



KEYSTONE

RECREATIONAL VEHICLE SERVICE CAMPAIGN

November 14, 2025

Service Advisory: 25-473

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 Montana Fifth Wheels. 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 sun deck balcony may need replacement hard stop linkage arms and spring assist hardware added, to ensure the balcony operates in the most effective manner. These items remove the opportunity of an issue occurring in the balcony operation, which can result in the internal chain binding and/or other operational issues.

What we will do

Keystone has notified our dealers regarding this situation. The remedy is to open the sun deck balcony and install the spring assist hardware at the specified location. Locate and remove the hard stop linkage arms and install the new hard stop linkage kits. 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 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