



## **RECREATIONAL VEHICLE SERVICE CAMPAIGN**

November 28, 2016

Service Advisory: 16-270

### **SERVICE CAMPAIGN**

«Owner\_name»  
«Street»  
«Street\_2»  
«City», «State» «Zip»  
«Country»

VIN: «VIN»

Dear «Owner\_name»:

Keystone RV Company is conducting a service campaign on certain 2017 Sprinter Fifth Wheels and 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 the vehicles in this service advisory population may have a 32" Furrion brand TV that affects the functions on the sound bar of a different brand. Only a certain population was affected and TV firmware can be "flushed" to prevent the issue.

***What we will do*** Keystone has notified our dealers regarding this situation. The remedy is to flash the affected TV's firmware and use the provided remote control. 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 1/2 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.

**Or**, if you prefer, we can send you the instructions and part at no charge so that you can remedy the TV at your convenience. To receive the instructions and part, please call Keystone Customer Service at 1-866-425-4369 with the following information (or email your information to [ownerrelations@keystonerv.com](mailto:ownerrelations@keystonerv.com)):

1. Your name and address
2. Your Unit's VIN
3. Model Number from your TV
4. Serial Number from your TV

***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  
Vice President Service Operations

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