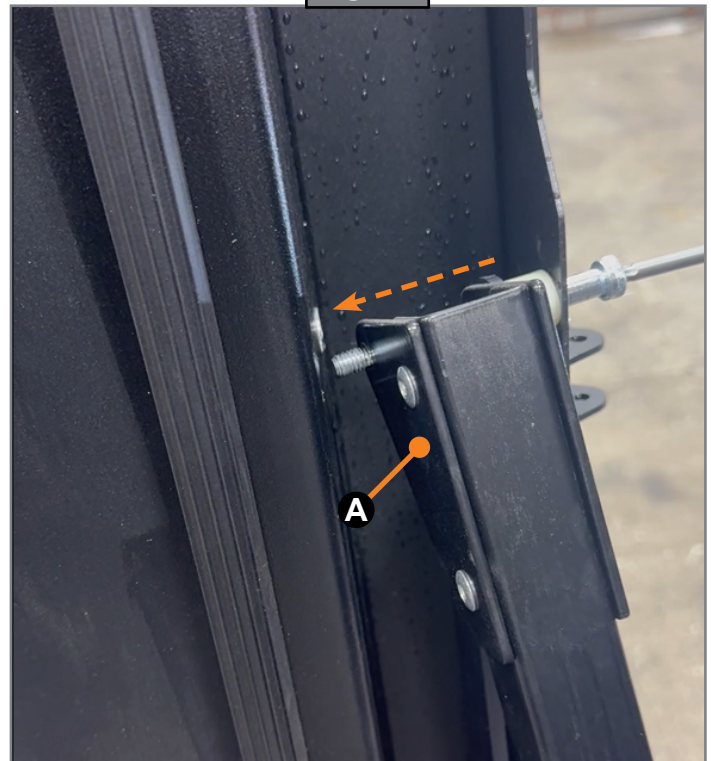


- Insert the small spacer removed earlier (Fig. 17A) onto the bolt. Then raise the support arm (Fig. 18A) and thread the bolt through it. Use of a cordless or electric drill or screw gun may be needed to thread the bolt through the holes in the arm.

Fig. 17



Fig. 18

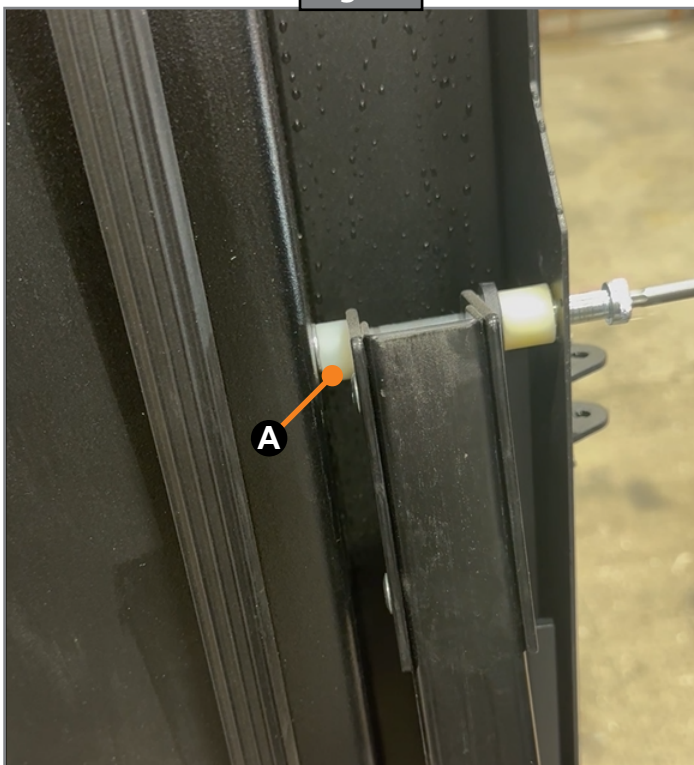


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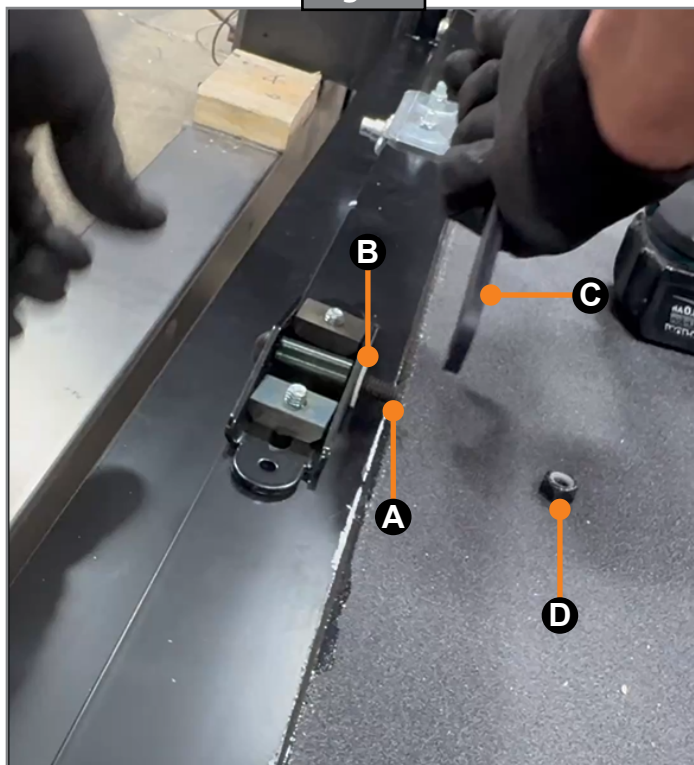
|             |                                                                    |             |                    |                              |
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7. Insert the previously removed medium spacer (Fig. 19A) between the support arm and the balcony jamb, and slide the bolt through it. Align the bolt with the hole in the jamb, and screw it in. Do not overtighten.
8. Move to the deck, and slide the bolt from the hard stop linkage replacement kit (Fig. 20A) through the bracket on the deck.
9. Slide the washer from the replacement kit (Fig. 20B) onto the bolt.
10. Slide the hard stop linkage arm (Fig. 20C) onto the bolt, and secure the assembly with the nut from the replacement kit (Fig. 20D).

**Fig. 19**



**Fig. 20**



11. Repeat steps 3-10 on the other side of the balcony.

**WARRANTY REIMBURSEMENT**

**REPAIR**

Submit the claim on Key Express using **Flat Rate Code # 7147342K**

In the Complaint section note:      Service Advisory # 25-473

In the Cause section note:            Hardware component changes

In the Correction section note:      Install spring assist / hard stop linkage

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

**PARTS DISPOSITION**

No parts return

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