



RECREATIONAL VEHICLE SERVICE CAMPAIGN

February 8, 2013

SERVICE ADVISORY 13-188

«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 Sika® tape used on the front and rear roof transition seams and slide out has exhibited cracks in the outer layer and may allow water to leak into the unit increasing the risk of water damage. The population listed below will require remedial action per Service Advisory 13-188.

It is important that the remedial action be performed as soon as reasonably possible. Due to the damage that may occur if this campaign is not completed, all work must be performed and claims submitted by May 31, 2013. Claims for repair and subsequent damage received after June 28, 2013 are subject to denial.

The campaign population includes:

2012-2013 Vantage Travel Trailers manufactured September 19, 2011 to May 29, 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»

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 13-188, 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) 273-1452**.

Sincerely,

KEYSTONE RV COMPANY

Rick Deisler
Sales & Service Manager

A black starburst graphic with multiple points, containing white text.

Campaign
Ends May 31,
2013

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