



RECREATIONAL VEHICLE SERVICE CAMPAIGN

May 18, 2021

SERVICE ADVISORY 21-406

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

CLOSING NOTICE - This Campaign ends October 31, 2021.

All repairs and claims for this campaign must be submitted on or before October 31st to be considered for reimbursement. Further delay in inspection for defective skylights and necessary correction could result in extensive water damage. Lack of participation in the campaign will result in loss of warranty reimbursement for related damage.

Dear «Owner_name»,

Reason for this campaign

It has been determined that Polycarbonate skylights used on Alpha Flex and Alpha Ply roof systems may crack. The remedy is to inspect the clear polycarbonate skylight on the Alpha Flex or Alpha Ply roof systems. Inspect the clear skylight for cracks and replace if cracks are found. A clear picture is required for authorization and the claim. ***This campaign will end on October 31, 2021. All work must be completed and claims submitted by this date.***

The campaign population includes:

Year	Model	Serial Number Ranges
2020	Carbon 34, 36, 337, 347, 348, 357, 358, 387, 403, 417, 418	LR805052 - LR805414
2020	Cougar 24RDS, 25RES, 29BHS, 29FKD, 29MBS, 29RKS, 315RLS, 32BHS, 353SRX, 361RLW, 366RDS, 367FLS, 368MBI	L2508777 - L2509223 LV509082 - LV509330
2021	Cougar 22MLS, 22MLSWE, 22RBS, 22RBSWE, 23MLS, 24RDS, 24SABWE, 25BHSWE, 25RDS, 25RDSWE, 25RES, 26RBS, 26RBSWE, 26RKS, 27RES, 27RESWE, 27SAB, 27SGS, 290RLS, 29BHS, 29BHSWE, 29DBS, 29FKD, 29MBS, 29RKS, 29RLD, 29RLDWE, 29RLKWE, 29RLSWE, 302RLS, 307RES, 30RKD, 30RKDWE, 30RLS, 315RLS, 316RLS, 31MBS, 32BHS, 32RDBWE, 32RLI, 345UMR, 34TSB, 353SRX, 354FLS, 355FBS, 364BHL, 366RDS, 367FLS, 368MBI	M2500058 - M2504916 MC500914 - MC501875 MV500144 - MV505043
2020	Fuzion 357, 369, 373, 379, 410, 419, 424, 427, 429, 430	LF810120 - LF811206
2021	Fuzion 357, 369, 373, 379, 419, 424, 427, 429, 430	MF810000 - MF810154
2020	Impact 311, 332, 343, 359, 367, 415	LF815052 - LF815604
2021	Impact 343, 359, 376, 415	MF815010 - MF815041
2020	Raptor 351, 354, 356, 413, 415, 423, 427, 429, 424TS, 425TS, 426TS, 428SP	LR800090 - LR801023



**PO Box 2000 Goshen, IN 46527-2000
 Phone: (574) 535-2100 – Fax: (574) 535-2199
 www.keystonerv.com**

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»	«VIN12»
«VIN13»	«VIN14»	«VIN15»	«VIN16»
«VIN17»	«VIN18»	«VIN19»	«VIN20»
«VIN21»	«VIN22»	«VIN23»	«VIN24»
«VIN25»	«VIN26»	«VIN27»	«VIN28»
«VIN29»	«VIN30»	«VIN31»	«VIN32»
«VIN33»	«VIN34»	«VIN35»	«VIN36»
«VIN37»	«VIN38»	«VIN39»	«VIN40»
«VIN41»	«VIN42»	«VIN43»	«VIN44»
«VIN45»	«VIN46»	«VIN47»	«VIN48»
«VIN49»	«VIN50»	«VIN51»	«VIN52»
«VIN53»	«VIN54»	«VIN55»	«VIN56»
«VIN57»	«VIN58»	«VIN59»	«VIN60»
«VIN61»	«VIN62»	«VIN63»	«VIN64»
«VIN65»	«VIN66»	«VIN67»	«VIN68»
«VIN69»	«VIN70»	«VIN71»	«VIN72»
«VIN73»	«VIN74»	«VIN75»	«VIN76»
«VIN77»	«VIN78»	«VIN79»	«VIN80»
«VIN81»	«VIN82»	«VIN83»	«VIN84»
«VIN85»	«VIN86»	«VIN87»	«VIN88»
«VIN89»	«VIN90»	«VIN91»	«VIN92»
«VIN93»	«VIN94»	«VIN95»	«VIN96»
«VIN97»	«VIN98»	«VIN99»	«VIN100»
«VIN101»	«VIN102»	«VIN103»	«VIN104»
«VIN105»	«VIN106»	«VIN107»	«VIN108»
«VIN109»	«VIN110»	«VIN111»	«VIN112»
«VIN113»	«VIN114»	«VIN115»	«VIN116»
«VIN117»	«VIN118»	«VIN119»	«VIN120»

-- 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



RECREATIONAL VEHICLE SERVICE CAMPAIGN

May 20, 2021

Service Advisory: 21-406

SERVICE CAMPAIGN

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

VIN: «VIN»

CLOSING NOTICE - This Campaign ends October 31, 2021.

All repairs *and* claims for this campaign must be submitted on or before October 31st to be considered for reimbursement. Further delay in inspection for defective skylights and necessary correction could result in extensive water damage. Lack of participation in the campaign will result in loss of warranty reimbursement for related damage.

Dear «Owner_name»:

Keystone RV Company is conducting a service campaign on certain 2020-2021 Carbon, Cougar, Fuzion, Impact, and Raptor Fifth Wheels and 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 that Polycarbonate skylights used on Alpha Flex and Alpha Ply roof systems may crack.

What we will do

Keystone has notified our dealers regarding this situation. The remedy is to inspect the clear polycarbonate skylight on the Alpha Flex or Alpha Ply roof systems. Inspect the clear skylight for cracks and replace if cracks are found. 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. **All work for this campaign must be completed by October 31, 2021.** The labor time to perform this campaign is approximately 1 hour. 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

Campaign Ends
October 31,
2021

A black starburst graphic with multiple points, containing the text 'Campaign Ends October 31, 2021' in white.

**PO Box 2000 Goshen, IN 46527-2000
Phone: (574) 535-2100 – Fax: (574) 535-2199
www.keystonerv.com**

Keystone RV Company

4/30/21

SERVICE ADVISORY # 21-406

Cougar, Carbon, Fuzion, Impact, Raptor Skylights

CLOSING NOTICE - This Campaign ends October 31, 2021.

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It has been determined that Polycarbonate skylights used on Alpha Flex and Alpha Ply roof systems may crack. The following procedure describes how to identify and replace the polycarbonate skylights.

Models Included:

Year	Model	Serial Number Ranges
2020	Carbon 34, 36, 337, 347, 348, 357, 358, 387, 403, 417, 418	LR805052 - LR805414
2020	Cougar 24RDS, 25RES, 29BHS, 29FKD, 29MBS, 29RKS, 315RLS, 32BHS, 353SRX, 361RLW, 366RDS, 367FLS, 368MBI	L2508777 - L2509223 LV509082 - LV509330
2021	Cougar 22MLS, 22MLSWE, 22RBS, 22RBSWE, 23MLS, 24RDS, 24SABWE, 25BHSWE, 25RDS, 25RDSWE, 25RES, 26RBS, 26RBSWE, 26RKS, 27RES, 27RESWE, 27SAB, 27SGS, 290RLS, 29BHS, 29BHSWE, 29DBS, 29FKD, 29MBS, 29RKS, 29RLD, 29RLDWE, 29RLKWE, 29RLSWE, 302RLS, 307RES, 30RKD, 30RKDWE, 30RLS, 315RLS, 316RLS, 31MBS, 32BHS, 32RDBWE, 32RLI, 345UMR, 34TSB, 353SRX, 354FLS, 355FBS, 364BHL, 366RDS, 367FLS, 368MBI	M2500058 - M2504916 MC500914 - MC501875 MV500144 - MV505043
2020	Fuzion 357, 369, 373, 379, 410, 419, 424, 427, 429, 430	LF810120 - LF811206
2021	Fuzion 357, 369, 373, 379, 419, 424, 427, 429, 430	MF810000 - MF810154
2020	Impact 311, 332, 343, 359, 367, 415	LF815052 - LF815604
2021	Impact 343, 359, 376, 415	MF815010 - MF815041
2020	Raptor 351, 354, 356, 413, 415, 423, 427, 429, 424TS, 425TS, 426TS, 428SP	LR800090 - LR801023

Parts Required:

1 – KRV # 634185- Skylight - 14" x 22" - Outer Dome - Injected Polypropylene
(This part may be ordered in bulk without a VIN)

1 – KRV # 639155 - Sealant - Self Leveling - 5121 Alphathane 100% - White - Tube
(This part may be ordered in bulk without a VIN)

- Purchase locally #8 x 1" pan head screws, up to 8' of butyl tape

Tools Required:

- Screw gun - Caulk Gun - Plastic scraping tools

This Service Advisory requires a Pre-Authorization & Photograph of cracked skylights.

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 clear polycarbonate skylight on the Alpha Flex or Alpha Ply roof systems. Inspect the clear skylight for cracks and replace if cracks are found. See Figure 1 as an example. A clear picture is required for authorization and the claim.

Please Note: The affected units have a new roof system that is different than what you may be accustomed to seeing. The membrane looks very similar to the old membrane and the only way you may be able to tell them apart is the sealants. The new self-leveling sealant is more like a rubber consistency and is more resilient to the elements. Alphathane 5121 self-leveling is the only type of self-leveling sealant that can be used on the Alpha Flex and Alpha Ply roofing systems.

REPAIR INSTRUCTIONS



Step 1

Locate the trailer on a level, flat, hard surface. Chock the wheels.

Step 2

Locate the skylight on the exterior roof and inspect for cracks. See Fig 1. If the skylight is cracked, take clear pictures for the authorization showing the defect. If no cracks are present, proceed to warranty reimbursement below and submit a claim for inspection. If the skylight is cracked, proceed to Step 3.

Step 3

If the skylight is cracked, remove the clear polycarbonate skylight using normal industry standards and replace with the new polypropylene skylight (KRV # 634185) using butyl tape under the skylight as a primary seal and Alphathane (KRV # 639155) as a self-leveling secondary seal, then proceed to warranty reimbursement.

**WARRANTY REIMBURSEMENT
INSPECTION ONLY**

Submit a claim on Key Express using **Flat Rate Code # 7140642F**

In the Complaint section note: Service Advisory # 21-406

In the Cause section note: Inspected Skylight

In the Correction section note: No cracks in Skylight

The amount of time authorized for this repair is **.3 hour**.

REPAIR

Submit a Pre-Authorization request with clear pictures of the cracks, then claim on Key Express using **Flat Rate Code # 7140642B**

In the Complaint section note: Service Advisory # 21-406

In the Cause section note: Skylight Cracked

In the Correction section note: Replaced skylight with approved part# 634185

The amount of time authorized for this repair is **1.0 hour**.

PARTS DISPOSITION

Pictures of the skylight must be submitted with an authorization for approval. After the claim has been processed, the part can be field scrapped.

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