

SAFETY ADVISORY # 19-362

Sunset Range Installation

Keystone is conducting a voluntary RECALL notification campaign in accordance with the National Highway Transportation and Safety Act. It has been decided that the vehicles in the recall population have an interior range cooktop that the burner flame may be affected during furnace operation. Under certain conditions during furnace operation, the interior range cooktop burner flame can invert leading to an increased risk of personal injury, and/or fire.

Models Included: 2019 – 2020 Sunset Travel Trailers: Model 242BH

Serial Number Ranges: 2019 K5351103 - K5352279
2020 L5350005 - L5350948

Parts Required: 1 – 12” x 12” plywood panel (This part is to be obtained locally-scrap panel)
- Fasteners to attach panel

Tools Required: - Screw gun

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

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

The remedy is to operate the interior range cooktop and furnace together. If the flame is inverted by the operation of the furnace, a divider panel will need to be installed to block the excess cutout in the interior range cooktop cabinet. Dealership is responsible for determining defect. If in doubt, add the 12” x 12” panel as described below.

REPAIR INSTRUCTIONS

Step 1

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

Step 2

Open the unit to access the interior range cooktop and the furnace thermostat, turn on the propane gas supply.

Step 3

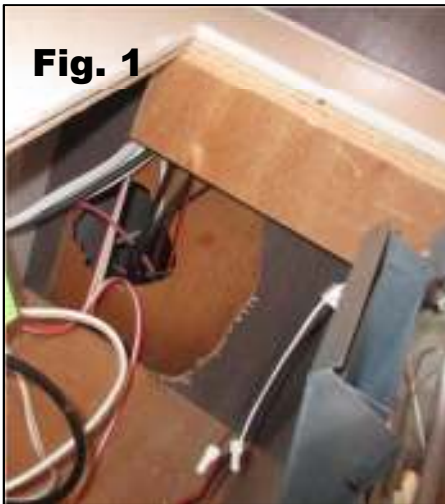
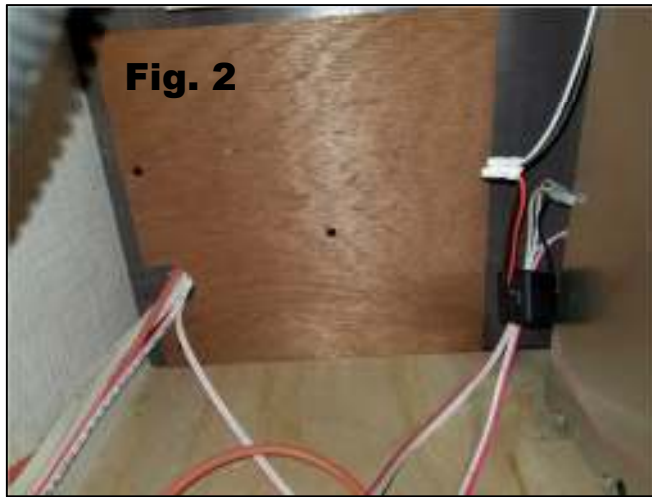
Light all burners and turn all burners to high on the interior range cooktop.

Step 4

Turn on the furnace and raise the thermostat set point for the furnace above the ambient temperature inside of the unit so that the furnace fan comes on.

Step 5

Inspect the flame on the interior range cooktop. If the flame is not affected (inverted), turn off appliances and propane gas supply, proceed to Warranty Reimbursement for inspection. If the flame is affected (inverted), turn off appliances and allow them to cool down. Proceed to **Step 6**.

**Fig. 1****Fig. 2****Step 6**

Remove the two screws that hold down the cooktop lid and grates. Remove the four screws from the range into the countertop. Slide range forward. This can be done without removing the gas supply, Figure 1.

Step 7

Locate cutout in refrigerator panel to the right and apply 12" x 12" panel to cover the existing cutout, Figure 2.

Step 8

Re-install range, cooktop, and test interior range cooktop. Turn off propane gas supply and proceed to Warranty Reimbursement.

WARRANTY REIMBURSEMENT**INSPECTION ONLY**

Submit the claim on Key Express using **Flat Rate Code # 7136242F**

In the Complaint section note: Safety Advisory # 19-362

In the Cause section note: Safety Advisory # 19-362

In the Correction section note: Tech verified that the interior range cooktop is not affected by furnace operation.

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

REPAIR

Submit the claim on Key Express using **Flat Rate Code # 7136242A**

In the Complaint section note: Safety Advisory # 19-362

In the Cause section note: Safety Advisory # 19-362

In the Correction section note: Tech verified that the interior range cooktop is affected by furnace operation. R&I interior range cooktop and install divider panel.

The amount of time authorized for this repair is **.8 hour**.

PARTS DISPOSITION

No part return.

Please call Keystone RV Customer Service at **844-361-8455** if you have any questions.