



## **RECREATIONAL VEHICLE SERVICE CAMPAIGN**

December 21, 2012

Service Advisory: 12-185

### **SERVICE CAMPAIGN**

«Owner\_name»  
«Street»  
«Street\_2»  
«City», «State» «Zip»  
«Country»

VIN: «VIN»

Dear «Owner\_name»:

Keystone RV Company has discovered that a potential defect exists in certain model 2012-2013 Bullet and Premiere Travel Trailers manufactured between January 2, 2012 and August 31, 2012. As a result, Keystone RV is conducting a service campaign. 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 front roof transition molding on the vehicles listed above may require additional fasteners installed. The possible failure of existing fasteners could result in water damage to the front of the unit.

#### ***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 additional fasteners in the existing roof transition molding. 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 one 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

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