



RECREATIONAL VEHICLE SERVICE CAMPAIGN

February 8, 2013

Service Advisory: 13-188

SERVICE CAMPAIGN

«Owner»
«Street»
«Street_2»
«City_St_Zip»
«Country»

VIN: «VIN»

Dear «Owner»:

Keystone RV Company has discovered that a potential defect exists in certain model 2012-2013 Vantage Travel Trailers manufactured between September 19, 2011 and May 29, 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 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.

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 an additional tape seal over the existing tape. 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. ***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.*** The labor time to perform this campaign is approximately two hours. 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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**Campaign
Ends May 31,
2013**