



RECREATIONAL VEHICLE SERVICE CAMPAIGN

January 27, 2021

SERVICE ADVISORY 21-396

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

Limited time for repair.
Campaign closes May 30, 2021.
All repairs and claims for this campaign must be submitted on or before May 30th to be considered for reimbursement.

Dear «Owner_name»,

Reason for this campaign

It has been determined certain Voltage and Yukon 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.

The campaign population includes:

Models: 2021 Yukon, Model 410RD
2021 Voltage, Models 3351, 3521, 3571, 3615, 3635, 3915, 3951, 4135, 4175, 4195, 4205
Serial Number Ranges: Yukon - MZ980127 - MZ980129
Voltage - MZ990065 - MZ990073, MZ990083 - MZ990147

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»

-- 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) 273-1452

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: 21-396

SERVICE CAMPAIGN

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

Limited time for repair.
Campaign closes
May 30, 2021.

VIN: «VIN»

Dear «Owner_name»:

Keystone RV Company is conducting a service campaign on certain 2021 Voltage and Yukon Fifth Wheels. 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 Voltage and Yukon 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 May 30, 2021.

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

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SERVICE ADVISORY # 21-396

Voltage-Yukon Self-Leveling Roof Sealant

It has been determined certain Voltage-Yukon 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 May 30, 2021.

Models Included: 2021 Yukon 410RD
2021 Voltage 3351, 3521, 3571, 3615, 3635, 3915, 3951, 4135, 4175, 4195, 4205

Serial Number Ranges: Yukon MZ980127 - MZ980129
Voltage MZ990065 - MZ990073, MZ990083 - MZ990147

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 May 30, 2021

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 # 7139642F**

In the Complaint section note: Service Advisory # 21-396

In the Cause section note: Service Advisory # 21-396

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 May 30, 2021.**

REPAIR

Submit a Pre-Authorization request with pictures then claim on Key Express using **Flat Rate Code # 7139642A**

In the Complaint section note: Service Advisory # 21-396

In the Cause section note: Defective sealant

In the Correction section note: Inspected sealant. Sealant is defective (Affected components must be listed here), see pictures attached. R&R sealant.

The amount of time authorized for this repair is listed below. **Campaign closes on May 30, 2021.**

<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
Solar Prep	0.2	1/3
Skylight	0.3	1
Ladder	0.2	1/3
Front/Rear Termination Molding (each)	0.3	1
TV Antenna	0.3	1
Spot Seal (each)	0.1	1 to 2 (total)

Please call Keystone RV Customer Service at **866-273-1452** if you have any questions.