Keystone RV Company

RECREATIONAL VEHICLE SERVICE CAMPAIGN

July 19, 2016 Service Advisory: 16-257

SERVICE CAMPAIGN

NAME
STREET
STREET
CITY STATE ZIP
COUNTRY

VIN: VIN

Dear NAME:

Keystone RV Company is conducting a service campaign on certain 2016-2017 Oregon Springdale 220BHWE Travel Trailers. 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 determined that on certain units there is insufficient clearance between the axle beam and holding tank that is located above the axle. The lack of clearance may cause damage to the tank allowing its contents to leak out.

What we will do

Keystone has notified our dealers regarding this situation. The remedy is to replace the axle beams. The service required for this corrective action will be provided at no charge to you.

What we need you to do

At your earliest convenience, please make an appointment to have your RV serviced by your dealership. The labor time to perform this campaign is approximately 3 1/2 hours. 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
Director of Customer Service

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