

OWNER NOTIFICATION CAMPAIGN

November 3, 2014

Service Advisory: 14-215

«Name»
«Address»
«City», «State» «Zip»
«Country»

VIN: «VIN»

Dear «Name»:

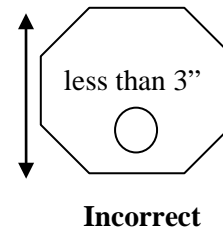
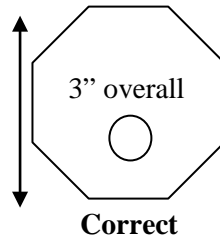
Keystone RV Company is conducting an owner notification campaign on certain 2015 Keystone Travel Trailers and Fifth Wheels. Although a very small percentage of vehicles are affected by this we want to bring this to your attention because your continued satisfaction is of the utmost importance to us.

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 and should be *inspected for the below condition* and replaced allowing adjustment in the future *should it be required*.

Recommended action

Inspect the inner and outer octagon Correct Track cam plates 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".

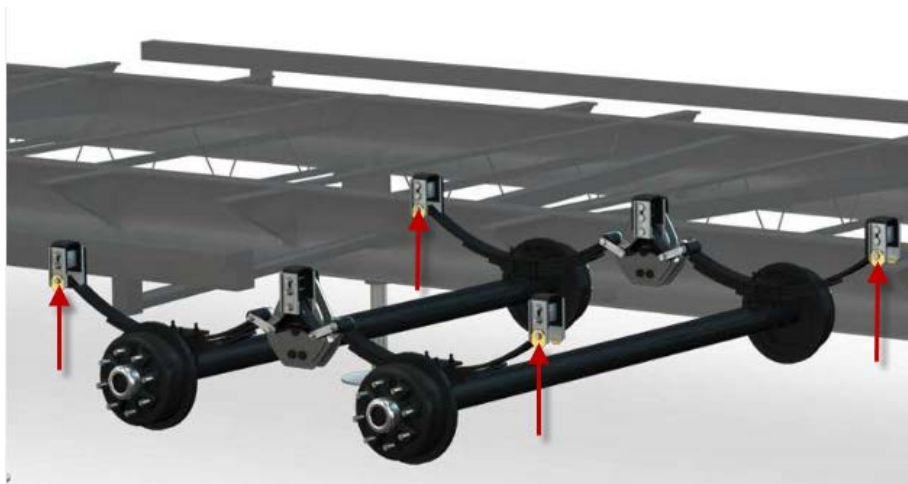


Correct



Incorrect

Cam Plates Shown In Original Manufacturing Position



Correct Track Cam Plate Locations

***What we
will do***

Keystone has notified our dealers regarding this situation. If you feel you need your vehicle inspected by a Dealer or service is required for this corrective action, it will be provided at no charge to you. If you have questions, 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