



RECREATIONAL VEHICLE SERVICE CAMPAIGN

December 21, 2012

SERVICE ADVISORY 12-185

«Dealer_name»
ATTN: Service Manager
«Street»
«Street_2»
«City», «State» «Zip»
«Country»

Dear «Dealer_name»,

Reason for this campaign

It has been determined that the front roof transition molding on the population listed below may require additional fasteners to be installed. The possible failure of existing fasteners could result in water damage to the front of the unit.

The campaign population includes:

2012-2013 Bullet and Premiere Travel Trailers built between January 2, 2012 to August 31, 2012.

Our records indicate unit(s) sold or in your present lot inventory fall within this range, which will require immediate preventative action. **Important:** If some of the units are still in your inventory, please complete the service campaign 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»	«VIN_2»	«VIN_3»	«VIN_4»	«VIN_5»	«VIN_6»
«VIN_7»	«VIN_8»	«VIN_9»	«VIN_10»	«VIN_11»	«VIN_12»
«VIN_13»	«VIN_14»	«VIN_15»	«VIN_16»	«VIN_17»	

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 #12-185, 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:

Team Alpine (Bullet, Premiere) (866) 273-1456

Sincerely,

KEYSTONE RV COMPANY

Rick Deisler
Sales & Service Manager