



RECREATIONAL VEHICLE SERVICE CAMPAIGN

December 2, 2013

Service Advisory: 13-198

SERVICE CAMPAIGN

«Owner»

«Street»

«City», «ST» «Zip_»

VIN: «VIN»

Dear «Owner»:

Keystone RV Company is conducting a service campaign on certain 2014 Montana Fifth Wheels. 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

This campaign is to install an additional brace on the folding dinette chairs. It has been determined that the additional brace is needed to properly support the chair when it is in use. Using the chair without installing the brace may cause the chair to become unstable.

Remedy

The remedy is to install the supplied brace on the chair as described. Orient the chair with the back facing you as shown. Place the supplied brace between the front legs of the chair frame. Rest the brace against the existing support. Screw the brace into the chair legs on both sides.

Position brace
in this location



Install screws
both sides



If you have questions

If you are not comfortable installing the brace, please contact your dealer and make an appointment to take your chairs with the supplied brace to them. 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

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Sales & Service Manager

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