



RECREATIONAL VEHICLE SERVICE CAMPAIGN

July 18, 2019

SERVICE ADVISORY 19-356

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

Dear «Owner_name»,

Reason for this campaign

It has been determined that the certain 2018-2020 Keystone Cougar Travel Trailers may not have the adequate amount of A/C ceiling vents installed. The remedy is to inspect and determine how many vents are needed and install the missing A/C ceiling vents.

The campaign population includes:

Models:	2018 - 2020 Cougar, 32RDB
Serial Number Ranges:	2018 JV510736 - JV513269
	2019 KV500102 - KV511112
	2020 LV500207 - LV500696

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»	

-- 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

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