



RECREATIONAL VEHICLE SERVICE CAMPAIGN

January 21, 2020

SERVICE ADVISORY 20-367

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

Dear «Owner_name»,

Reason for this campaign

It has been determined the vehicles in this population have IW60RL water heaters with a recirculation tank that can break if not winterized and exposed to freezing temperatures. Alpine units built from 8/7/2019 to 11/11/2019 have water heaters that were improperly winterized. The remedy is to inspect the water heater internal storage tank for freeze damage and winterize after inspection as water heaters do not have antifreeze run through them in the normal production process. Any Alpine that was built from 8/7/2019 to 11/11/2019 and within the range of LE780366 – LE780668 that has been exposed to freezing conditions should be inspected for water heater damage. All Suburban IW60RL water heaters installed within the range of LE780366 – LE780668 should be winterized before being exposed to freezing conditions. Model and serial number required for the claim to be processed when replacing a damaged water heater.

The campaign population includes:

Models: 2020 Alpine, All models built between 8/7/2019 and 11/11/2019
Serial Number Range: LE780366 – LE780668

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»

-- 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) 273-1450

Sincerely,

KEYSTONE RV COMPANY

Rick Deisler
Vice President Service Operations

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