



RECREATIONAL VEHICLE SERVICE CAMPAIGN

September 6, 2016

SERVICE ADVISORY 16-263

«Owner_name»
ATTN: Service Manager
«Street»
«Street_2»
«CITYSTATEZIP»
«Country»

Dear «Owner_name»,

Reason for this campaign

It has been decided that a potential issue with certain Sprinter 353FWDEN models exists due to the absence of a travel strap for the TV. It is possible for the TV to come out of the wall-mounted bracket when the unit is in tow without the strap. The remedy is to install a travel strap.

The campaign population includes:

2016 & 2017 Sprinter - ST353FWDEN

2016 Serial Number Range - G1531256 – G1533229

2017 Serial Number Range - H1530045 – H1531175

Our records indicate unit(s) sold or in your present lot inventory fall within this range, which will require inspection. **Important:** Please complete the service campaign on these units before retail delivery. Our records indicate the following unit serial number(s) are presently in your inventory or have been sold:

«VIN1»

-- Serial numbers with '*' have been retail sold --

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 enclosed Service Advisory, please contact us at: **(866) 273-1452**

Sincerely,

KEYSTONE RV COMPANY

Rick Deisler
Director of Customer Service

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