

Ordering parts via Key Express

Please be advised that Key Express does not have catalogs based on Bill of Materials by VIN. Keystone uses a category and noun based look up by plant.

From time to time, we may require additional information from the Dealer to assure we can identify the right Part, the first time. Some examples are:

Metal Siding-We may need measurements, color, photos, etc.

Wood Shop Items (Cabinetry, etc.)-May require photos, dimensions, drawings, etc.
Holding Tanks & Plumbing Parts-Drain locations, sizes, photos, applications, etc.

If there are multiple Part Numbers available for the same Part (we do not operate with Parts List by VIN), we may need to know style, color, dimensions, photos, Vehicle Identification Number, etc.

Graphics-Photos, sizes, locations, etc.

Windows/Screens-Photos, measurements, etc.

There are 3 sections that will help you in ordering parts. These are **Browse**, **Shopping Cart**, and **Your Account**. We will address these by each section.

Browse:

Product Catalog:

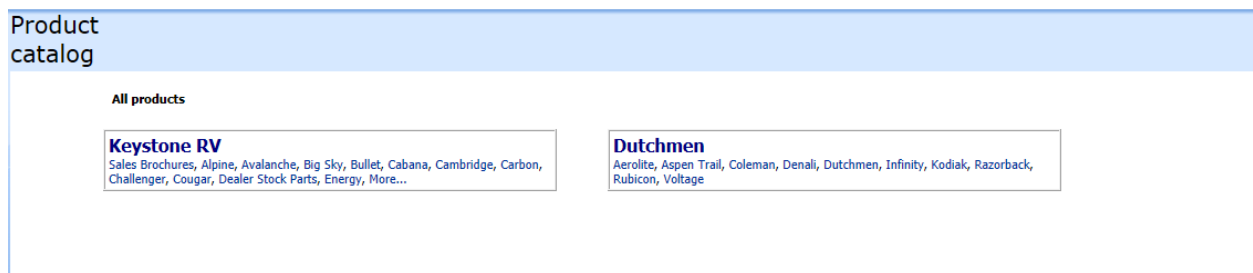
All Keystone and Dutchmen parts catalogs are located here.

If you are a Dutchmen dealer, you will only see Dutchmen catalogs.

If you are a Keystone dealer, you will only see Keystone catalogs.

If you carry both Dutchmen and Keystone, you will see both catalogs.

When you click on **product catalog** you will see the following:



If you need sales brochures click on the word "Sales Brochures".

If you need parts, click on the product and it will take you to the parts catalog for that product.

When in the catalog, choose the category of parts you are searching:

Adhesive, Appliances, Axles & Tires, Bath & Accessories, Front / Rear Caps, Chassis & Accessories, Decor, Door, Electrical, Fasteners, Furniture, Graphics, Labels, Decals, More...

2015 Alpine
Adhesive, **Appliances**, Axles & Tires, Bath & Accessories, Front / Rear Caps, Chassis & Accessories, Decor, Door, Electrical, Fasteners, Furniture, Graphics, Labels, Decals, More...

Then choose the noun you are searching for.

All products > Keystone RV > Alpine > 2015 Alpine > Appliances

| | |
|-----------|--------------|
| A/C | Radio |
| Antenna | Range |
| DVD/VCR | Refrigerator |
| Fan | TV |
| Fireplace | Vacuum |
| Furnace | Vent |
| Generator | Water Heater |
| Microwave | |

Then choose the part.

You can **hide the prices** if you do not want the customer to see on your screen (prices are listed at dealer cost).

You may **Add to Cart** right from the catalog:

All products > Keystone RV > Alpine > 2015 Alpine > Appliances > Range

Hide Images

| | | | | |
|---|--------|--|-----------|---|
|  | 265866 | Range - Top Only - SDN2 - Black | \$ 14.38 |  Add to cart |
|  | 314953 | Range - 21" - Black Top/Door - RV2135BBP - w/Piezo - Atwood | \$ 283.75 |  Add to cart |
|  | 320916 | Range - Hood - Vent - Exterior - Black | \$ 3.40 |  Add to cart |
|  | 348162 | Range - 21" - Stainless Top/Door - Piezo - Atwood Grate - RV21355SPSNA | \$ 379.96 |  Add to cart |

Hide Prices

If you are looking for parts of main part (ie: parts of the range), click on the part number and it will show parts available. See example on next page (showing parts available for the above range)

Current Vehicle

Stock order - not for any specific vehicle

Overview

Item number: 348162

Description: Range - 21" - Stainless Top/Door - Piezo - Atwood Grate - RV21:

Vendor part: 52845 from Atwood Mobile-Greenbrier

Quantity: **Sub items**

| Item number | Name | add to cart |
|------------------------|--|-------------|
| 116156 | Range - Grate - Single - 52890 (Rpls 56272) - Atwood | |
| 321311 | Range - Thermostat - Oven - 52709 - Atwood | |
| 327216 | Range - Burner Only - RH - 52713 - Atwood | |
| 328221 | Range - Door Only - Stainless Steel - Fits RV21355SPS - Atwood | |
| 331272 | Range - Label - Control Panel - Stainless Vision - Piezo - RV 33 Models - 57280 - Atwood | |
| 333525 | Range - Top Only - Stainless Steel - For RV21355SPS - 57532 - Atwood | |
| 357995 | Range - Sealed Grate U Channel - For Top - 57194 - Atwood | |
| 363254 | Range - Manifold Pipe Kit - Series 35 - 52712 - Atwood | |
| 441547 | Range - Oven Door - Handle - Black - For RV12355SPSNA | |

[Request Unlisted Part](#)**Part Search:**

If you have a part number, you can enter it here and search for pricing.

Unlisted Parts:

Once your parts order is created, if you cannot find the part you are looking for in the catalog, you can use "unlisted parts" to describe the part you are needing. (Note: While this feature is useful, it is always best to locate the part number by using the catalog to avoid delays in order processing.)

Unlisted Part Request**Current Vehicle**

Stock order - not for any specific vehicle

We have made every effort to provide dealers with an accurate parts catalog for our vehicles.

If you cannot find the part you need in this catalog, you can ask us to help identify the parts you need.

Just fill out this form and the part will be added to your order.

After manual review of your finished order, we will update your order with the proper part.

Quantity:

In the description box below, enter a detailed description of the item you are requesting.

You should include measurements, model number, where used, or any other identifying marks.

Also attach a photo by using the Browse button below whenever possible.

These steps will help us conclusively identify your part.

Description:

Contact person: Phone: Fax: Email: Attach file:

Shopping Cart:

New Parts order:

To create a new parts order, enter the last 8 of the vin (or click stock parts) and create your order:

Create new parts order

Dealership:

VIN or serial: Stock order?:

Enter the complete VIN number.

Messages and Warnings

For help with creating parts orders, contact Customer Service at (866) 425-4369 or dealerservice@keystonerv.com

If you enter the VIN it will take you to the proper catalog. You can then “shop” for your parts and add to cart. (Note: by listing the VIN – you will be directed to the catalog for this product and year. It does not tell you the exact parts used on that unit, only the parts that were used on this product during the model year. The catalogs are not based on Bill of Materials.)

You can change the quantity of the items in your shopping cart. Select and delete any items you do not want. Click **Update cart** to save changes. Click **Checkout** to complete your purchase.

Shopping cart

| Current Vehicle | |
|--|--|
| Stock order - not for any specific vehicle | |

| Customer information | Totals |
|-----------------------------|----------------------------|
| Delivery name: *** Open *** | Line amount: 0.00 |
| Customer number: 999999 | Total discount: 0.00 |
| Contact: K. Dooley | Misc. charges amount: 0.00 |
| | Sales tax amount: 0.00 |
| | Total amount: 0.00 |

Items

| <input type="checkbox"/> | Item number | Item name | Quantity | Unit | Price Each | Net amount |
|--------------------------|-------------|------------------------------|----------|------|------------|------------|
| <input type="checkbox"/> | 406945 | Brochure - Alpine - May 2014 | 1 | EA | 0.00 | 0.00 |

You may then **Checkout** or **Save as Draft** so you can come back to it later. If you wish to delete any parts at this point, put a check on the part you want to delete and click on the red **X**.

Note: When you are saving as a Draft, name the draft so you can go back to it. **YOU MUST HIT SAVE EVERY TIME YOU GO INTO THAT DRAFT OR YOU WILL LOSE ALL OF THE INFORMATION.**

If you know your part number you can go directly to Quick Entry and enter the part number without searching the catalog and then go directly to the check out.

Shopping Cart

- New parts order
- **Quick entry**
- View cart
- Clear Cart
- Draft Orders

Warranty

Create sales order

Current Vehicle
 Stock order - not for any specific vehicle

Customer information

Delivery name: *** Open ***
 Customer number: 999999
 Contact: K. Dooley

Items

| ✓ | Item number | Item name | Quantity | Unit | Unit price | Net amount |
|--------------------------|-------------|----------------------------------|----------|------|------------|------------|
| <input type="checkbox"/> | 368638 | Brochure - Sprinter - April 2013 | 1 | EA | 0.00 | 0.00 |
| <input type="checkbox"/> | | | | | 0.00 | 0.00 |

Checkout

If you are not using quick entry, after all parts are chosen, Go to View Cart and check out.

Checkout

Purchase order:

Shipping type: Best way (standard) ▼

I acknowledge that expedited freight (any option other than 'best way') may not qualify for warranty reimbursement.

Deliver To

Name: *** Open ***
 Street: 2642 Hackberry Dr
 ZIP/postal Code: 46527
 City: Goshen
 Country/region: US
 State: IN

Add:

Notes:

The **Purchase Order** area is for your use so that you can identify the order when it comes back to you. If you choose any shipping method other than standard, you will be required to **acknowledge** that the shipping cost is your responsibility.

If your account is NOT C.O.D., you may drop ship to any address, by changing the address in the “Deliver to” area. You may also **add notes** to the order: ie: “metal is to be cut”, etc.

Once the information is added, click on NEXT.

You will see the order summary, notice it has not yet added an order number. Your order is not yet submitted. Click Finish.

Current Vehicle
Stock order - not for any specific vehicle

Order Summary

Customer number: 999999
Delivery name: *** Open ***
Delivery address: 2642 Hackberry Dr
Goshen, IN 46527
Mode of delivery: Best way (standard)
Purchase order: Kim test

| Item number | Item name | Quantity | Unit | Unit price | Net amount |
|-------------|------------------------------|----------|------|------------|------------|
| 406945 | Brochure - Alpine - May 2014 | 1.00 | Each | 0.00 | 0.00 |
| | Balance | | | | 0.00 |
| | Sales tax | | | | 0.00 |
| | Total | | | | 0.00 |

Shipping terms subject to availability. Prices shown may not reflect final invoice total.

Click "Finish" to submit your order.

Finish

Your order is now submitted and **Sales order number** has been added.

Order Receipt

For any changes to this order, contact Team Montana Customer Service at email: teammontana@keystonerv.com Phone: 866/273-1450

Order is placed. Your order number is 2430136

Customer account 999999
Delivery name *** Open ***
Delivery address 2642 Hackberry Dr
Goshen, IN 46527
Purchase order Kim test
Mode of delivery Best way (standard)

| Item number | Item name | Quantity | Unit | Unit price | Net amount |
|-------------|------------------------------|----------|------|------------|------------|
| 406945 | Brochure - Alpine - May 2014 | 1.00 | Each | 0.00 | 0.00 |
| | Balance | | | | 0.00 |
| | Sales tax | | | | 0.00 |
| | Total | | | | 0.00 |

Freight charges will be added to final order, if applicable.

View Cart:

In this section you can view what is currently in your cart.

Clear Cart:

Key Express holds the VIN that you are currently working on until you either submit your order or clear your cart. If you are working in an order and decide to save it to draft, the VIN will remain so that you can quickly come back to it. If you wish to work in a different cart or search for a part number on a different unit, you will want to clear your cart so you can access a different catalog. If you do not clear your cart, you may get a message that the part was not used on that VIN.

Draft Orders:

This is a list of the orders that you have saved as Drafts.

Your Account:

Purchase Orders:

This section will list all of your purchase orders. The newest is listed at the top. If you wish to locate a particular Purchase Order, you may [search by sales order number](#), [VIN](#), [created by](#), etc. by entering the last 8 of the VIN, or dealer PO, etc. in the Search box. You may click on [Status](#), [Requires Feedback](#), [DPU Ready](#), [Order type](#) or [Unit Load](#) to pull all orders in those fields. You can open the sales order by clicking on the Sales order #.

Purchase orders

Refine by: [All](#) | [Status](#) | [Requires Feedback](#) | [DPU Ready](#) | [Order type](#) | [Unit Load](#)

| Sales order | Created by | Account | Dealer PO | VIN | Created date | Status | Requires Feedback | Confirmed posting |
|-------------|------------|---------|-----------|-------------------|--------------|------------|--------------------------|-------------------------------------|
| 2460195 | vandt | 999999 | | | 2/24/2015 | Open order | <input type="checkbox"/> | <input type="checkbox"/> |
| 2460193 | vandt | 999999 | | | 2/24/2015 | Open order | <input type="checkbox"/> | <input type="checkbox"/> |
| 2460190 | vandt | 999999 | | | 2/24/2015 | Open order | <input type="checkbox"/> | <input type="checkbox"/> |
| 2460188 | vandt | 999999 | | | 2/24/2015 | Open order | <input type="checkbox"/> | <input type="checkbox"/> |
| 2459977 | ormsb | 999999 | | | 2/24/2015 | Open order | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 2459976 | ormsb | 999999 | | | 2/24/2015 | Open order | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 2459975 | ormsb | 999999 | | | 2/24/2015 | Open order | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 2459971 | ormsb | 999999 | | | 2/24/2015 | Open order | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 2459149 | stand | 999999 | | 4YDT31823FT415804 | 2/23/2015 | Open order | <input type="checkbox"/> | <input type="checkbox"/> |
| 2459148 | stand | 999999 | | 4YDT31828FT415779 | 2/23/2015 | Open order | <input type="checkbox"/> | <input type="checkbox"/> |
| 2459147 | stand | 999999 | | 4YDT31826FT415778 | 2/23/2015 | Open order | <input type="checkbox"/> | <input type="checkbox"/> |
| 2459145 | stand | 999999 | | 4YDT31820FT415808 | 2/23/2015 | Open order | <input type="checkbox"/> | <input type="checkbox"/> |
| 2459130 | stand | 999999 | | 4YDT31829FT415807 | 2/23/2015 | Open order | <input type="checkbox"/> | <input type="checkbox"/> |
| 2459128 | stand | 999999 | | 4YDT26520FT415800 | 2/23/2015 | Open order | <input type="checkbox"/> | <input type="checkbox"/> |
| 2459127 | stand | 999999 | | 4YDT26528FT415799 | 2/23/2015 | Open order | <input type="checkbox"/> | <input type="checkbox"/> |
| 2459126 | stand | 999999 | | 4YDT26526FT415798 | 2/23/2015 | Open order | <input type="checkbox"/> | <input type="checkbox"/> |
| 2459123 | stand | 999999 | | 4YDT26524FT415797 | 2/23/2015 | Open order | <input type="checkbox"/> | <input type="checkbox"/> |
| 2459121 | stand | 999999 | | 4YDT26521FT415787 | 2/23/2015 | Open order | <input type="checkbox"/> | <input type="checkbox"/> |
| 2459120 | stand | 999999 | | 4YDT2652XFT415786 | 2/23/2015 | Open order | <input type="checkbox"/> | <input type="checkbox"/> |
| 2459119 | stand | 999999 | | 4YDT26521FT415773 | 2/23/2015 | Open order | <input type="checkbox"/> | <input type="checkbox"/> |

Once you open the sales order you can see the status, **estimated ship date**, confirmation number, packing slip number, invoice number, **actual ship date** (if complete), **tracking numbers**, and any notes, etc.

Purchase orders - Sales order: 2221172,

| | |
|-------------------------|------------------------------------|
| Purchase order | Status: Invoiced |
| Purchase order: 2221172 | Document status: Invoice |
| Name: | Deadline: |
| Contact: | Dealer PO: brochures |
| Customer account: 1*** | Delivery |
| Tracking number: | Mode of delivery: UPS |
| | Shipping type: Best way (standard) |
| | Delivery name: ----- |
| | Delivery address: |
| | Project: |

Items

| Item number | Description | Quantit | Est. Ship Date | Unit | Unit price | Discount | Disc. pct. | Net amount | "Unknown" Description |
|-------------|-------------------------------|---------|----------------|------|------------|----------|------------|------------|-----------------------|
| 404112 | Brochure - Laredo - Jan. 2014 | 1.00 | 5/4/2014 | EA | 0.0000 | 0.00 | 0.00 | 0.00 | |
| No Charge | No Charge Parts | 1.00 | 5/17/2014 | EA | 0.0000 | 0.00 | 0.00 | 0.00 | |
| No Charge | No Charge Parts | 1.00 | 5/17/2014 | EA | 0.0000 | 0.00 | 0.00 | -14.21 | |

Invoices

| Invoice | Date | Invoice amount |
|---------|----------|----------------|
| 1681796 | 5/7/2014 | 0.00 |

Packing Slips

| Packing slip | Ship date | Sales quantity | Mode of delivery | Tracking Number |
|--------------|-----------|----------------|------------------|-----------------|
| 1826601 | 5/7/2014 | 3.00 | UPS | 1269W8670 |

Confirmations

| Confirmation | Date | Amount |
|--------------|----------|--------|
| 4315118 | 5/5/2014 | 0.00 |

Notes:

Invoices:

This is where you will find a list of invoices. You can **search** for your invoice by the last 8 of the vin, invoice number, sales order number, etc. You can open the invoice by clicking on the **Invoice number**

Invoices

| Invoice account | Purchase order | Date | Invoice | Dealer PO | Invoice amount |
|-----------------|----------------|------------|---------|-----------|----------------|
| | 2343961 | 1/14/2015 | U622261 | | |
| | 2343959 | 1/12/2015 | U621875 | | |
| | 2419729 | 12/24/2014 | 1859163 | | 0.00 |
| | 2404959 | 12/22/2014 | 1857894 | | 0.00 |
| | 2419316 | 12/22/2014 | 1857768 | | |
| | 2412409 | 12/16/2014 | 1855002 | | |
| | 2412409 | 12/12/2014 | 1853017 | | |
| | 2360012 | 12/11/2014 | 1851925 | | |
| | 2407354 | 12/8/2014 | 1848826 | lit | 0.00 |
| | 2404277 | 12/5/2014 | 1848111 | | |

Batch Print Invoices

Enter a date range to print invoices for, then click the Print Now button.

Starting Date: Ending Date:

If you need to create an RGA (Returns Goods Authorization), open the invoice for the part you are requesting credit. Once the invoice is open, you will see a button at the bottom that allows you open the RGA request.

Invoices - Invoice: 1848826, 1277

| | | | |
|----------------------|------------|-------------------|----------------------|
| Invoice | | Delivery | |
| Invoice account: | ██████████ | Delivery name: | ████████████████████ |
| Sales order: | 2407354 | Delivery address: | ████████████████████ |
| Date: | 12/8/2014 | | |
| Invoice: | 1848826 | | |
| Voucher: | SI02464662 | | |
| Requisition: | lit | | |
| Currency: | USD | | |
| Invoice amount: | 0.00 | | |
| Total misc. charges: | 24.70 | | |
| Sales tax: | 0.00 | | |
| Total discount: | 0.00 | | |

| Item | Description | Quantity | Unit price | Line discount | Amount |
|-----------|---------------------------------------|----------|------------|---------------|--------|
| 458659 | Brochure - Hideout - East - Nov. 2014 | 1.00 | 0.0000 | 0.00 | 0.00 |
| 380987 | Brochure - Retreat - Mar. 2013 | 1.00 | 0.0000 | 0.00 | 0.00 |
| No Charge | No Charge Parts | 1.00 | 0.0000 | 0.00 | 0.00 |
| No Charge | No Charge Parts | 1.00 | 0.0000 | 0.00 | -24.70 |

Once you open the RGA form, simply complete it and submit.

Once the RGA is submitted, you can track the progress by opening the **RGA List** in your menu.

If you need further assistance, please contact your parts teams at Keystone RV Company.

| | | | | | |
|--|--|---|--|---|---|
| Montana (MO) Mountaineer Big Sky HC Montana Raptor *Passport Carbon Phone-866-273-1450 Fax-866-273-1451 e-mail: teammontana@keystonerv.com | Sprinter (ST) *Springdale Summerland Residence Fuzion Fireside *Energy Impact Phone-866-273-1452 Fax-866-273-1453 e-mail: teamsprinter@keystonerv.com | *Cougar (CG) HC Cougar *Hornet *Hideout Retreat Phone-866-273-1454 Fax-866-273-1455 e-mail: teamcougar@keystonerv.com | Alpine (AL) Avalanche Laredo Outback Sydney *Bullet Phone-866-273-1456 Fax-866-273-1457 e-mail: teamalpine@keystonerv.com | Kodiak (KO) Aerolite Aspen Trial Coleman Dutchmen Phone-855-895-4422 Fax-866-273-1455 e-mail: teamkodiak@keystonerv.com | Denali (DE) Infinity Razorback Rubicon Voltage Komfort Phone-855-382-4100 Fax-866-273-1457 e-mail: teamdenali@keystonerv.com |
| Dial 1 for Parts Team | | | | Parts Manager: Nic Davis (MO) Lead: Byron Yoder (ST) Lead: Margie Goody | (CG) Lead: Adel Brison (AL) Lead: Laurie Miller (KO & DE) Lead: Tony Chudzicki |