

Keystone RV Company

12/18/25

SERVICE ADVISORY # 25-476

Outback Power Lift Roof Vent

It has been determined that the Power Lift Roof Vent used on specific models may crack. The following procedure describes how to identify and replace the Power Lift Roof Vent.

Year	Model	Serial Number Range
2024	Outback - 17BH, 18BHS	RV450183 - RV450835
2025	Outback - 17BH, 18BHS, 19RBS	SV450047 - SV450388
2026	Outback - 18BHS	TV450041 - TV450041

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 # 764389 - Vent - Roof - Electric Lift - 10 Speed - T-Stat - Exhaust - Rain Sensor - Touch Pad – Smoke (*This part may be ordered in bulk without a VIN*)
 - 1 – KRV # 710123 - Fan - Remote & Holder - For 00-04501KX - MaxxFan Standard - 10 Speed (*This part may be ordered in bulk without a VIN*)
 - 1 – KRV # 639155 - Sealant - Self Leveling - 5121 Alphathane 100% - White - Tube (*This part may be ordered in bulk without a VIN*)
 - Purchase locally #8 x 1” pan head screws, up to 8’ of butyl tape, bell caps

Tools Required: - Screw gun - Caulk Gun - Plastic scraping tools - 12v wire strippers - Sta-kon crimper

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

The remedy is to remove the existing roof vent, and replace it, following the repair instructions outlined in this advisory.

REPAIR INSTRUCTIONS

Step 1

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

Step 2

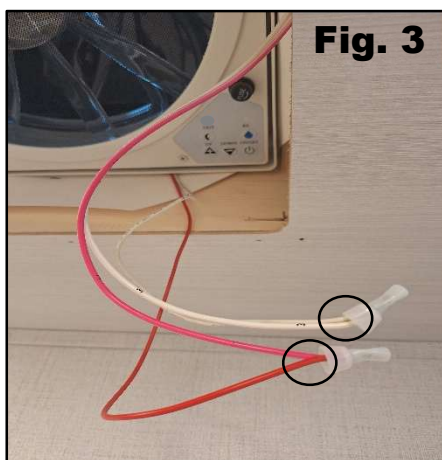
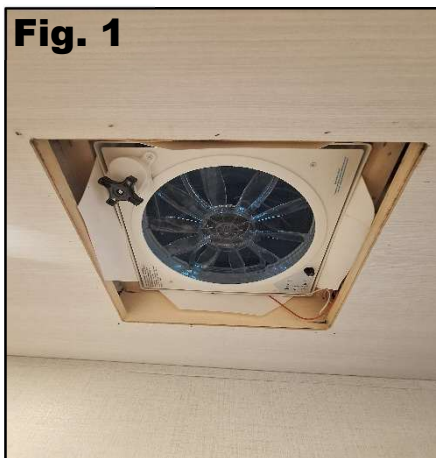
Disconnect all 12 Volt and 120 Volt power to the trailer.

Step 3

Locate the bathroom Power Lift Roof Vent from the interior of the trailer. Remove the screws securing the garnish ring to the roof vent opening, set them aside. See Fig 1 – Fig 2

Step 4

Use 12v wire strippers to disconnect the power supply to the Power Lift Roof Vent by cutting both sets of 12v wires below the bell caps. See Fig. 3

**Step 5**

From the roof exterior, use plastic scraping tools to remove the roof sealant from the existing roof vent flange exposing the pan head screws. Use a screw gun to remove all the screws from the vent flange. Carefully lift the Power Lift Roof Vent from the roof opening. Remove any old roof sealant for a minimum of 2” entirely around the roof opening. See Fig. 4 – Fig. 5

Step 6

Apply a continuous strip of butyl tape to the underside flange of the replacement vent (KRV # 764389 - Vent - Roof - Electric Lift - 10 Speed - T-Stat - Exhaust - Rain Sensor - Touch Pad – Smoke) making sure to cover the screw holes.

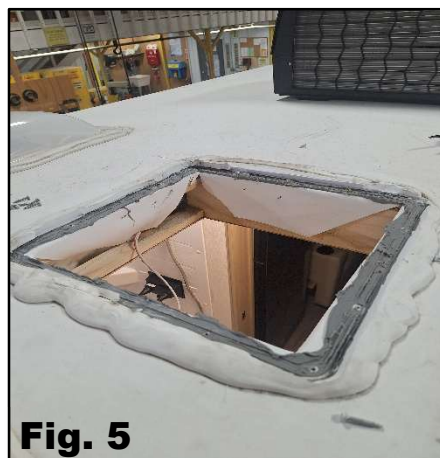
NOTE – Replacement vents (KRV # 764389) were primed prior to shipment. Before installation verify the presence of purple primer on the vent flange.

Step 7

Insert the replacement vent (KRV # 764389) into the roof opening with the lid hinge facing the front of the vehicle. Make sure the power wires slide into the interior and do not become entangled or pinched. Center the vent to the roof opening. Using a screw gun and # 8 x 1” screws, screw the flange to the roof at each raised ring dimple location along the flange. Screw into the dimple to pierce the flange, making sure not to overtighten the screws to avoid cracking the flange.

Step 8

Remove any excess butyl that may have squeezed out from underneath the flange. Use 5121 Alphatane self-leveling sealant (KRV # 639155 - Sealant - Self Leveling - 5121 Alphathane 100% - White – Tube) to seal from the outside edge inward of the roof vent flange, ensuring to cover all screw heads.



Step 9

From the interior of the trailer, use 12v wire strippers, a sta-kon crimper, and bell caps to connect to the power supply wires from the roof vent to the 12v wire disconnected previously in step 4. Reconnect all 12v and 120v power to the trailer, test the newly installed roof vent fan as well as the replacement remote (KRV # 710123 - Fan - Remote & Holder - For 00-04501KX - MaxxFan Standard - 10 Speed) to verify it functions as intended.

Note – When 12v power is returned, the vent fan will emit a beeping sound to indicate the power is properly connected.

Step 10

Complete the installation by placing any excess wiring to the inside of the roof opening and sliding the garnish ring into position. Secure the garnish ring using the screws removed and set aside in step 3.

WARRANTY REIMBURSEMENT**REPAIR**

Submit a claim on Key Express using **Flat Rate Code # 7147642B**

In the Complaint section note: Service Advisory # 25-476

In the Cause section note: Defective Power Lift Roof Vent

In the Correction section note: Replaced with approved roof vent

The amount of time authorized for this repair is **0.6 hour**.

PARTS DISPOSITION

No parts return required.

Please call Keystone RV Customer Service at **(866) 273-1456** if you have any questions.