

Keystone RV Company

3/1/21

SAFETY ADVISORY # 20-381

Carbon, Cougar, Fuzion, Impact, and Raptor Fifth Wheel TV Antenna

Keystone is conducting a voluntary RECALL notification campaign in accordance with the National Highway Transportation and Safety Act. It has been decided some Furrion over the air (OTA) antenna wings are separating from the mounting base on certain fifth wheel models. If the antenna wing completely separates from the mounting base while the recreational vehicle is in transit, it could become a road hazard, potentially increasing the risk of a crash or injury.

Year	Model	Serial Number Range
2019	Carbon 337, 347, 357, 364, 387, 403, 417	KR805259 - KR805460
2020	Carbon 337, 347, 348, 357, 358, 387, 403, 417	LR805000 - LR805238
2019	Cougar 23MLS, 24RDS, 25RES, 25RESWE, 27SGS, 29MBS, 29RDB, 29RDBWE, 29RES, 29RES, 29RKS, 302RLS, 307RES, 30RLS, 315RLS, 32BHS, 32DBH, 338RLK, 353SRX, 361RLW, 362RKS, 364BHL, 366RDS, 367FLS, 368MBI, 369BHS	K2506330 - K2512038 KR505856 - KR506005 KV506889 - KV512014 KC507270 - KC511158
2020	Cougar 23MLS, 24RDS, 25RES, 27SGS, 29MBS, 29RDB, 29RES, 29RKS, 302RLS, 307RES, 30RLS, 315RLS, 32BHS, 32DBH, 338RLK, 353SRX, 361RLW, 362RKS, 364BHL, 366RDS, 367FLS, 368MBI, 369BHS	L2500079 - L2504223 LV500202 - LV504445
2019	Fuzion 357, 369, 373, 410, 419, 424, 427, 429	KF810496 - KF811019
2020	Fuzion 357, 369, 373, 410, 419, 424, 427, 429, 430	LF810000 - LF810635
2019	Impact 311, 343, 351, 359, 367, 3219	KF815294 - KF815518
2020	Impact 311, 343, 359, 367, 415	LF815005 - LF815325
2019	Raptor 351, 354, 356, 415, 423, 427, 421CK, 424TS, 425TS, 426TS, 428SP	KR800347 - KR800788
2020	Raptor 351, 354, 356, 413, 415, 421CK, 423, 424TS, 425TS, 426TS, 427, 428SP, 429	LR800000 - LR800531

Parts Required:

- From Indiana Warehouse:** 1 – KRV # 612341 - Antenna - TV - Air 360 - UHF/VHF – Black
(This part may be ordered in bulk by multiples of 10 without a VIN)
- 1 – KRV # 668344 - Radio - Antenna - Dipole Copper Antenna Part
- F-Type - 155 cm - 75 ohm - For Service Advisory 20-381 (This part may be ordered in bulk by multiples of 10 without a VIN)

OR

- From Oregon Warehouse:** 1 – KRV # 612341 - Antenna - TV - Air 360 - UHF/VHF – Black
(This part may be ordered in bulk by multiples of 10 without a VIN)
- 1 – KRV # 558355 - Radio - Antenna Cord - For DV3200 Stereo - Male To Female Connector
(This part may be ordered in bulk by multiples of 10 without a VIN)

Local Parts:

- 12 – Pan Head screws #8 – 1” – Butyl Tape ¾” x 1/8” thick
Alpha Superflex TPO Lap Sealant – Matching Roof Color

Tools Required:

- Screw gun - Caulk Gun -Screw bit for mounting screws

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 4G Wi-Fi base out of the Furrion antenna base and mount it to the roof, install the purple coax to the FM antenna, and connect the black coax to the Winegard 360 antenna. Mount the Winegard 360 antenna over the Furrion 4G Wi-Fi base and FM antenna, then properly seal the antenna.

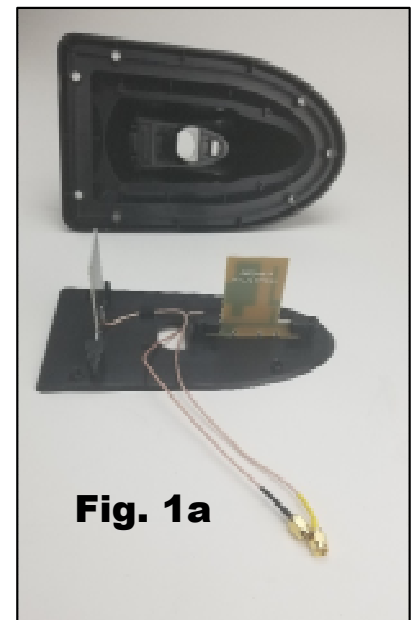
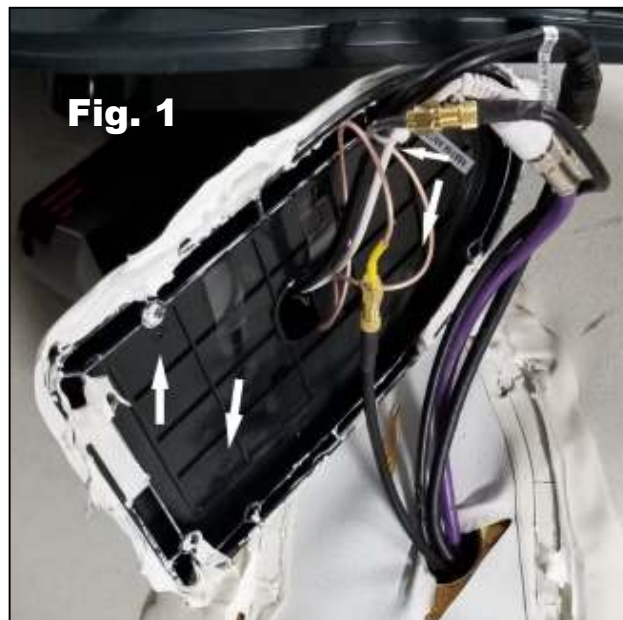
REPAIR INSTRUCTIONS

Step 1

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

Step 2

Locate the mounting base for the Furrion antenna and remove the exterior 7 screws to detach it from the roof. Remove the 4 screws out of the bottom of the base and pull the mount for the 4G antennas out of the base, Figures 1 and 1a. Discard the unused portion of the mounting base.

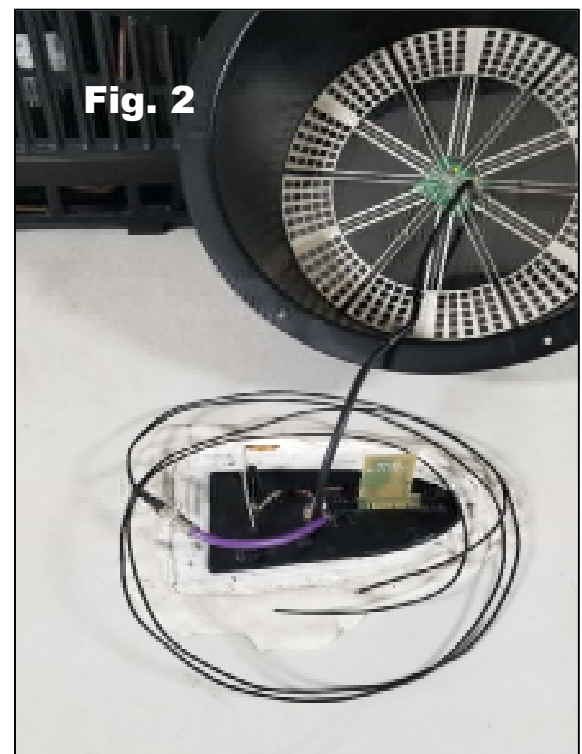


Step 3

Attach the 4G antenna mount to the roof using 4 - #8 screws approximately 1" long (locally purchased/shop supplies). Be sure that the purple and black coax are routed through the center hole of the 4G antenna mount, Figure 2.

Step 4

Attach the purple FM coax (where applicable as some FM antennas are behind the radio) to either Indiana Warehouse KRV # 668344 Radio Antenna or Oregon Warehouse KRV # 558355 Radio Antenna. The FM antenna will lay on the roof around the 4G mounting base. Refer to Figure 2.



Step 5

Prep the Winegard 360 by applying butyl tape to the bottom mounting flange of the antenna. Attach the black coax to the Winegard 360 and mount the antenna over the Furrion 4G Wi-Fi antenna using 6 - #8 x 1" screws (locally purchased/shop supplies). Seal the antenna mounting flange to the roof using the proper color of Alpha Superflex lap sealant. See Figure 3.

Step 6

Proceed to warranty reimbursement.

**WARRANTY REIMBURSEMENT**

Submit a claim on Key Express using **Flat Rate Code # 7138142A**

In the Complaint section note: Safety Advisory # 20-381

In the Cause section note: Safety Advisory # 20-381

In the Correction section note: Removed existing Furrion antenna, replaced with Winegard antenna per instructions.

The amount of time authorized for this repair is **.7 hour**.

PARTS DISPOSITION

No part return required. Properly dispose old antenna.

If you have questions, please contact Customer Service:

Toy Haulers: (866) 273-1452

Premium: (866) 273-1454