



RECREATIONAL VEHICLE SERVICE CAMPAIGN

SERVICE ADVISORY 12-183

«Dealer_Name»
ATTN: Service Manager
«Street»
«City», «State» «Zip»
«Country»
Dear «Dealer_Name»,

Keystone RV Company is conducting a service campaign on certain 2012 - 2013 Raptor Fifth Wheels with the Drop Frame.

Reason for this campaign

It has been determined the vehicles listed in the population below need a baffle installed to direct the heat expelled from the generator engine away from the bulkhead cover below the generator door. Without the baffle installed the bulkhead cover may exhibit temporary warping while the generator is in operation.

The campaign population includes:

2012 - 2013 Raptor 300MP, 310TS, 365LEV, 381LEV, 395LEV, 410LEV, 4014LEV model Fifth Wheels with the Drop Frame. See Service Advisory for serial number ranges.

Our records indicate unit(s) sold or in your present lot inventory fall within this range, which will require preventative action. **Important:** If some of the units are still in your inventory, please complete the campaign service on those units before retail delivery. The unit VIN(s) our records indicate are presently in your inventory or have been sold are as follows:

«VIN_1»

Claims for the units which have been serviced must be submitted. Claims submitted will be used by Keystone to record service campaign completions and provide dealer payments. Attached is a copy of the retail letter and Service Advisory #12-183, which details how to remedy the situation and the proper reimbursement procedures.

We apologize for any inconvenience this situation may cause and greatly appreciate your cooperation. Should you have any questions or concerns regarding this correspondence or the attached Service Advisory, please contact us at: **(866) 273-1450**

Sincerely,

KEYSTONE RV COMPANY

Rick Deisler
Sales & Service Manager

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