

# Keystone RV Company

6/15/21

## SAFETY ADVISORY # 21-409

### HC Montana 120VAC Slide Room Connectors

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 may have 120VAC wiring connectors for the slide room circuit that can get wet and stay wet for extended periods of time due to the way they are mounted. Under certain conditions if the 120VAC connections are wet for an extended period of time it can lead to an increased risk of fire and/or damage to personal property.

**Models Included:** 2021 HC Montana Fifth Wheels: All Models

**Serial Number Range:** MA740000 - MA743291

**Parts if needed after inspection (use proper part for gauge of wiring):**

KRV # 103089 - Terminal - Molex - COC-1 - Cross Over Connector (*This part may be ordered in bulk without a VIN*)

KRV # 193194 - Wire - Connector - SJ - 12 Ga - 110 V - .340-.440 Diameter - 19421-0001 – Molex (*This part may be ordered in bulk without a VIN*)

KRV # 192245 - Wire - Connector - SJ - 14 Ga - 110 V - .340-.440 Diameter - 19403-1310 (*This part may be ordered in bulk without a VIN*)

- #14 x 1" screws as needed

**Tools Required:** - Screw gun - 1/4" screw bit - Drill – 5/16" Drill Bit

**This Safety Advisory requires a Pre-Authorization & Photograph if damage is found**

**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 inspect 120VAC wiring under each slide room from drop frame back. Remove approximately 3 foot of underbelly where 120VAC wires enter the underbelly from the slide room, check each slide room on the main living level of the unit. Inspect the Molex Connector mounting board to verify it is mounted on the frame rail, not lying on the underbelly. If necessary, Inspect and replace damaged connectors and mount board to the frame rail.

**Affected Slide Rooms by Model:**

Model(s)	Slide Rooms	Number of Slide Rooms
280CK, 281CK	Sofa/Refrigerator, Entertainment	2
294RL, 295RL	Kitchen, Dinette	2
330RL, 331RL	Kitchen, Dinette	2
334BH, 335BH	Kitchen, Dinette	2
350BH, 351BH	Kitchen, Dinette	2
362RD	Kitchen, Dinette, Bunk (2)	4
364BH, 365BH	Kitchen, Dinette, Bunk (1)	3
372RD, 373RD	Dinette	1
376FL, 377FL	Dinette	1
382TH, 383TH	Dinette	1
384BR, 385BR	Kitchen, Dinette, Bunk (1)	3

**REPAIR INSTRUCTIONS**

**Step 1**

Locate the trailer on a level, flat, hard surface. Disconnect 12VDC and 120VAC power from the unit. Chock the wheels.

**Step 2**

Locate the 120VAC wiring under the slide room, note the lower level frame may have multiple slides with 120 VAC. Remove approximately 3 foot of the underbelly using a 1/4" screw bit to remove the fasteners. See Figure 1. Inspect the wiring connectors from the slide room. See Figure 2. If wiring connectors are mounted up off of the underbelly reattach the underbelly and proceed to warranty reimbursement. If connectors are not mounted to the frame rail (up off the under belly) and/or are damaged take clear photos of the damaged connectors and replace them using the parts listed above. Once they are replaced or if they are not damaged proceed to Step 3.



**Step 3**

Determine where the mounting board can be attached on the inside of the frame rail (usually right above where the wires enter the underbelly) and drill a 5/16" hole in the rail. See Figure 3. Using a #14 x 1 1/2" Hex screw attach the board on the inside of the frame rail, be certain that the mounting screw will not damage the wires. See Figure 4.

**Step 4**

Reattach and reseal the underbelly. Proceed to warranty reimbursement.



**WARRANTY REIMBURSEMENT**

**INSPECTION ONLY**

Submit a Pre-Authorization request then claim on Key Express using **Flat Rate Code # 7140942F**

- In the Complaint section note: Safety Advisory # 21-409
- In the Cause section note: Safety Advisory # 21-409
- In the Correction section note: Removed underbelly and inspected 120VAC wiring connectors. Connectors were properly mounted, reinstalled underbelly on the following slide rooms (.5 hour on each affected room) \_\_\_\_\_.

The amount of time authorized for this repair is **.5 hour on each affected slide with 120VAC.**

**REPAIR**

Submit a Pre-Authorization request then claim with pictures on Key Express using **Flat Rate Code # 7140942A**

- In the Complaint section note: Safety Advisory # 21-409
- In the Cause section note: Safety Advisory # 21-409
- In the Correction section note: Removed underbelly and inspected 120VAC wiring connectors. Connectors were damaged (1.0 hour on each affected room) needed to be properly mounted (.5 hour on each affected room). Properly mounted Connectors and reinstalled underbelly on the following slide rooms:  
\_\_\_\_\_.

The amount of time authorized for this repair is **1.0 hour on each affected room with damaged connectors (Pictures required) and .5 hour for each room that the connectors needed to be properly mounted.**

**PARTS DISPOSITION**

No return parts.

Please call Keystone RV Customer Service at **866-273-1450** if you have any questions.