

Keystone RV Company

2/18/20

SAFETY ADVISORY # 20-368

Crossroads Wi-Fi Prep

Keystone is conducting a voluntary RECALL notification campaign in accordance with the National Highway Transportation and Safety Act. It has been decided the vehicles in this recall population may have wiring for the Wi-Fi prep that was not installed according to code. The 18 gauge wiring from the Wi-Fi switch to the Wi-Fi prep is currently on the 15 amp accessory circuit and requires a maximum fuse protection of 7.5 amps for that portion of the circuit. If the Wi-Fi prep wires short together, there is an increased risk of damage or fire to the unit. In the event of a high resistance short the condition would lead to an increased risk of damage or fire.

Year	Model	Serial Number Range
2020	Cameo 3201RL, 320RL, 3701RL, 370RL, 3801RK, 380RK, 3891MK, 389MK, 3921BR, 392BR, 3961MB, 396MB, 4021FK, 402FK	L9310150 - L9310220
2020	Cruiser 24RL, 27MK, 28BH, 28BH, 28RD, 28RKS, 29RK, 29SI, 30BH, 30RLS, 3311RD, 3391RL, 33BHB, 3851BL, 385BL	L6320220 - L9320346
2020	Hampton 364MBL, 370FDL, 371FKL, 372FDB, 374BAR, 375DBL	L5330082 - L5330184
2020	Redwood 3901MB, 3951MB, 3981FK, 3951WB, 3901WB, 3991RD, 400LK, 4001LK, 391RL, 390MB, 390WB	L9340088 - L9340125
2020	Sunset 185RK, 186BH, 212RB, 215BH, 222RB, 242BH, 253RB, 257FK, 259RL, 272BH, 285CK, 288BH, 289QB, 291RK, 309RK, 330SI, 331BH, 332QB	L5350858 - L5351441
2020	Volante 240RL, 270BH, 28BH, 295BH, 310BH, 3201IK, 3251RD, 325RD, 325RL, 326RK, 329DB, 32SB, 33DB, 3601LF, 360DB, 360LF, 370BR, 3801MD, 3851FL, 3861BL	L6360479 - L9360667

Parts Required: 1 – KRV # 580102 - Fuse - Holder - 5 Amp Max - w/5 Amp Fuse & 5 Amp Tag
- 14G Wire (*This part may be ordered in bulk without a VIN*)

Wire connectors and the above fuse holder can be used from the dealership's stock parts.

Tools Required: - Screw gun - Wire cutter - Crimper

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 remove the black Winegard Wi-Fi switch and add a 5amp inline fuse to the 18 gauge wire going to the roof for circuit protection.

REPAIR INSTRUCTIONS

Step 1

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



Fig. 1

Step 2

Disconnect the 12VDC and 120VDC power to the unit.

Step 3

Locate the black Winegard switch for the Wi-Fi prep and remove it from the wall, Figure 1.

Step 4

Find the red 18 gauge wire on the back of the switch and add KRV # 580102 - Fuse - Holder - 5 Amp Max inline, using the proper sized wire connectors, Figure 2.

Step 5

Reinstall the black Winegard Wi-Fi switch and proceed to Warranty Reimbursement instructions.

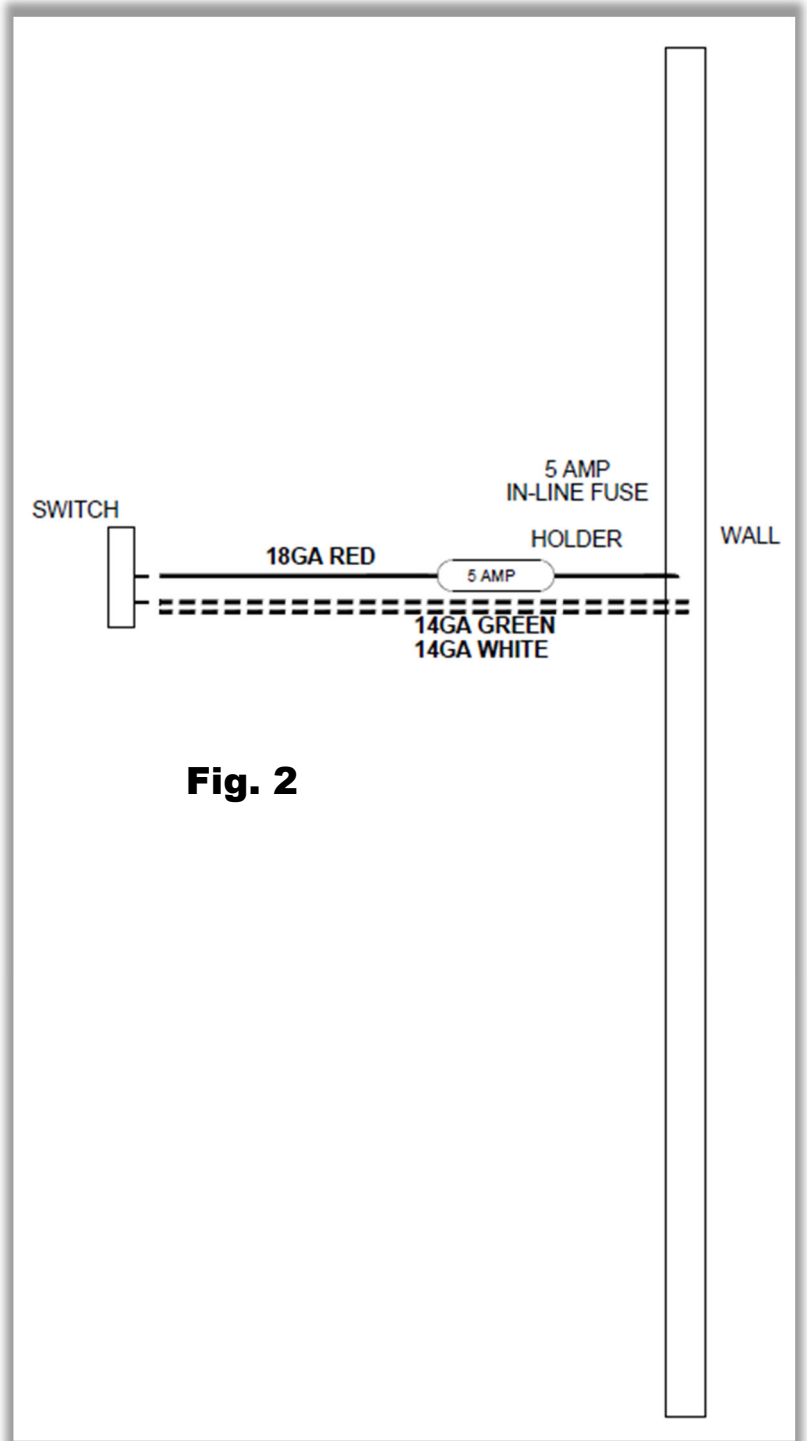


Fig. 2

WARRANTY REIMBURSEMENT

REPAIR

Submit the claim on Key Express using **Flat Rate Code # 7136842B**

In the Complaint section note: Safety Advisory # 20-368

In the Cause section note: Wi-Fi prep wiring has improper circuit protection

In the Correction section note: Added inline fuse for proper circuit protection

The amount of time authorized for this repair is **0.5 hour**.

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