



RECREATIONAL VEHICLE SERVICE CAMPAIGN

November 8, 2023

SERVICE ADVISORY 23-446

«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 shore cord receptacle label could be incorrect on some units. The remedy is to verify the current label is correct by referencing Figures 1 and 2. If incorrect stating 50 AMPERE, simply install the correct label stating 30 AMPERE on top of the incorrect label. Or, remove the incorrect label and apply the correct label. If the label is correct, no further action is required. A correct label is enclosed.

The campaign population includes:

Year	Model	Serial Number Ranges
2023 2024	Aspen Trail – All Models	PY920341 - PY921114 RY921381 - RY921853
2023 2024	Coleman – All Models	PY936583 - PY942539 RY930339 - RY930469
2024	Colorado – All Models	RY950042 - RY950141

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

«VIN57»

«VIN58»

«VIN59»

«VIN60»

«VIN61»

«VIN62»

«VIN63»

«VIN64»

-- 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**

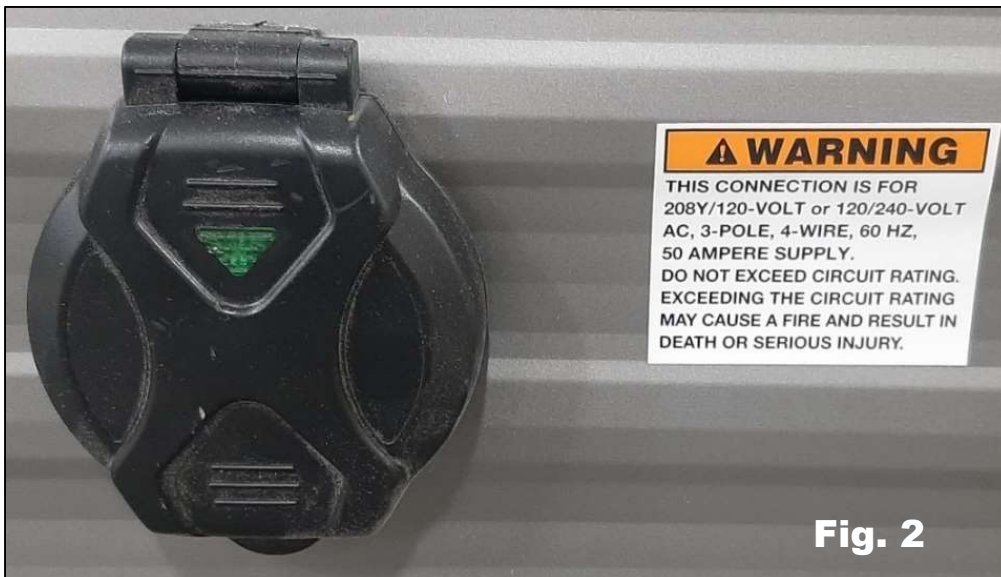
Sincerely,

KEYSTONE RV COMPANY

Correct Label



Incorrect Label





RECREATIONAL VEHICLE SERVICE CAMPAIGN

November 8, 2023

Service Advisory: 23-446

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 2023-2024 Aspen Trail, Coleman, 2024 Colorado 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 shore cord receptacle label could be incorrect on some units. The incorrect label states 50 AMPERE.

What we will do

The remedy is to verify the current label is correct by referencing Figures 1 and 2. If incorrect stating 50 AMPERE, simply install the correct label stating 30 AMPERE on top of the incorrect label. Or, remove the incorrect label and apply the correct label. We have enclosed the correct label to remedy the situation. If the label is correct, no further action is required.

What we need you to do

At your earliest convenience, apply correct label over top of the existing label. If you require assistance installing the label, please make an appointment with your dealer and bring the unit to the dealership and they will install the label at no cost to you. 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

Correct Label



Incorrect Label

