



RECREATIONAL VEHICLE SERVICE CAMPAIGN

January 27, 2021

SERVICE ADVISORY 21-397

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

Dear «Dealer_name»,

Reason for this campaign It has been determined the vehicles subject to this service campaign may have been manufactured with the incorrect information on the Federal Identification Tag. The tag indicates the GAWR axle size as 4400LB. The corrected tags are GAWR axle size 4000LB. The carrying capacity (CCC) and GVWR is not affected.

The campaign population includes:

Models:	2021 Dutchmen Astoria, Models 2503REF, 2773RB
	2021 Dutchmen Atlas, Models 2502REF, 2732RB, 2902BH
Serial Number Ranges:	Astoria MM915435 - MM915699
	Atlas MM960049 - MM960266

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»			

-- Serial numbers with '*' have been retail sold --

By signing for and receiving the replacement Federal Sticker, you acknowledge that you will install the new Federal Sticker over the existing Federal Sticker on only the above described recreational vehicle.

NOTICE: The Federal Sticker may not be used for any purpose other than to affix it to the described Keystone recreational vehicle. If the sticker is used for any other purpose whatsoever, the dealership could be responsible for all consequences of such misuse and all associated penalties, fines, and judgments that may be imposed under any applicable federal laws, rules, and regulations.

We apologize for any inconvenience this situation may cause and greatly appreciate your cooperation. Should you have any questions or concerns regarding this correspondence, please contact us at: **(855) 382-4100**

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



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January 27, 2021

Service Advisory: 21-397

SERVICE CAMPAIGN

«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 Astoria and Atlas Travel Trailers. We apologize for any inconvenience this action may cause you; however your continued satisfaction is of the utmost importance to us.

<i>Reason for this campaign</i>	It has been determined the vehicles subject to this service campaign may have been manufactured with the incorrect information on the Federal Identification Tag. The tag indicates the GAWR axle size as 4400LB . The corrected tags are GAWR axle size 4000LB. The carrying capacity (CCC) and GVWR is not affected.
<i>What we will do</i>	We have enclosed the corrected tags to remedy the situation.
<i>What we need you to do</i>	At your earliest convenience, apply the new Federal Identification Tag over top of the existing label. (The tag is located on the driver side front, and entry door frame.) If you require assistance installing the label, please make an appointment with your dealer and bring the unit to the dealership and they will install the label at no cost to you.
<i>If you have questions</i>	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