



RECREATIONAL VEHICLE SERVICE CAMPAIGN

November 10, 2017

SERVICE ADVISORY 17-304

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

Dear «Dealer_name»,

Reason for this campaign It has been determined that certain Laredo Fifth Wheels, model 380MB, had incorrect spare tires installed on the unit. The Load range “E” spare tire installed is sufficient to carry the weight capacity.

The campaign population includes:

2017 – 2018 Laredo Fifth Wheels, Model 380MB

**Serial Number Ranges: HE600987- HE601682
JE600180 - JE601047**

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»

-- 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) 273-1456**

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**



RECREATIONAL VEHICLE SERVICE CAMPAIGN

November 10, 2017

Service Advisory: 17-304

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 2017-2018 Laredo Fifth Wheels. 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 certain Laredo Fifth Wheels, model 380MB, had incorrect spare tires installed on the unit. The Load range “E” spare tire installed is sufficient to carry the weight capacity.

What we will do

Keystone has notified our dealers regarding this situation. The remedy is to verify that the spare tire matches the Federal I.D. tag. 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 ½ 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.

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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Keystone RV Company

11/8/2017

SERVICE ADVISORY # 17-304

Laredo Spare Tire

It has been determined that certain Laredo Fifth Wheels, model 380MB, had incorrect spare tires installed on the unit. The Load range "E" spare tire installed is sufficient to carry the weight capacity. This campaign is to replace the current spare tire with originally specified load range "G" tire.

Models Included: 2017 – 2018 Laredo Fifth Wheels, Model 380MB

Serial Number Ranges: HE600987- HE601682
JE600180 - JE601047

This Service Advisory requires a Pre-Authorization & Photograph

Note – Check serial number on Key Express to verify the campaign is open. Some vehicles were repaired before they left Keystone.

When performing warranty or recall service, please make certain that appropriate Personal Protective Equipment (PPE) is used.

Parts Required Upon Inspection:

1 – KRV # 564549- Tire - Provider - ST235/85R16 G - 16 x 6 - Steel Mod - 8 Lug - White

Tools Required:

- Impact Wrench - ½" drive (removal of spare tire only) - Deep Socket 13/16"x ½" drive

REPAIR INSTRUCTIONS

Step 1

Locate the spare tire on the rear of the unit.

Step 2

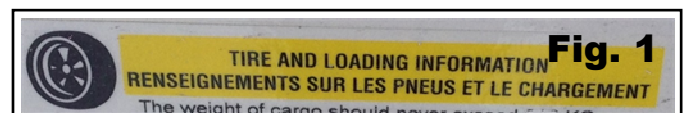
Inspect the tire load range on the spare tire to verify that it matches the Federal I.D. tag, Figures 1 and 2.

Step 3

If the Load Range on the tire matches the Fed Tag, take a picture of the Fed Tag and of the load range and go to warranty reimbursement below for inspection. If it does not match continue to step 4.

Step 4

If the Load Range does not match, replace the existing spare tire with KRV part number 564549 which is a load range "G" spare tire, using standard industry practice. Keep the originally installed tire for return to satisfy the claim requirements. Pictures will be required for warranty authorization.



WARRANTY REIMBURSEMENT

INSPECTION ONLY

Submit a Pre-Authorization request then claim on Key Express using **Flat Rate Code # 7130442F** with **Service Advisory # 17-304** noted in the customer complaint section. The amount of time authorized for inspection is **0.2 hour** per vehicle to inspect.

REPLACE ONLY

Submit a Pre-Authorization request then claim on Key Express using **Flat Rate Code # 7130442A** with **Service Advisory # 17-304** noted in the customer complaint section. The amount of time authorized for repair is **0.3 hour** per vehicle to inspect and replace spare tire.

PARTS DISPOSITION

Return spare tire.

Please call Keystone RV Customer Service if you have any questions, Team Alpine **(866) 273-1456**