



RECREATIONAL VEHICLE CUSTOMER SATISFACTION

March 2, 2020

Customer Satisfaction Campaign: CSC-200206

CUSTOMER SATISFACTION CAMPAIGN

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

VIN: «VIN»

Dear «Owner_name»:

Keystone RV has received a number of complaints about water accumulating (standing) inside the taillight(s) lens of certain 2019-2020 Montana Fifth Wheels. This letter identifies your vehicle as having these style of taillights. While this does not pose any safety condition or affect the operation and life-cycle of the taillight(s), some find it objectionable. We are committed to our customers having the best ownership experience possible so we are conducting a Customer Satisfaction Campaign for those retail customers that find concern with this condition.

DO NOT TAKE YOUR VEHICLE TO YOUR DEALER AS A RESULT OF THIS LETTER UNLESS YOU BELIEVE YOUR VEHICLE HAS THE CONDITION DESCRIBED.

What we will do

Your Keystone RV dealer will replace the affected lights and properly seal them to prevent this issue in the future. This service can be performed during the Keystone limited one year base warranty or up to six (6) months from the date of this letter, at no charge to you.

What you can do

If the condition exists, please make an appointment to have your RV serviced by your dealership. Also, if you as a customer would rather have the parts to have the lights replaced, you can call us at 1-866-425-4369 or email Keystone RV at ownerrelations@keystonerv.com. Picture(s) of the taillight(s) holding water, the VIN, and your current address along with contact information will be required to send you replacement taillights and install instructions at no charge.

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

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