



RECREATIONAL VEHICLE SERVICE CAMPAIGN

October 1, 2020

Service Advisory: 20-383

SERVICE CAMPAIGN – 2ND NOTICE

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



VIN: «VIN»

Dear «Owner_name»:

Keystone RV Company is conducting a service campaign on certain 2021 Kodiak 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 certain Kodiak travel trailers may have defective self-leveling roof sealant that exhibits a hard, cracked appearance. The defective sealant exhibits poor adhesion and cracking within 96 hours of application and can be easily removed from the roof by pulling it up by hand. A visual inspection will reveal the defective sealant lifting from the roof due to poor adhesion properties. Campaign closes November 30, 2020.

What we will do

Keystone has notified our dealers regarding this situation. The remedy is to inspect the self-leveling roof sealant and replace if cracked and lifting. 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. The labor time to perform this campaign is approximately 2 hours. 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



RECREATIONAL VEHICLE SERVICE CAMPAIGN

October 1, 2020

SERVICE ADVISORY 20-383 – 2nd Notice

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

Limited time for repair.
Campaign closes November 30, 2020
All repairs and claims for this campaign must be submitted on or before November 30th to be considered for reimbursement.

Dear «Owner_name»,

Reason for this campaign

It has been determined certain Kodiak travel trailers may have defective self-leveling roof sealant that exhibits a hard, cracked appearance. The defective sealant exhibits poor adhesion and cracking within 96 hours of application and can be easily removed from the roof by pulling it up by hand. A visual inspection will reveal the defective sealant lifting from the roof due to poor adhesion properties. The remedy is to inspect the self-leveling roof sealant and replace if cracked and lifting. Campaign closes November 30, 2020.

The campaign population includes:

Model: 2021 Kodiak Travel Trailers: 175BH, 177RB, 27SBH, 283BHSL, 3321BHSL, 332BHSL

Serial Number Range: MJ970352 - MJ970416

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»

-- 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: **(855) 382-4100**

Sincerely,

KEYSTONE RV COMPANY

Rick Deisler
Vice President Service Operations

Limited time for repair.
Campaign closes
November 30, 2020

Keystone RV Company

7/23/20

SERVICE ADVISORY # 20-383

Kodiak Self-Leveling Roof Sealant

It has been determined certain Kodiak travel trailers may have defective self-leveling roof sealant that exhibits a hard, cracked appearance. The defective sealant exhibits poor adhesion and cracking within 96 hours of application and can be easily removed from the roof by pulling it up by hand. A visual inspection will reveal the defective sealant lifting from the roof due to poor adhesion properties. The following procedure describes how to correct the issue. Campaign closes November 30, 2020.

Models Included: 2021 Kodiak Travel Trailers: 175BH, 177RB, 27SBH, 283BHSL, 3321BHSL, 332BHSL

Serial Number Range: MJ970352 - MJ970416

Parts Required: KRV # 238454 - Sealant - Self Leveling - 1021 White Low V.O.C. - Tube - Alpha - 30/Cs (*This part may be ordered in bulk without a VIN, Canadian Sales DPU Only*)

Tools Required: - Scraper

This Service Advisory requires a Pre-Authorization & Photograph

Note – Check serial number on Key Express to verify the campaign is open. Some vehicles were repaired before they left Keystone.

When performing warranty or recall service, please make certain that appropriate Personal Protective Equipment (PPE) is used.

The remedy is to inspect the self-leveling roof sealant and replace if cracked and lifting. See Figure 1 and 2.



Campaign closes on November 30, 2020

REPAIR INSTRUCTIONS

INSPECTION INSTRUCTIONS

- Step 1.** Locate the trailer on a level, flat, hard surface. Chock the wheels.
- Step 2.** Visually inspect the roof sealant for cracking and/or lifting.
- Step 3.** If the sealant is cracking or lifting go to the Repair Instructions.
- Step 4.** If the sealant exhibits normal characteristics go to Warranty Reimbursement Inspection Only.

REPAIR INSTRUCTIONS

- Step 1.** Test the adhesion properties by pulling the sealant by hand.
- Step 2.** If it is not easily removable by hand then it is adhered properly and will be left in place. In these cases, touch up or reseal any void at the base edges of the existing bead seal and reseal any surface cracks as necessary.
- Step 3.** If the sealant can be easily removed by hand, remove it and apply new self leveling roof sealant per the instructions on the caulk tube. The roof must be clean and dry when applying sealant.

WARRANTY REIMBURSEMENT**INSPECTION ONLY**

Submit the claim with pictures on Key Express using **Flat Rate Code # 7138342F**

In the Complaint section note: Service Advisory # 20-383

In the Cause section note: Service Advisory # 20-383

In the Correction section note: Inspected sealant and found no crack, sealant is properly adhered to the roof membrane, see attached pictures.

The amount of time authorized for is .3 hour. **Campaign closes on November 30, 2020.**

REPAIR

Submit a Pre-Authorization request with pictures then claim on Key Express using **Flat Rate Code # 7138342A**

In the Complaint section note: Service Advisory # 20-383

In the Cause section note: Defective sealant

In the Correction section note: Inspected sealant. Sealant is defective, see pictures attached. R&R sealant.

The amount of time authorized for this repair is listed below: **Campaign closes on November 30, 2020.**

<u>Component</u>	<u>Remove & Reseal</u>	<u> Tubes of Sealant</u>
Roof Vent (each)	0.3	1
Refrigerator Vent	0.3	1
Plumbing Vent (each)	0.2	1/3
Skylight	0.3	1
Ladder	0.2	1/3
Front/Rear Termination Molding (each)	0.3	1
TV Antenna	0.2	1/2
Spot Seal (each)	0.1	1 to 2 (total)

Please call Keystone RV Customer Service at **855-382-4100** if you have any questions.



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SERVICE ADVISORY 20-383

Keystone, ballt@keystonerv.com

Limited time for repair.

Campaign closes November 30, 2020
All repairs and claims for this campaign must be submitted on or before November 30th to be considered for reimbursement.

The campaign population includes:

Model:

2021 Kodiak Travel Trailers:

175BH, 177RB, 27SBH, 283BHSL, 3321BHSL, 332BHSL

Serial Number Range:

MJ970352 - MJ970416

It has been determined certain Kodiak travel trailers may have defective self-leveling roof sealant that exhibits a hard, cracked appearance. The defective sealant exhibits poor adhesion and cracking within 96 hours of application and can be easily removed from the roof by pulling it up by hand. A visual inspection will reveal the defective sealant lifting from the roof due to poor adhesion properties. The remedy is to inspect the self-leveling roof sealant and replace if cracked and lifting. Campaign closes November 30, 2020.

Please log-in to Key Express for your VINs in the campaign population. [Click this link for a copy of the repair instructions.](#)

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: **(855) 382-4100**

Sincerely,

Keystone RV Company

Rick Deisler

Vice President Service Operations

Keystone RV | 2425 Davis Drive, Goshen, IN 46526

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