



**Keystone Service Bulletin
KSB-191007 Norco Gearbox Drip Pan**

December 9, 2019

«Name»
ATTN: Service Manager
«Street_1»
«Street_2»
«City», «State» «ZIPpostal_Code»
«Country»

Dear «Name»,

Keystone RV is providing the enclosed Keystone Service Bulletin (KSB) for the Norco Gearbox Drip Pan:

Keystone Service Bulletin — KSB-191007 Norco Gearbox Drip Pan

Under certain temperature conditions, the Norco slide cable system gearbox may leak oil/grease on the slide roof membrane. The enclosed procedure describes how to install a drip pan to prevent damage to the roof membrane, and make repairs if necessary.

Affected Production Dates

Keystone, Dutchmen, and CrossRoads units with Norco slides produced in 1/1/2017 through 3/31/2018 and 8/1/2018 through 9/30/2018.

The information and instructions in a KSB are intended to inform RV dealership Service Managers/Technicians of situations that may occur with some recreational vehicles so dealership personnel can perform proper and efficient service. KSB's are intended to be used by trained RV technicians with the knowledge, tools and equipment to do the job properly and safely, not "do-it-yourselfers".

- Information is not presented as a repair guaranteed to be covered by warranty.
- Keystone's P & P (Policy & Procedures) must be followed for any requested warranty work.
- Do not assume this repair is covered by warranty.
- Not every unit listed requires a repair.

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 KSB, please contact us at:

Luxury (LX)	866-273-1450	Traditional (TR)	855-895-4422
Toy Haulers (TH)	866-273-1452	Dutchmen (DM)	855-382-4100
Premium (PR)	866-273-1454	CrossRoads (CR)	844-361-8455
Light Weight (LW)	866-273-1456		

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