



**Keystone RV  
Company**



**Dutchmen**  
a division of Keystone RV

**RECREATIONAL VEHICLE  
SERVICE CAMPAIGN**

Service Advisory: 14-212  
August 25, 2014

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

This notice applies to your vehicle: «VIN»

Dear «Owner\_name»:

Keystone RV Company has determined that a potential defect exists in certain model 2014 Dutchmen Kodiak 220RBSL travel trailers. 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 decided that on the vehicles listed above the fold down front bed was built with inadequate support for its intended use.

***What we  
will do***

Keystone representatives have been in contact with the staff at your selling dealership regarding this situation. The remedy is to replace the front bed platform. The service and parts required for this corrective action will be provided at no charge to you.

***What we need  
you to do***

As soon as possible, please make an appointment to have your RV serviced by your dealership. The labor time to perform this correction 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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