



RECREATIONAL VEHICLE SERVICE CAMPAIGN

November 18, 2016

SERVICE ADVISORY 16-271

«Dealer_name»
ATTN: Service Manager
«Street»
«Street_2»
«City», «State» «Zip»
«Country»

Dear «Dealer_name»,

Reason for this campaign

It has been determined the vehicles in this service advisory population may have a 39" Furion 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 "flashed" to prevent the issue. The remedy is to flash the affected TV's firmware and use the provided remote control.

The campaign population includes:

2017 Sprinter Fifth Wheels and Travel Trailers
269FWRLS, 293FWBHS, 297FWRLS, 298FWRLS, 312MLS, 319MKS, 324FWBHS, 325BMK,
326FWBHS, 357FWLF, 359FWMPR

2017 Serial Number Range - H1531350 - H1531993

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» «VIN2» «VIN3» «VIN4»
«VIN5» «VIN6» «VIN7» «VIN8»
«VIN9» «VIN10»

-- 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
Vice President Service Operations

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