



RECREATIONAL VEHICLE SERVICE CAMPAIGN

December 28, 2017

SERVICE ADVISORY 17-309

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

Dear «Owner_name»,

Reason for this campaign

It has been determined some 2018 Hideout models were built with improper furnace ventilation. The steps leading to the upper deck must be modified to allow the addition of a furnace return grill.

The campaign population includes:

Models: 2018 Hideout Fifth Wheels: Models 262RES, 292MLS, 298MLS, 298BHDS, 299RLDS, 315RDTS
Serial Number Range: J7244652 - J7246830

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) 273-1454**

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



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December 28, 2017

Service Advisory: 17-309

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 2018 Keystone Hideout 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 some 2018 Hideout models were built with improper furnace ventilation. The steps leading to the upper deck must be modified to allow the addition of a furnace return grill.

What we will do

Keystone has notified our dealers regarding this situation. The remedy is to install a return air grill. 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 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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SERVICE ADVISORY # 17-309

Hideout Furnace Return Vent

It has been determined some 2018 Hideout models were built with improper furnace ventilation. The steps leading to the upper deck must be modified to allow the addition of a furnace return grill. The following procedure describes how to correct the ventilation.

- Models Included:** 2018 Hideout Fifth Wheels
Models: 262RES, 292MLS, 298MLS, 298BHDS, 299RLDS, 315RDTS
- Serial Number Ranges:** 2018 J7244652 - J7246830
- Parts Required:** 1 – KRV # 103208 - Grill - Return Air - 20" x 8" - Brown
- Tools Required:** - Screw gun - Saw - Vacuum

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.

REPAIR INSTRUCTIONS

Step 1

Locate the steps which lead to the upper deck area of the fifth wheel.

Step 2

Cut an opening that measures 17" x 6" below the first step for the return grill as shown in Figure 1. Cut a similar size hole in OSB towards the back of the step, as shown in Figure 2, to reveal the furnace area.



Fig. 1

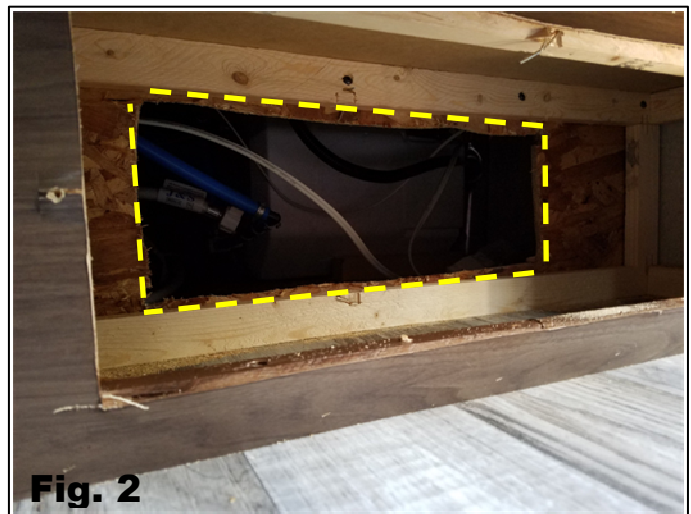


Fig. 2

Step 3

Clean debris from steps and install the return air grill KRV # 103208 - Grill - Return Air - 20" x 8" – Brown, Figure 3.

**WARRANTY REIMBURSEMENT**

Submit the claim on Key Express using **Flat Rate Code # 7130942K** with **Service Advisory # 17-309** noted in the customer complaint section. The amount of time authorized is **0.7 hour** per vehicle to install vent.

Please call Keystone RV Customer Service at **(866) 273-1454** if you have any questions.