



RECREATIONAL VEHICLE SERVICE CAMPAIGN

September 12, 2019

Service Advisory: 19-353

SERVICE CAMPAIGN

«Owner_name»
«Street»
«Street_2»
«City», «State» «Zip»
«Country»

VIN: «VIN»

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»:

Keystone RV Company is conducting a service campaign on certain 2019-2020 Keystone Fuzion, Impact Fifth Wheels and 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 Polycarbonate skylights used on Alpha Flex roof systems may crack.

What we will do

Keystone has notified our dealers regarding this situation. 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. 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. **All work for this campaign must be completed by October 31, 2019.** 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

