KEYSTONE RV COMPANY

RECREATIONAL VEHICLE SERVICE CAMPAIGN

January 10, 2022 Service Advisory: 22-418

SERVICE CAMPAIGN

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

VIN: «VIN»

Dear «Owner_name»:

Keystone RV Company is conducting a service campaign on certain 2022 Cougar 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 units in this campaign were built with metal VIN tags that were incorrectly printed.
What we will do	Keystone has notified our dealers regarding this situation. The remedy is to replace the existing metal VIN tag.
What we need you to do	We have enclosed the corrected metal tag to remedy the situation. At your earliest convenience, replace the metal VIN tag. If you require assistance installing the metal VIN tag, please make an appointment with your dealer and bring the unit to the dealership and they will install the metal VIN tag at no cost to you.
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

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

KEYSTONE RV COMPANY

RECREATIONAL VEHICLE SERVICE CAMPAIGN

January 10, 2022

SERVICE ADVISORY 22-418
«Owner_name»
ATTN: Service Manager
«Street»
«Street_2»
«City», «State» «Zip»
«Country»

Dear «Owner_name»,

Reason for this campaign It has been determined that units in this campaign were built with metal VIN tags that were incorrectly printed. The remedy is to verify that the supplied metal VIN tag matches the VIN on the Federal ID tag, then replace the existing metal VIN tag.

The campaign population includes:

Models: 2022 Cougar Fifth Wheel /Travel Trailers: 23MLS, 22MLS, 29BHS, 34TSB, 26RBS, 24RDS, 30BHS, 25RES, and 32RLI

Serial Number Range: NV503615 - NV503789

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»

-- 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) 273-1454**

Sincerely,

KEYSTONE RV COMPANY

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

Keystone RV Company

1/4/22

SERVICE ADVISORY # 22-418

Cougar Metal VIN Tag

It has been determined that units in this campaign were built with metal VIN tags that were incorrectly printed. The following procedure describes how to replace the incorrect metal VIN tags.

Models Included:	2022 Cougar Fifth Wheel /Travel Trailers: 23MLS, 22MLS, 29BHS, 34TSB, 26RBS, 24RDS, 30BHS, 25RES, and 32RLI
Serial Number Range:	NV503615 - NV503789
Parts Required:	**Supplied Metal VIN Tag and Fasteners**
Tools Required:	- Drill - Punch - Hammer

Pre-Authorization is not required, submit the claim on Key Express.

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 verify that the supplied metal VIN tag matches the VIN on the Federal ID tag, then replace the existing metal VIN tag.

REPAIR INSTRUCTIONS

Step 1
Locate the trailer on a level, flat, hard surface. Chock the wheels.

Step 2
Inspect the supplied metal tag verifying that it matches the existing FED tag on the off door side of the trailer.

Step 3
Once the supplied VIN tag has been verified to match the FED tag then proceed with replacement. On fifth Wheels the existing fasteners can be removed by tapping the back of them with a hammer and pulling them out. On travel trailers the fasteners heads can be pulled using a flat bar to get behind the head. The fastener heads can also be drilled or ground off and the new fastener can be used to push the old through the draw bar. A hammer can be used to install the new fasteners on any application.

Step 4
Proceed to Warranty reimbursement.

WARRANTY REIMBURSEMENT

REPAIR

Pre-authorization is not required, submit the claim on Key Express using **Flat Rate Code # 7141842B**

In the Complaint section note: Service Advisory # 22-418

In the Cause section note: Service Advisory # 22-418

In the Correction section note: Replaced Metal VIN tag.

The amount of time authorized for this repair is **0.5 hour**.

PARTS DISPOSITION

Field destroy original metal tag.

Please call Keystone RV Customer Service at **866-273-1454** if you have any questions.