



RECREATIONAL VEHICLE SERVICE CAMPAIGN

September 12, 2019

SERVICE ADVISORY 19-353

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

CLOSING NOTICE - This Campaign ends October 31, 2019.
All repairs and claims for this campaign must be submitted on or before October 31st to be considered for reimbursement. Further delay in inspection for defective skylights and necessary correction could result in extensive water damage. Lack of participation in the campaign will result in loss of warranty reimbursement for related damage.

Dear «Owner_name»,

Reason for this campaign

It has been determined that Polycarbonate skylights used on Alpha Flex roof systems may crack. The remedy is to inspect the clear polycarbonate skylight on the new Alpha Flex Roof system. Inspect the clear skylight for cracks and replace if cracks are found. A clear picture is required for authorization and the claim. ***This campaign will end on October 31, 2019. All work must be completed and claims submitted by this date.***

The campaign population includes:

Models/Years	Serial Number Ranges
2019-2020 Fuzion Fifth Wheels Models: 410, 424, 373, 429, 427, 357, 419, 369	2019 Fuzion KF810917 - KF811019 2020 Fuzion LF810000 - LF810120
2019-2020 Impact Fifth Wheels/Travel Trailers Models: 29V, 359, 3219, 311, 28V, 367, 317, 3118, 415, 343, 330	2019 Impact KF815488 - KF815520 2020 Impact LF815000 - LF815051

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) 273-1452**

Sincerely,

KEYSTONE RV COMPANY

Rick Deisler
Vice President Service Operations

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