



RECREATIONAL VEHICLE SERVICE CAMPAIGN

Service Advisory: 12-183

SERVICE CAMPAIGN

«Owner_name»
«Street»
«Street_2»
«City», «State» «Zip»
«Country»

VIN: «VIN»
Dear «Owner_name»:

Keystone RV Company is conducting a service campaign on certain 2012 - 2013 Raptor 300MP, 310TS, 365LEV, 381LEV, 395LEV, 410LEV, 4014LEV model Fifth Wheels with the Drop Frame. We apologize for any inconvenience this action may cause you; however your continued satisfaction is of the utmost importance to us.

Reason for this campaign

It has been determined the vehicles listed in the population above 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.

What we will do

Keystone representatives have been in contact with the staff at your selling dealership regarding this situation. The remedy is to install a baffle to direct heat expelled from the generator engine away from the bulkhead cover below the generator door. The service and parts required for this corrective action will be provided at no charge to you.

What we need you to do

At your earliest convenience, please make an appointment to have your RV serviced by your dealership. The labor time to perform this campaign is approximately an hour. Please ask your dealer if you wish to know how much additional time will be needed to schedule and process your RV for this repair.

If you have questions

Your dealer is best equipped to obtain parts and provide service to ensure your RV is corrected as promptly as possible. If your dealer is unable to assist or if you take your RV to your dealer on the agreed service date, and the dealer does not remedy the condition within a reasonable amount of time, or without charge to you, please contact Keystone Customer Service by calling 1-866-425-4369.

Thank you for your attention and cooperation in this matter.

Sincerely,

KEYSTONE RV COMPANY

Rick Deisler
Sales & Service Manager

PO Box 2000 Goshen, IN 46527-2000
Phone: (574) 535-2100 – Fax: (574) 535-2199
www.keystonerv.com