

Keystone RV Company

2/12/25

SERVICE ADVISORY # 25-461

Coleman Cooktop

It has been determined that the cooktop may become dislodged from its opening. The following procedure describes how to secure cooktop in the opening.

Models Included: Coleman Model 13B Travel Trailer

Serial Number Range: SH939648 - SH940789

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

Parts Required: 1 Yard – KRV # 110228 - Velcro - Hook - 1" - Black

1 Yard – KRV # 110229 - Velcro - Loop - 1" - Black

Tools Required: Staple Gun

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

The remedy is to install Velcro in the cooktop opening and to the base of cooktop to secure cooktop for travel.

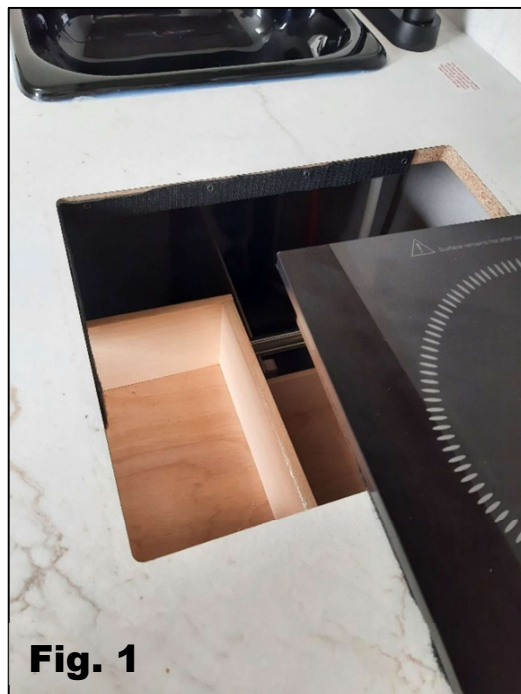
REPAIR INSTRUCTIONS

Step 1

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

Step 2

Inspect cooktop opening for installed Velcro to hold cooktop in place. If Velcro is installed on opening and cooktop as shown in Figures 1 and 2, inspection is complete. Proceed with warranty reimbursement.



Step 3

If repair is needed, install missing Velcro in cooktop opening with staple gun, attaching staples linear in fashion as shown in Figure 3.

Utilize one continuous Velcro strip that is cut to 24 inches long on the side and along the bottom edge of the cooktop opening. Then add Velcro to cooktop in the same manner using the self-adhesive backing. Then replace the cooktop back into opening being secured by Velcro. Proceed with warranty reimbursement.

**Fig. 3****WARRANTY REIMBURSEMENT****INSPECTION ONLY**

Submit the claim on Key Express using **Flat Rate Code # 7146142L**

In the Complaint section note: Service Advisory # 25-461

In the Cause section note: Inspect for Velcro

In the Correction section note: Verify Velcro installed

The amount of time authorized for this repair is **0.2 hour**.

REPAIR

Submit the claim on Key Express using **Flat Rate Code # 7146142A**

In the Complaint section note: Service Advisory # 25-461

In the Cause section note: Cooktop improperly installed

In the Correction section note: Installed Velcro cooktop installed properly

The amount of time authorized for this repair is **0.4 hour**.

PARTS DISPOSITION

No part return

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



RECREATIONAL VEHICLE SERVICE CAMPAIGN

February 12, 2025

SERVICE ADVISORY 25-461

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

Dear «Owner_name»,

Reason for this campaign

It has been determined that the cooktop may become dislodged from its opening. The remedy is to install Velcro in the cooktop opening and to the base of cooktop to secure cooktop for travel.

The campaign population includes:

Model: 2025 Coleman 13B Travel Trailer
Serial Number Range: SH939648 - SH940789

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»

-- 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



RECREATIONAL VEHICLE SERVICE CAMPAIGN

February 12, 2025

Service Advisory: 25-461

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 2025 Coleman 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 the cooktop may become dislodged from its opening.

What we will do

Keystone has notified our dealers regarding this situation. The remedy is to install Velcro in the cooktop opening and to the base of cooktop to secure cooktop for travel. 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 ½ 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