



## RECREATIONAL VEHICLE SERVICE CAMPAIGN

July 18, 2019

Service Advisory: 19-356

### **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 2018-2020 Keystone Cougar 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 that the Cougar 32RDB units may not have the adequate amount of A/C ceiling vents installed.

***What we will do***

Keystone has notified our dealers regarding this situation. The remedy is to inspect and determine how many vents are needed and install the missing A/C ceiling vents. 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