



KEYSTONE

RECREATIONAL VEHICLE CUSTOMER SATISFACTION

August 25, 2026

Customer Satisfaction Campaign:

CSC-260814

CUSTOMER SATISFACTION CAMPAIGN

«Owner_name»

ATTN: SERVICE MANAGER

«Street»

«Street_2»

«City», «State» «Zip»

«Country»

Dear «Owner_name»:

Keystone is conducting a Customer Satisfaction Campaign for certain 2027 Coleman, 2026-2027 Hideout, Springdale Travel Trailers. We have identified certain models equipped with non-ducted Coleman-Mach air-conditioning ceiling assemblies that may benefit from a modification to the ceiling assembly to improve airflow and cooling efficiency. Keystone is providing this applicable modification to help ensure the A/C system performs as effectively as possible.

Why are you receiving this notice?

Vehicles equipped with non-ducted Coleman Mach A/C ceiling assemblies could benefit from a change to its current configuration.

Symptoms that further action may be needed with either of the following conditions:

- The air conditioner runs longer than expected between cycles.
- Air flow is reduced or the interior of the RV remains warmer than expected.

Our records indicate the following unit serial number(s) are presently in your inventory or have been sold may exhibit these symptoms:

«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»	«VIN52»
«VIN53»	«VIN54»	«VIN55»	«VIN56»

Thank you for your attention and cooperation in this matter.

Sincerely,

KEYSTONE RV COMPANY

41° 32' 44" N, 85° 47' 56" W

2642 HACKBERRY DRIVE, GOSHEN, IN 46526 | PO BOX 2000 GOSHEN, IN 46527-2000

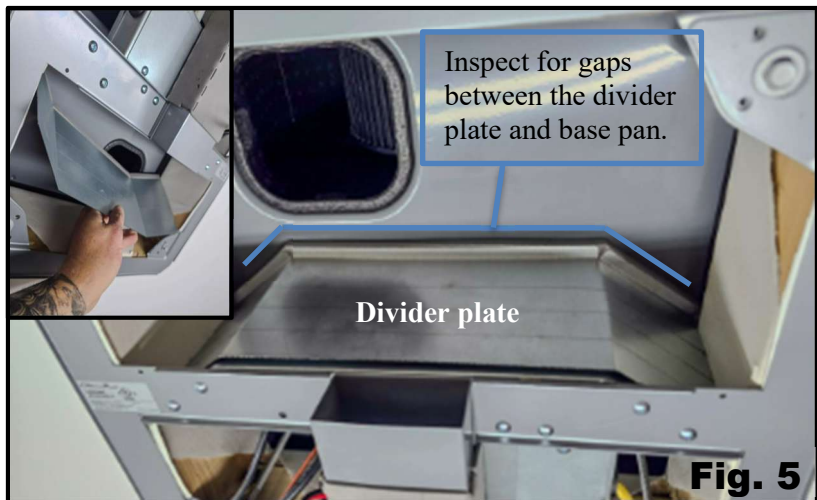
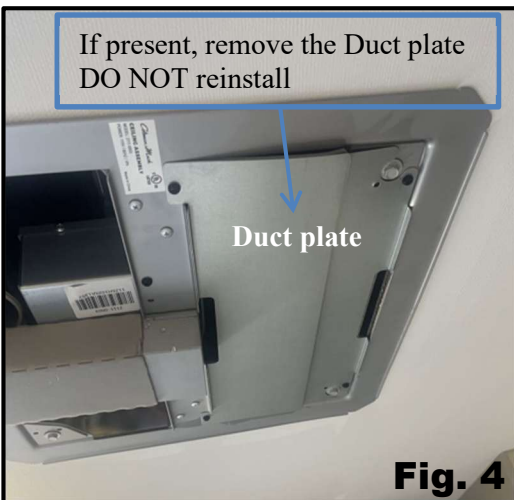
Remedy Overview

The remedy is to remove the A/C ceiling shroud and inspect for the presence of a plenum duct plate. If present, remove the plenum duct plate and inspect the divider plate. Ensure the divider plate is properly positioned and seated firmly against the A/C base pan.

- 1.) Remove the Coleman-Mach A/C ceiling shroud vent by pushing upward on the vent to release the retaining latch. Once released, pull the vent downward at an angle to remove it from the ceiling shroud. See Fig. 1 – Fig. 2
- 2.) Use a screwdriver to remove the four screws securing the A/C shroud to the ceiling mounting frame. See Fig. 3



- 3.) Use a screwdriver to remove the four screws securing the plenum duct plate to the ceiling mounting frame. Inspect the divider plate for any gaps, ensure that the divider plate is seated firmly against the base pan of the A/C, adjust if needed. See Fig. 4 – Fig. 5



- 4.) Reinstall the Coleman Mach A/C ceiling shroud to the ceiling mounting frame using the four screws previously removed and then reinsert the ceiling shroud vent as shown in Fig.1.

WARRANTY REIMBURSEMENT

REPAIR

Submit the claim on Key Express using **Flat Rate Code # 7301842F**

In the Complaint section note: CSC-260814

In the Cause section note: A/C - Coleman – Modification

In the Correction section note: Remove - Plenum duct plate / Adjust - Divider plate

The amount of time authorized for this repair is **0.3 hour**.

PARTS DISPOSITION

No parts return required.

Please call Keystone RV Customer Service if you have any questions:

Team Dutchmen – Coleman – 1-855-382-4100

Team Traditional – Hideout – Springdale – 1-855-895-4422