



KEYSTONE

RECREATIONAL VEHICLE SERVICE CAMPAIGN

November 4, 2025

Service Advisory: 25-474

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 2026 Aspen Trail, Colorado, Fun Time, Zinger 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 certain models with underslung axles may have insufficient clearance between the axle beam and the holding tank located above the axle. The lack of clearance may cause damage to the holding tank.

What we will do

Keystone has notified our dealers regarding this situation. The remedy is to verify that the unit is affected, remove and replace the underslung axle with an overslung axle to provide adequate clearance for the holding tank. Replace the single step with double steps on units that apply. 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 1 ½ 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