



RECREATIONAL VEHICLE SERVICE CAMPAIGN

December 10, 2019

SERVICE ADVISORY 19-365

«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 convenience center in certain models of Sunset Travel Trailers may allow water to leak on the pass-through compartment at the water hook-ups. The remedy is to add a drip tray at the convenience center panel to prevent water from leaking into the storage pass-through compartment.

The campaign population includes:

Models: 2020 Sunset Travel Trailers: 186BH, 212RB, 222RB, 242BH, 253RB, 259RL, 272BH, 285CK, 288BH, 289QB, 291RK, 309RK, 331BH, 332QB
Serial Number Range: L5350858 - L5351020

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»	«VIN8»
«VIN9»	«VIN10»	«VIN11»	«VIN12»

-- 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: (844) 361-8455

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