



RECREATIONAL VEHICLE NOTIFICATION CAMPAIGN

November 3, 2014

SERVICE ADVISORY 14-215

«Dealer_Name»

ATTN: Service Manager

«Street»

«City», «State» «Zip»

«Country»

Dear «Dealer_Name»,

Keystone RV Company is conducting a notification campaign on certain 2015 Keystone Travel Trailers and Fifth Wheels. Although a very small percentage of vehicles are affected by this we want to bring this to your attention because your continued satisfaction is of the utmost importance to us.

The population in this notification campaign includes the following 2015 Keystone Travel Trailers and Fifth Wheels manufactured between May 9, 2014 and August 20 2014.

Alpine FE780167 – FE780327	Avalanche FE760133 – FE760236	Bullet Indiana FA421069 – FA422073 FD421298 – FD422483	Cougar Indiana F2501568 – F2503582 FV501721 – FV503516
Carbon FR805169 – FR805334	Fuzion FF810144 – FF810287	Hideout F7201323 – F7202531	Impact FF815185 – FF815299
Laredo FK600428 - FK600836	Montana F4700347 - F4700648	Mountaineer F4730338 - F4730741	Outback FB450814 - FB451430
Raptor FR800213 - FR800408	Springdale Indiana F3100976 - F3101921	Sprinter F1530687 – F1531394	Summerland F3150452 - F3150819

Reason for this Notification

It has been determined that the octagon Correct Track cam plate on certain vehicles may have been manufactured out of specification. If the hanger has the defect part ***and*** the involved component ***has been adjusted*** from the original manufacturing setting, it may allow excessive suspension movement possibly causing abnormal wear of the suspension components or tires. The component, ***as installed and not having been adjusted***, poses no safety problem. This advisory is to make dealers (and retail owners by separate letter) aware of the condition and provide repair instructions if the defect is found.

Recommended action

No specific action is required as this notification campaign is for informational purposes in case you encounter this defect. The inner and outer octagon Correct Track cam plates are located on the front and rear axle spring hangers on both sides of the unit. Each unit has a total of eight (8) plates for tandem axle trailers and twelve (12) for triple axles. The correct measurement for the overall size of the plate is 3". Plates manufactured out of specification will be less than 3".

Part Numbers and Flat Rate Codes

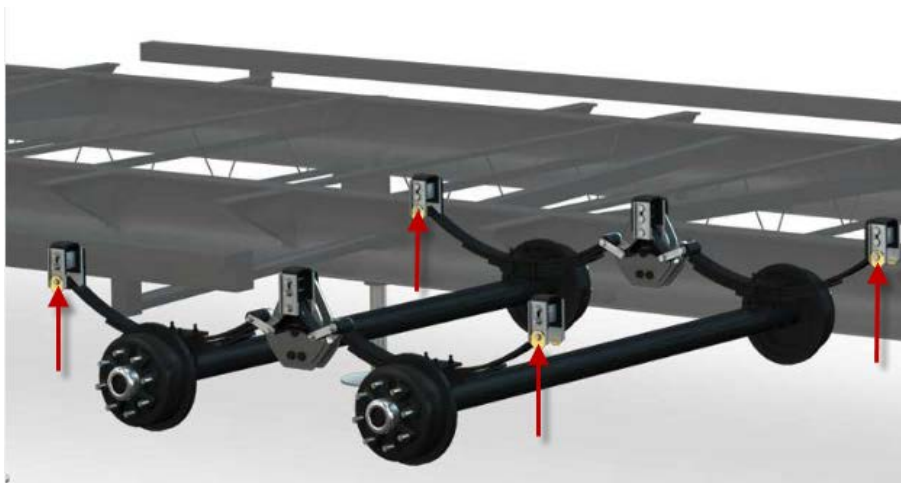
Any plate found to be out of specification should be replaced with:

KRV part # 434259 - Plate Only – 3" x 3" – Yellow

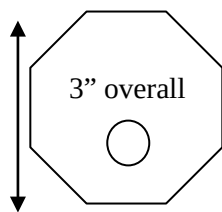
KRV part # 449843 - Shackle Bolt /Lg Cam Assy - Yellow

Submit a warranty claim on Key Express using Flat Rate Code # 7121542A and Service Advisory # 14-215 noted in the customer complaint section. The amount of time authorized for the replacement is .5 hours for each hanger. Use Flat Rate Code 7121542F (0.3 hour) for a retail customer bringing the unit in for inspection (no repairs needed).

PO Box 2000 Goshen, IN 46527-2000
Phone: (574) 535-2100 – Fax: (574) 535-2199
www.keystonerv.com

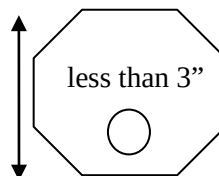


Correct Track Cam Plate Locations



3" overall

Correct



less than 3"

Incorrect



Correct



Incorrect

Cam Plates Shown In Original Manufacturing Position

We apologize for any inconvenience this situation may cause and greatly appreciate your cooperation. Please contact us if you have any questions or concerns regarding this Notification Campaign.

Carbon, Montana, Mountaineer, Raptor

(866) 273-1450

Fuzion, Impact, Springdale, Sprinter, Summerland

(866) 273-1452

Cougar, Cougar X-Lite, Hideout

(866) 273-1454

Alpine, Avalanche, Bullet, Laredo, Outback

(866) 273-1456

Sincerely,

KEYSTONE RV COMPANY

Rick Deisler
Sales & Service Manager