



KEYSTONE
RV COMPANY

RECREATIONAL VEHICLE SERVICE CAMPAIGN

May 16, 2025

SERVICE ADVISORY 25-467

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

Dear «Owner_name»,

Reason for this campaign

It has been determined there is inadequate support for the dinette back. The remedy is to remove cleat from dinette back, install six L-Brackets with 5/8 "wood screws to seat back.

The campaign population includes:

Models: 2025 Aspen Trail Travel Trailers
Serial Number Ranges: S8920836 - S8920837
S8920865 - S8921390

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»	

-- 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,

PO Box 2000 Goshen, IN 46527-2000
www.keystonerv.com

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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 Aspen Trail 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 there is inadequate support for the dinette back.

What we will do

Keystone has notified our dealers regarding this situation. The remedy is to remove cleat from dinette back, install six L-Brackets with 5/8 "wood screws to seat back. 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

SERVICE ADVISORY 25-467

Aspen Trail Dinette Back

It has been determined there is inadequate support for the dinette back. The following procedure describes how to identify and secure the dinette backs.

Models Included: 2025 Aspen Trail Travel Trailers

Serial Number Ranges: S8920836 - S8920837
S8920865 - S8921390

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

Parts Required: 6 – KRV # 285095 - Bracket - Corner - Round - Antique English

12 – Screws - #6 x 5/8 - Pan head (Purchase locally)

Tools Required: - Putty Knife/Scraper

- Screw gun

- #2 Square bit or Phillips bit.

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

The remedy: Remove cleat from dinette back, install six L-Brackets with 5/8 “wood screws to seat back.

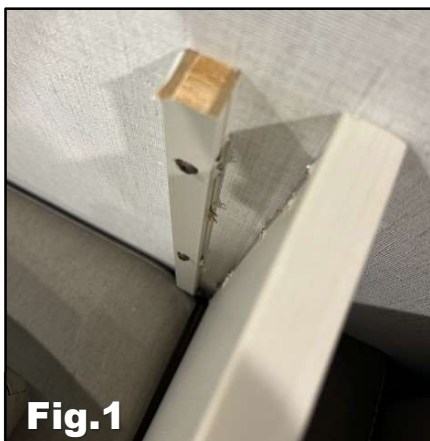
REPAIR INSTRUCTIONS

Step 1

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

Step 2

Disconnect all 12V and 120V electric from the trailer.

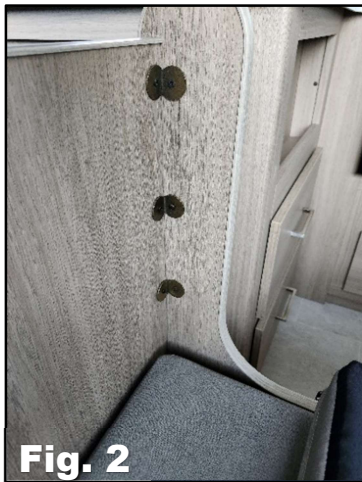
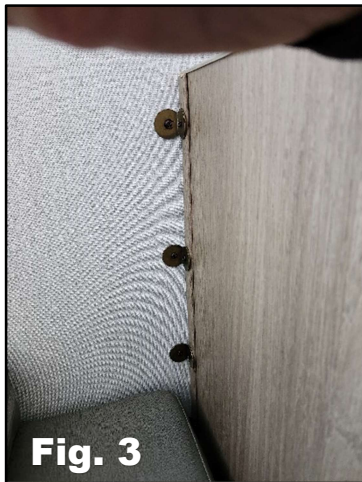


Step 3

Remove cleat from dinette back using putty knife or scraper tool to gently pry, use screw gun remove screws and discard cleat. **Figure 1** shows cleat installed.

Step 4

Install six L-Brackets to dinette (3 on each side) evenly spaced as shown in **Figure 2** and **Figure 3**.

**Fig. 2****Fig. 3****WARRANTY REIMBURSEMENT
INSPECTION ONLY**

Submit a claim on Key Express using **Flat Rate Code # 7146742L**

In the Complaint section note: Service Advisory # 25-467

In the Cause section note: Inspect seat back, brackets already installed

In the Correction section note: Inspect only, no repair required

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

REPAIR

Submit a claim on Key Express using **Flat Rate Code # 7146742A**

In the Complaint section note: Service Advisory # 25-467

In the Cause section note: Inadequate seat back support

In the Correction section note: Remove cleat and install six brackets and screws

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

PARTS DISPOSITION

Return parts not required.

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