



## **RECREATIONAL VEHICLE SERVICE CAMPAIGN**

Original Notification Date      March 12, 2013  
Keystone #                              13-190

### **Campaign Population**

2007 - 2009 Raptor 3712TS Fifth Wheels

Serial Number Ranges:

2007 7R800007 - 7R802973

2008 8R800010 - 8R802291

2009 9R800054 - 9R800678

Keystone RV Company is conducting a service campaign on certain 2007 – 2009 Raptor 3712TS 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***

This campaign is to inspect the propane line for the door side kitchen slide out to verify it is properly positioned when the room is in the travel position and add a plate to prevent contact with the tire.

### ***What we will do***

Keystone has notified our dealers regarding this situation. The remedy is to inspect the propane hose and support strap for damage and replace as necessary. A plate will be installed to prevent the hose from coming into contact with the tire. The service and parts 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 one 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.