



RECREATIONAL VEHICLE SERVICE CAMPAIGN

March 18, 2013

SERVICE ADVISORY 13-190

«Dealer_name»
ATTN: Service Manager
«Street»
«CITY_State_ZIP»
«Country»

Dear «Dealer_name»,

Reason for this campaign

This campaign is to inspect the propane line for the door side kitchen slide out to verify it is properly positioned when the room is in the travel position and add a plate to prevent contact with the tire.

The vehicles included in the service advisory are:

2007 – 2009 Raptor 3712TS Fifth Wheels in the Serial Number Ranges:

2007 7R800007 - 7R802973

2008 8R800010 - 8R802291

2009 9R800054 - 9R800678

Our records indicate vehicles sold by your dealership fall within this range, which will require preventative action. For a list of VIN's sold by your dealership, log on to Key Express and go to the Service Campaigns link and open the 13-190 Raptor 3712TS Propane Hose link. The registered owners of these vehicles have been notified by letter to contact your dealership for an appointment. Please order the parts required for this campaign before the customer brings the unit in for service.

Claims for the units which have been serviced must be submitted. Claims submitted will be used by Keystone to record service completions and provide dealer payments. Attached is a copy of the Service Advisory #13-190, 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 feel free to contact us at: **(866)-273-1450**

Sincerely,

KEYSTONE RV COMPANY

Rick Deisler
Sales & Service Manager

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