

Keystone RV Company

3/18/21

SAFETY ADVISORY # 21-403

Cougar Inverter Wiring

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 inverter that may have been incorrectly wired and when in use is allowing power to energize the shore power connection. When the incorrectly wired inverter is turned on, 120VAC power will energize the shore power connection leading to an increased risk of personal injury.

Models Included: 2021 Cougar Fifth Wheel and Travel Trailers: 29MBS, 30RLS, 315RLS, 316RLS, 32BHS, 353SRX, 364BHL, 368MBI

Serial Number Ranges: 2021 M2503940 - M2505314

Local Parts: None

Tools Required: – Screw gun – Screwdriver

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 test the function of the inverter. The only outlets that should be energized are the outlets marked “Off the Grid Inverter Circuit”. If other outlets or appliances are energized the connection at the inverter must be inspected and repaired as needed.

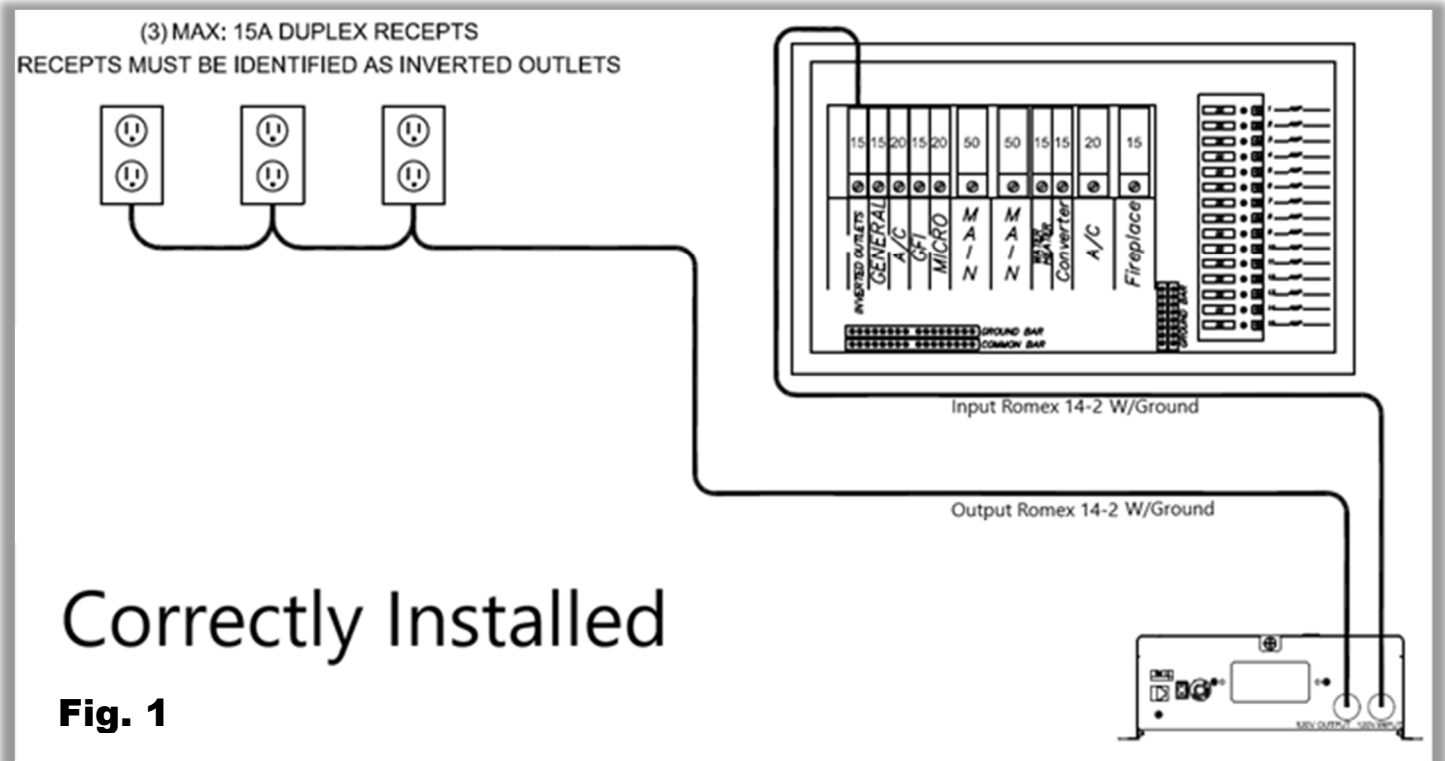
REPAIR INSTRUCTIONS

Step 1

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

Step 2

With a fully charged battery connected; disconnect the shore power and turn on the inverter. Inspect outlets labeled "Off the Grid Inverter Circuit". These should be the only 120VAC circuits energized in the unit. See Figure 1. If these are the only circuits energized proceed to Warranty Reimbursement for inspection only, otherwise proceed to Step 3.



Step 3

If other circuits are energized verify the inverter input and output connections are connected properly. If the connections are reversed, disconnect 120VAC and 12VDC power to the unit, repair the connections and test the function of the inverter.

Step 4

Proceed to warranty reimbursement.

WARRANTY REIMBURSEMENT

INSPECTION ONLY

Submit a claim on Key Express using **Flat Rate Code # 7140342F**

In the Complaint section note: Safety Advisory # 21-403

In the Cause section note: Safety Advisory # 21-403

In the Correction section note: Inverter tested and working as designed

The amount of time authorized for this repair is **.3 hour**.

REPAIR

Submit a Pre-Authorization request then claim on Key Express using **Flat Rate Code # 7140342A**

In the Complaint section note: Safety Advisory # 21-403

In the Cause section note: Safety Advisory # 21-403

In the Correction section note: Inverter tested, Input and Output wires were reversed.
Rewire inverter and tested for proper operation.

The amount of time authorized for reversed wiring at the inverter as outlined in Step 3 is **0.7 hour**.

PARTS DISPOSITION

No Part Return.

Please call Keystone RV Customer Service at **(866) 273-1454** if you have any questions.