



KEYSTONE
RV COMPANY

CROSSROADS *Dutchmen*

Policy and Procedure Manual



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Customer Service Division

Policy & Procedure Manual

Introduction

Thank you for your partnership with Keystone RV Company and its divisions, Dutchmen Manufacturing and CrossRoads RV ("Keystone"). We value your business and we promise to strive to add value to our relationship through "Best in Class Service".

The goal of this manual is to give your dealership and personnel a complete understanding of what is expected of you as a Dealer or Service Center and what your dealership can expect from Keystone. While we strive to design, build and ship a trouble-free product, I am sure you can appreciate with all manufactured products, problems occur that require repair.

We highly recommend that all key Parts & Service personnel review and understand the policies and procedures set forth in this manual. ***Not following the established policies and procedures can cause delays receiving parts, claim payment, and responding to your needs as a dealership.***

Business Model Summary

We sell our recreational vehicles to Authorized Dealers only and our authorized dealer sells the unit to a retail customer.

Our Dealer or Service Centers

- Are the only locations approved to perform Warranty work
- Are the exclusive distributors of our Parts
- Provides detailed information so a representatives can determine if a defect exists
- If required, submits for Pre-Authorization
- Orders and pays for all parts (Warranty or otherwise)
- Submits Warranty Claim to us to be reimbursed for Parts, Freight, Labor, Parts Mark-up and foreign transaction fees when applicable. (Note: We administer the warranty on all products with the exception of Tires, Generators and ASA components which are administered directly through those respective vendors.)

Keystone RV Company Customer Service Division

Mailing Address:

P.O. Box 2000
Goshen, IN 46527

Shipping Address:

2425 Davis Dr.
Goshen, IN 46526



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Customer Service Overview

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Customer Service Overview

“**KEY EXPRESS**” -is a “Real-Time” Web based portal available 24/7 which **ALL** Service/Parts transactions are executed through. A summary of available features:

All Departments:

- Product Team Contacts-Summary of all Toll Free phone, fax and e-mails as well as Management personnel for the Customer Service Division
- Manuals-All Important Company Manuals as well as hundreds of Vendor Service/User Manuals
- Message Board-Notification system to communicate important information

Parts Department:

- Comprehensive, easy-to-use Parts Catalogs with on-line ordering system
 - 99% of all parts listed have an image associated to the part number
- Parts Account Management-Invoicing, Estimated Ship Days, Tracking Numbers
- Return Goods Authorization (RGA) System

Service Department:

- Warranty Pre-Authorization requests & Pre-Authorization Account Management functionality. (Pre-Authorizations can be turned into warranty claims without re-entry upon approval)
- Warranty Claim submissions & Warranty Claim Account Management functionality
- Warranty Part Return notification system with Parts Tags
- Warranty Registration of new units sold by your dealership
- VIN Look-Up-Verify Warranty status, equipment, floor plan, Recalls, etc.

Real People

When the situation just can't be handled on “KEY EXPRESS”, you have Toll Free direct access to over 48 RVIA/RVDA “Registered”, “Certified” or “Master Certified” Technicians. On average, we answer dealer calls 98% of the time when you call, without a “voicemail”.

One Stop Shop for Warranty Claims

No need to hassle with multiple vendors. Keystone will administer the warranty for all components (except Tires, Generators & ASA Components). Claims are processed daily and payments made twice a month.



Product Team Contacts

Dealer Parts & Service Departments are divided into Seven (7) Teams for Dealer access which gives us these advantages:

- Dealer Teams and Owner Relations (dedicated to handling Retail Customers) have separate Toll Free numbers. This allows our Dealer Teams to focus on your needs, when you need us.
- Because our Parts/Service representatives specialize in certain products, they are more knowledgeable providing more timely and accurate service.
- All communication we receive through “KEY EXPRESS” is automatically directed to the appropriate Team based on the VIN.
- Each Team has a Toll Free phone, fax number and e-mail address. Any Parts/Service needs that are unable to be addressed through “KEY EXPRESS” we stand ready to assist any way we can. Please utilize the following information to contact us:

Team Summary:

- Luxury-Phone-866/273-1450
- Toy Haulers-Phone-866/273-1452
- Premium-Phone-866/273-1454
- Light Weight-Phone-866/273-1456
- Traditional-Phone-855/895-4422
- Dutchmen-Phone-855/382-4100
- CrossRoads-Phone-844-361-8455

Fax for all Teams: 866/273/1451

E-mail: parts@keystonerv.com
service@keystonerv.com
warranty@keystonerv.com

Please see Product Team Contact Sheet on Key Express for which brands are handled by which Team.

Indiana Business Hours

8:00 am to 5:00 pm Eastern Time-Monday-Thursday
8:00 am to 4:00 pm Eastern Time-Friday

Indiana Call Center

Based on the brand, dial the appropriate Team Toll Free number and follow these simple prompts:

Note: Dealers should not dial the Toll free line designated for Retail Customers.



- **Dial 1 for Parts** will put you in contact with the selected Teams Parts Advisor. They will assist you to use “KEY EXPRESS”, Parts related questions, process or policy training or Parts “Emergency” situations.
- **Dial 2 for Service** will put you in contact with the selected Team Service Advisor. They will assist you to use “KEY EXPRESS” for Pre-Authorizations, technical questions about our products, process or policy training for Service or for “Emergency” service or retail customer situations.
- **Dial 3 for Warranty** will put you in contact with the selected Team Warranty Lead. They will assist your use of “KEY EXPRESS” to file Warranty Claims, check the approval or payment status of a Warranty Claim. This should be used for the status of a submitted Warranty Claim, and for questions regarding a Claim which has been adjusted.

Oregon

Our units are manufactured in Indiana and Oregon. All Service related issues are handled by Indiana. Parts related inquiries are handled by the build location. Parts orders are automatically filtered to the correct location based on the VIN number.

On the Team Contact Sheet, this asterisk “*” denotes products which could be manufactured in Oregon. Parts inquiries regarding products manufactured in Oregon should be directed to our Oregon representatives.

VIN identification- the seventh (7th) digit from the right of all Oregon VIN numbers will be represented by the number or the letters “C”, “G”, “N”, “X” or “Y”.

Oregon Hours and Contact Information

- 8:00 am to 5:00 pm Pacific Time: Monday-Thursday
- 8:00 am to 4:00 pm Pacific Time: Friday

- Parts Toll Free: 855/890-9161
- Phone: 541-276-6075
- Fax: 541-966-0916



Policy and Procedure Manual

Section 3

Warranty Statement (4 pages)

KEYSTONE RV LIMITED WARRANTIES (FOUR PAGES)

WHAT IS COVERED?

Keystone RV company, including its divisions, Dutchmen and CrossRoads/Redwood (“Keystone”), provides the two following limited warranties with this recreational vehicle (“RV”) which set forth what Keystone will cover and what Keystone will do if a defect exists. Neither limited warranty is a guarantee about the RV for any time period. Please read them closely before your purchase of the RV.

PLEASE NOTE: WHEN YOU REQUEST AND ACCEPT THE PERFORMANCE OF WARRANTY REPAIRS UNDER THE TERMS OF EITHER LIMITED WARRANTY, YOU ARE ACCEPTING ALL TERMS OF BOTH LIMITED WARRANTIES, INCLUDING BY WAY OF EXAMPLE, THE RESPECTIVE WARRANTY LIMITATIONS AND DISCLAIMERS, THE FORUM SELECTION CLAUSE AND THE CLAUSE REDUCING THE TIME PERIOD WHEN SUIT MUST BE FILED FOR BREACH.

ONE-YEAR (TWO-YEAR FOR THE REDWOOD BRAND) LIMITED BASE WARRANTY:

The Keystone Limited Base Warranty covers this RV for a period of one-year (two-year for the Redwood brand) from the date of purchase by the first retail owner. This Limited Base Warranty covers defects in materials and workmanship supplied by and attributable to Keystone’s manufacturing and assembly of the RV when the RV is used solely for its intended purpose of recreational camping. This Limited Base Warranty does not cover the items excluded under the section “What is Not Covered”

IN ADDITION, SINCE IT IS REASONABLE TO EXPECT THAT THE RV WILL NEED SOME SERVICE DURING THE WARRANTY PERIOD, THIS LIMITED BASE WARRANTY DOES NOT PROMISE OR EXTEND TO FUTURE PERFORMANCE, WHICH MEANS THAT IT DOES NOT GUARANTEE HOW YOUR RV WILL PERFORM FOR A PERIOD OF TIME OR THAT IT IS FREE FROM DEFECTS. IT ONLY SETS FORTH WHAT KEYSTONE WILL DO IF A DEFECT EXISTS WITHIN THE LIMITED BASE WARRANTY PERIOD.

IT IS ALSO REASONABLE TO EXPECT THAT, BECAUSE OF THE SOPHISTICATED NATURE OF RVs, AND THE SPECIALIZED PARTS, COMPONENTS AND EQUIPMENT USED TO MANUFACTURE THEM, SERVICE DELAYS MAY AND CAN OCCUR. SOME REPAIRS MAY TAKE AN EXTENDED PERIOD OF TIME TO COMPLETE FOR REASONS BEYOND THE CONTROL OF KEYSTONE, OUR SUPPLIERS, AND OUR DEALERS. WE ASK FOR YOUR PATIENCE IN THOSE CIRCUMSTANCES. THOSE DELAYS ARE NOT INTENDED TO INCONVENIENCE YOU OR YOUR FAMILY, BUT TO PROPERLY COMPLETE THE REPAIRS. NO MATTER THE CIRCUMSTANCES PLEASE STAY IN CONTACT WITH YOUR DEALER FOR UPDATES ON PARTS LEAD TIMES AND REPAIR TIMES. IF YOU DO NOT BELIEVE YOUR DEALER IS ABLE TO RESOLVE YOUR WARRANTABLE ISSUES OR COMPLETE THE REPAIRS ON A TIMELY BASIS, PLEASE CALL KEYSTONE’S CUSTOMER SERVICE DEPARTMENT FOR ASSISTANCE.

Keystone is not responsible for any undertaking, representation, service agreement, or warranty beyond what is expressly set forth in this Limited Base Warranty.

TRANSFERABILITY | This Limited Base Warranty may be transferred by the first retail purchaser to a subsequent retail purchaser; however, the Limited Base Warranty will in no way be extended beyond the one-year (two-year for the Redwood brand) coverage period. For you, the second retail purchaser, to receive the unexpired balance of the base warranty coverage, as previously described, after purchasing the RV, you may download the “My Keystone” App or go to our website at www.keystonerv.com and provide Keystone with your VIN, name, address, phone, and email address (proof of purchase may be requested). You may also notify Keystone of the transfer by: Phone: [866.425.4369](tel:866.425.4369) or Email: ownerrelations@keystonerv.com

PLEASE NOTE: The limited base warranty is not part of the separate limited three-year structural warranty provided with the RV. The Limited Base Warranty will expire on the one-year (two-year for the Redwood brand) anniversary date of the first retail purchase.

LIMITATIONS AND DISCLAIMERS

THE LIMITED BASE WARRANTY IS PROVIDED EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE, AND IN LIEU OF ALL OTHER OBLIGATIONS OR LIABILITIES ON THE PART OF KEYSTONE. IMPLIED WARRANTIES, INCLUDING IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, IF ANY, GIVEN BY LAW, WILL BE LIMITED TO AND NOT EXTEND BEYOND THE SCOPE OF COVERAGE AND BEYOND THE DURATION OF THE ABOVE ONE-YEAR (TWO-YEAR FOR THE REDWOOD BRAND) LIMITED BASE WARRANTY PERIOD.

KEYSTONE WILL NOT BE RESPONSIBLE OR LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND OR NATURE THAT RESULT FROM ANY DEFECT IN THE RV, INCLUDING BUT NOT LIMITED TO, LOSS OF USE OF THE RV, LOAN PAYMENTS, ON-SITE SERVICE CALLS, LOSS OF TIME, INCONVENIENCE, EXPENSES FOR GASOLINE, TOWING CHARGES OR TRANSPORTATION COSTS, RENTAL OF SUBSTITUTE EQUIPMENT, TELEPHONE, TRAVEL, LODGING, DAMAGE OR LOSS TO PERSONAL PROPERTY, LOSS OF REVENUES, OR OTHER COMMERCIAL LOSS, OR ANY OTHER SPECIAL OR CONSEQUENTIAL DAMAGES, OF ANY KIND OR NATURE RESULTING FROM ANY DEFECT IN THE RV. THE DISCLAIMER OF CONSEQUENTIAL DAMAGES IS NOT DEPENDENT UPON THE LIMITED BASE WARRANTY FULFILLING ITS ESSENTIAL PURPOSE.

SOME STATES DO NOT ALLOW LIMITATIONS OF HOW LONG AN IMPLIED WARRANTY LASTS, OR ALLOW THE EXCLUSION OF LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSIONS MAY NOT APPLY TO YOU.

THREE-YEAR LIMITED STRUCTURAL WARRANTY (ALL KEYSTONE BRANDS)

The Keystone Limited Structural Warranty covers this RV for a period of three years from the date of purchase by the first retail owner. This Limited Structural Warranty covers defects in materials and workmanship supplied by and attributable to Keystone's manufacturing and assembly of the "structural" (as defined below) portions of the RV when the RV is used solely for its intended purposes of recreational camping. This Limited Structural Warranty does not cover the items excluded under the section "What is Not Covered?"

"Structural" means the RV's (i) main steel frame and steel support members (outriggers and cross members) (ii) exterior sidewalls, laminated or non-laminated, including fiberglass, aluminum siding and wall studs (iii) floors, laminated or non-laminated, including decking and floor joists (iv) roofs, laminated or non-laminated, including decking, roof rafters and roof material installation (v) fiberglass cap(s) including paint application, and windshield installation (does not cover damages such as, rock chips, dents, scratches, or failure to maintain) and (vi) slide-out box, exterior sidewalls/end walls/roofs/floors, skeletal framing, decking and roof material installation.

PLEASE NOTE: The limited three-year structural warranty is not part of the separate limited base warranty provided with the RV. The Limited Structural Warranty will expire on the three-year anniversary date of the first retail purchase.

IN ADDITION, SINCE IT IS REASONABLE TO EXPECT THAT THE RV WILL NEED SOME SERVICE DURING THE WARRANTY PERIOD, THIS LIMITED STRUCTURAL WARRANTY DOES NOT PROMISE OR EXTEND TO FUTURE PERFORMANCE, WHICH MEANS THAT IT DOES NOT GUARANTEE HOW YOUR RV WILL PERFORM FOR A PERIOD OF TIME OR THAT IT IS FREE FROM DEFECTS. IT ONLY SETS FORTH WHAT KEYSTONE WILL DO IF A DEFECT EXISTS WITHIN THE LIMITED STRUCTURAL WARRANTY PERIOD.

IT IS ALSO REASONABLE TO EXPECT THAT, BECAUSE OF THE SOPHISTICATED NATURE OF RVs, AND THE SPECIALIZED PARTS, COMPONENTS AND EQUIPMENT USED TO MANUFACTURE THEM, SERVICE DELAYS MAY AND CAN OCCUR. SOME REPAIRS MAY TAKE AN EXTENDED PERIOD OF TIME TO COMPLETE FOR REASONS BEYOND THE CONTROL OF KEYSTONE, OUR SUPPLIERS, AND OUR DEALERS. WE ASK FOR YOUR PATIENCE IN THOSE CIRCUMSTANCES. THOSE DELAYS ARE NOT INTENDED TO INCONVENIENCE YOU OR YOUR FAMILY, BUT TO PROPERLY COMPLETE THE REPAIRS. NO MATTER THE CIRCUMSTANCES PLEASE STAY IN CONTACT WITH YOUR DEALER FOR UPDATES ON PARTS LEAD TIMES AND REPAIR TIMES. IF YOU DO NOT BELIEVE YOUR DEALER IS ABLE TO RESOLVE YOUR WARRANTABLE ISSUES OR COMPLETE THE REPAIRS ON A TIMELY BASIS, PLEASE CALL KEYSTONE'S CUSTOMER SERVICE DEPARTMENT FOR ASSISTANCE.

Keystone is not responsible for any undertaking, representation, service agreement, or warranty beyond what is expressly set forth in this Limited Structural Warranty.

TRANSFERABILITY | This Limited Base Warranty may be transferred by the first retail purchaser to a subsequent retail purchaser; however, the Limited Base Warranty will in no way be extended beyond the one-year (two-year for the Redwood brand) coverage period. For you, the second retail purchaser, to receive the unexpired balance of the base warranty coverage, as previously described, after purchasing the RV, you may download the "My Keystone" App or go to our website at www.keystonerv.com and provide Keystone with your VIN, name, address, phone, and email address (proof of purchase may be requested). You may also notify Keystone of the transfer by: Phone: [866.425.4369](tel:866.425.4369) or Email: ownerrelations@keystonerv.com

LIMITATIONS AND DISCLAIMERS

THE LIMITED STRUCTURAL WARRANTY IS PROVIDED EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE, AND IN LIEU OF ALL OTHER OBLIGATIONS OR LIABILITIES ON THE PART OF KEYSTONE.

IMPLIED WARRANTIES, INCLUDING IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, IF ANY, GIVEN BY LAW, WILL BE LIMITED TO AND NOT EXTEND BEYOND THE SCOPE OF COVERAGE AND BEYOND THE DURATION OF THE ABOVE THREE-YEAR LIMITED STRUCTURAL WARRANTY PERIOD.

KEYSTONE WILL NOT BE RESPONSIBLE OR LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND OR NATURE THAT RESULT FROM ANY DEFECT IN THE RV, INCLUDING BUT NOT LIMITED TO, LOSS OF USE OF THE RV, LOAN PAYMENTS, ON-SITE SERVICE CALLS, LOSS OF TIME, INCONVENIENCE, EXPENSES FOR GASOLINE, TOWING CHARGES OR TRANSPORTATION COSTS, RENTAL OF SUBSTITUTE EQUIPMENT, TELEPHONE, TRAVEL, LODGING, DAMAGE OR LOSS TO PERSONAL PROPERTY, LOSS OF REVENUES, OR OTHER COMMERCIAL LOSS, OR ANY OTHER SPECIAL OR CONSEQUENTIAL DAMAGES, OF ANY KIND OR NATURE RESULTING FROM ANY DEFECT IN THE RV. THE DISCLAIMER OF CONSEQUENTIAL DAMAGES IS NOT DEPENDENT UPON THE LIMITED STRUCTURAL WARRANTY FULFILLING ITS ESSENTIAL PURPOSE.

REPAIR REMEDY

If, within the stated limited warranty period, a defect in materials or workmanship is found to exist that is not excluded from coverage, whether under the Limited Base Warranty or the Limited Structural Warranty, Keystone's sole and exclusive obligation will be to repair the defect.

SOME STATES DO NOT ALLOW LIMITATIONS OF HOW LONG AN IMPLIED WARRANTY LASTS, OR ALLOW THE EXCLUSION OF LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSIONS MAY NOT APPLY TO YOU.

BACK-UP REMEDY

As a limited back-up remedy in the event the defect cannot be repaired, after receiving a reasonable opportunity to repair and after a reasonable number of repair attempts, Keystone may, at its option, either (1) pay you the diminution in value damages, or (2) provide a similar replacement RV, less a reasonable allowance for the owner's use of the original RV. The primary and back-up remedies must both fail to fulfill their essential purpose before other uniform commercial code remedies can be obtained for breach of express or implied warranty.

PLEASE NOTE: Any performance of repairs after the stated coverage periods expire or any performance of repairs to those portions of your RV excluded from coverage will be considered "**good will**" repairs and will not alter the express terms of the base and structural limited warranties.

WHAT IS NOT COVERED?

THE LIMITED BASE AND STRUCTURAL WARRANTIES WILL NOT APPLY TO:

- Routine maintenance including, without limitation, caulking, re-caulking and waxing of the body of the RV, tightening screws, brake squeak/lock-up/adjustment, latches, locks, combustion systems, changing fuses, or light bulbs, and maintaining the air conditioning and heating systems.
- Any water leaks or related consequential damages that are a result of your failure to properly maintain the exterior seals as required in the Owner's Manual.
- Any water leaks or related consequential damages that arise after the limited one-year (two-year for the Redwood brand) base warranty expires (water leaks are covered under the base warranty and not the structural warranty).
- Adjustments to all doors, drawers, locks, latches, awnings and window treatments beyond 90 days after retail sale.
- Equipment, products, components, appliances, or accessories not manufactured by Keystone.
- RV's used for business, rental, residential, commercial, or disaster relief purposes, or any purposes other than recreational travel and family camping.
- RV's that are not originally purchased through an authorized dealer or those purchased through auction, repossession, salvage or an otherwise damaged or distressed condition.
- Damage or loss caused in whole or in part by the unauthorized attachments, modifications or alterations to the structure, body, pin box or frame of the RV including but not limited to trailer hitches for towing, or platforms for supporting cargo.
- Any fading or dye lot changes of fabrics or carpet or cosmetic issues with the roof material(s) or its installation.
- Design defects; redesign/re-construction of any part of the RV; or anything related to wheel or axle alignment.
- Rust or corrosion due to the environment; or any broken glass damage.
- Damage or loss caused in whole or in part by animals, exposure to natural or atmospheric elements, corrosive chemicals, ash or fumes generated or released by vehicles, collision, road hazards, rock chips, condensation, or any other source; impact, rock chips, dents, scratches or failure to maintain.
- Damage or loss caused in whole or in part by extreme weather conditions such as extreme cold or heat, winds, rain, lightning, hail, ice, and/or flooding.

- Damage or loss caused in whole or in part by the willful or negligent acts of the driver of the vehicle pulling the RV, an accident involving the RV, or the condition of any road surface.
- Damage or loss caused in whole or in part by the tow vehicle selected by the owner, owner's operation or use of the tow vehicle, improper selection or installation of towing hitch on tow vehicle, weight distribution, sway control or equalizer equipment, or damage to the owner's tow vehicle.
- Any injury, loss or damage due to mold or fungi.
- Any RV licensed, registered, or primarily used outside the USA or Canada.

DEFECTS VS DAMAGE

Please note the distinction between "defect" and "damage". "Defect" means the failure of the workmanship performed and/or materials used to conform with the design, manufacturing specifications and tolerances of Keystone. Defects are covered under the limited warranties. On the other hand, Keystone has no control over "damage" caused by such things as collision, misuse, or lack of maintenance that occurs after the RV is delivered to the owner. Therefore, "damage" for any reason which occurs after the RV is delivered is not covered under this warranty. **Maintenance services are also excluded from the warranty because it is the owner's responsibility to maintain the RV.**

COMPONENT AND APPLIANCE WARRANTY SERVICE/ADMINISTRATION

Appliance and component manufacturer warranties, if any, are separate from the Keystone Limited Warranties. Keystone administers the separate appliance and component warranties ONLY during the Keystone one-year (two-year for the Redwood brand) base limited warranty coverage period except for tires, batteries, Vizio brand, Onan supplied generators, and ASA supplied electronics (those items are not only excluded, but Keystone does not administer those components' separate warranties). All warranty service claims on components must therefore be directed during the one-year (two-year for the Redwood brand) base limited warranty coverage period to Keystone through an authorized Keystone dealer or service center. After the Keystone one-year (two-year for the Redwood brand) base coverage period expires, all appliance and component warranty claims must be directed to the respective appliance and component manufacturers. **Keystone is not warranting any appliance or components. In no way will Keystone's Limited Warranties be modified or amended by this provision.**

LEGAL REMEDIES

ANY ACTION TO ENFORCE ANY PORTION OF THE LIMITED BASE OR STRUCTURAL WARRANTIES, OR ANY IMPLIED WARRANTY, MUST BE COMMENCED WITHIN SIX (6) MONTHS AFTER EXPIRATION OF THE STATED RESPECTIVE LIMITED WARRANTY PERIODS OR THE ACTION WILL BE BARRED BECAUSE OF THE PASSAGE OF TIME. ANY PERFORMANCE OF REPAIRS WILL NOT SUSPEND THIS LIMITATION PERIOD FROM EXPIRING.

SOME STATES ALSO DO NOT ALLOW THE REDUCTION IN THE STATUTE OF LIMITATIONS, SO THEY MAY NOT APPLY TO YOU.

EXCLUSIVE JURISDICTION FOR DECIDING LEGAL DISPUTES RELATING TO ALLEGED BREACH OF WARRANTY OR REPRESENTATIONS OF ANY NATURE MUST BE FILED IN THE COURTS WITHIN THE STATE OF MANUFACTURE. ALSO, THE LIMITED WARRANTIES WILL BE INTERPRETED AND CONSTRUED IN ACCORDANCE WITH THE LAWS OF THE STATE OF INDIANA. ANY AND ALL CLAIMS, CONTROVERSIES, AND CAUSES OF ACTION ARISING OUT OF OR RELATING TO THE LIMITED WARRANTIES, WHETHER SOUNDING IN CONTRACT, TORT OR STATUTE, WILL BE GOVERNED BY THE LAWS OF THE STATE OF INDIANA, INCLUDING ITS STATUTE OF LIMITATIONS, WITHOUT GIVING EFFECT TO ANY CONFLICT OF LAW RULE THAT WOULD RESULT IN THE APPLICATION OF THE LAWS OF A DIFFERENT JURISDICTION.

PLEASE NOTE: THE ABOVE LIMITED WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. FOR EXAMPLE, CALIFORNIA CONSUMERS SHOULD KNOW THEIR RIGHTS RELATING TO THE PURCHASE OF CONSUMER GOODS, SUCH AS RECREATIONAL VEHICLES. CALIFORNIA CONSUMERS MAY HAVE SPECIAL PROTECTIONS UNDER CALIFORNIA'S SONG-BEVERLY CONSUMER WARRANTY ACT (CALIFORNIA CIVIL CODE § 1793.2).

IN ADDITION, THE ABOVE CHOICE OF LAW CLAUSE, AS WELL AS LIMITATIONS AND DISCLAIMERS OF WARRANTIES, MAY NOT APPLY TO YOU IF APPLICABLE STATE LAW PROHIBITS THE ENFORCEMENT OF A CHOICE LAW CLAUSE.



Policy and Procedure Manual

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POLICY & PROCEDURE

Summary of Key Information & Timelines

PRIORITY:

Units with Water leaks

- ***Immediately*** mitigate the moisture with shop vacuum, running the Roof A/C, Furnace, and RoofVent Fans, set up External Fans directly on the areas, pull Carpet/Linoleum back, open up a Wall/Ceiling Panel as needed. Contact Customer Service the first available business day.
 - ***DO NOT*** close-up the unit and park it or MOLD could develop.
- Contact Customer Service the first available business day.

Safety Issues

- Contact Customer Service the first available business day.

Service Appointments (Section 9)

- Units should be diagnosed, repair pre-authorization obtained and parts ordered within 72 hours of the unit arriving at the dealership.
- Customers should not be allowed to drop their unit without or prior to an appointment without completing the "Unit Drop Acknowledgement" form.
- If repairs are likely to take more than thirty (30) days, request the customer sign the "Agreement to Extend Service Repair Time" document.

Safety & Service Campaigns (Section 13)

- Mandated by Federal & State Laws and subject to substantial fines for non-compliance, all Stock inventories with Safety Campaigns must be corrected prior to retail delivery.

IMPORTANT:

Receiving New Vehicles (Section 5)

- Dealer Acceptance Form (DAF) to be completed with Driver signature. The DAF will report any damages and/or shortages and will be returned to us by the driver.
- There is no extenuating circumstance for Transportation Damage. **ALL** transportation damage must be documented at the time of delivery and confirmed with driver signature on the DAF.
- DPU drivers must report exterior damage or shortages to Shipping Department **BEFORE** leaving the complex with unit. Upon receipt of the unit at the dealership, inspect the interior and e-mail service@keystonerv.com an addendum if necessary.
- Transportation Damage must be repaired and Warranty Claim submitted within 30 days of the Damage occurring.

Pre-Delivery (Section 7)



- The Pre-delivery inspections outlined in Section 7 are the minimum requirements for every unit prior to retail delivery.
- Cosmetic flaws are normal. Unless it is determined through the Pre-Authorization process to potentially affect the sale of the unit, it will not be considered for warranty reimbursement. These types of items can be documented for future consideration for if the retail customer files a complaint.

Retail Delivery (Section 8)

- Customer should receive detailed walk through showing operation of ALL features and components on the unit.
- Upon retail sale, register the new owner on Key Express to initiate the Warranty within 3 days of retail delivery.

Pre-authorizations (Section 10)

- Pre-Authorizations remain valid for a period of ninety (90) days.
- Adjustments/Denials can be appealed immediately but will be considered for sixty (60) days.
- Items that are not defects in materials or workmanship should not be submitted for Pre-Authorization.
- Sublets-An Original estimate with VIN will need to be attached
- Requires Feedback – 5 business days
 - Pre-Authorizations in “Requires Feedback” status will generate three contacts with the Dealers (call, e-mail, etc.) within five business days for the information needed to complete the Pre-Authorization.
 - If after 5 business days the information is not provided, the request will either be placed into “Draft” status (on a single line-item request) or the line item will be denied (on a multi-line item request). (Note: The Pre-Authorization can be reinstated at a later date should the information become available up until which time it is turned into a claim).

Warranty Claims (Section 11)

- The Claim must be submitted within thirty (30) days of completion of Warranty work. After 30 days, the Claim will be subject to a reduction on a sliding payment scale.
- Adjustments/Denials can be appealed immediately but will be considered for sixty (60) days
- Must return parts should be returned on Keystone’s account; see pages 11-18 through 11-21.
- Claims are processed daily and checks are sent twice a month.
- Sublets-An Original paid receipt with VIN will need to be attached.
- Part Returns-Claims with a Part will be reviewed within 48 hours to determine if Part Return to Keystone is required. The claim remains in “Parts Under Review” until then.
 - “Pending Part Return”-return of part needed by printing the parts tag and following the return procedures outlined in Section 11.
 - Once a claim is in status “Approved” or “Processing Payment”-Part return has been deemed not necessary and the part can be disposed of.



- Warranty Claims in “Pending Parts Return” will remain active for 90 calendar days. If after 90 days, we have not received the required return Part, that line on the Warranty Claim will be denied and the remaining qualified lines on the Warranty Claim will be approved for payment. (Note: Once processed, a Warranty Claim cannot be re-opened. If the Part becomes available at a later date, a new Warranty Claim will have to be resubmitted.)
- Requires Feedback – 15 business days
 - A Warranty Claim in “Requires Feedback” status will generate one contact with the Dealer s (call, e-mail, etc.) within 10 business days. If after 15 business days of the Claim being in “Requires Feedback” status, the request will either be placed into “Draft” status (on a single line-item request) or the line item will be Denied (on a multi-line item request) the remaining qualified lines on the Warranty Claim will be Approved for payment. Once processed for payment, Warranty Claims cannot be re-opened and the Dealer will be required to submit a new Claim.

Parts Account Information (Section 12)

- If a dealer is “Open Account”, terms are Net 15 days.
- Statements & Invoices are NOT mailed, they are available and updated daily on Key Express

Parts Department (Section 12)

- Dealer pays for all parts, crate, freight, foreign transaction fees whether a warranty part or not. (These costs are reimbursed through the Warranty claim process)
- Damages and shortages in a parts shipment must be reported to the Parts Department within 24 hours of receiving the package.
- Return Goods Authorizations (RGA’s) will be considered for 90 calendar days from the date the parts were received.
- Once a part is staged “DPU Ready”, the Part(s) will automatically be shipped at the dealer’s expense after 15 business days.
- Parts Quote prices are good for 30 day
- Requests for expedited shipping (Next Day, 2nd Day or 3rd Day must be received by 3 PM Eastern. (only Stock Parts with small parts packaging qualify)
- Requires Feedback – 5 business days
 - Orders in “Requires Feedback” status will generate three contacts with the Dealer (call, e-mail, etc.) within five business days for the information needed to complete the Parts Order.
 - If after five business days the requested information is not provided, the order will be cancelled. (Note: The order can be reinstated at a later date should the information become available)

Requests for Labor Rate Adjustments (Section 14)

- Applications, including a signed Service Agreement, for an increase in warranty labor rate will be considered once per year from the date of last adjustment.



Policy and Procedure Manual

Section 5

Receiving New Vehicles

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Receiving New Vehicles

Responsibility for new unit begins when a new vehicle is received by the Dealer (or is picked up DPU). Adhering to the proper inspection procedures enables the Dealer to identify possible damages and shortages which will assure prompt and complete reimbursement.

Driver Wash

If we contract the delivery, the Driver will wash the exterior siding (i.e. 4 walls) and under carriage (i.e. frame) of the unit providing there is a wash station able to accommodate RV's within a reasonable distance or the Dealer is willing to allow the Driver to utilize Dealer facilities to wash the unit (weather permitting). If either of these conditions is not met, the Driver may contract and pay the Dealer to wash the unit for a reasonable fee approved by Keystone RV. However, Transportation Damage must still be documented at the time of delivery.

Dealer Acceptance Form (DAF)

A Dealer Acceptance Form (DAF) is provided with every unit. At the time the unit arrives, the following steps should be taken and documented within the categories listed on the DAF:

1. Inspect the exterior (including roof and undercarriage) and interior with the Driver looking for obvious damage (caused by the Driver or not) For Example: impacts, dings, dents, scratches, drag marks, tears, stains, etc.
2. Verify the equipment listed on the invoice is on/in the unit. List any Shortages on the DAF.
3. Both the dealer and driver need to sign and date the DAF and the driver will return the original to us.

Important Notes:

- There is no "Grace Period" or "Subject to Further Inspection" for Transportation Damage and it must be noted on the DAF with the Driver's signature. Please DO NOT comment on the DAF if an issue is "Transportation Damage" or not. Document the issue and we will make that determination.
- It is not necessary to list "Defects in Materials or Workmanship" that are covered under the warranty (Microwave doesn't work, Cabinet Door crooked, Drawer won't open, etc.)
- When receiving new vehicles in the winter months, it is the responsibility of the Dealership to rinse off the frame of any potential chemicals, solvents, etc. used in maintaining road conditions that can cause frames and undercarriage materials that rust, pit oxidize, etc. Damage caused from these conditions is not considered warrantable.

Extenuating Circumstances

We understand there may be circumstances (inclement weather, multiple unit deliveries at the same time, etc.) that may delay an inspection to occur. Document the circumstance on the DAF and file an addendum once a proper check in can occur. ***However, regardless of the extenuating***



Circumstance, the Dealership must walk around the unit to inspect the walls, roof and undercarriage to document anything that could be damage, Driver caused or not, while the Driver is present.

The addendum should be filed within 48 hours via e-mail or fax to:

daf@keystonerv.com or Fax 866-273-1451

Should a circumstance arise which has not been outlined here, please feel free to contact your Keystone RV Service Advisor.

Driver Pick-Up (DPU)

At the time of Pick-Up, the DPU Driver is responsible to inspect the outside of the unit as outlined for "Exterior" on the DAF and verify all standard/optional equipment is present. ***Any damage/missing items should be brought to the attention of Keystone's Shipping Department BEFORE the Driver leaves the complex with the unit.*** Damages that are not brought to Keystone's attention before leaving the complex are between the dealership and their contracted driver.

Within 24 hours of the dealer receiving the unit at the Dealer's location, complete the "Interior" portion of the DAF or an addendum needs to be submitted by e-mail or fax as listed above.

After Hours Delivery

If we contract the delivery, units should not be delivered outside the delivery parameters the Dealership has communicated to our Shipping Department. Should a unit be delivered after hours, the Dealership should complete a proper check in and e-mail or fax the DAF the next business day.

Transportation Damage

If we contract the delivery, the cost of repair will be covered by us through the normal warranty claim process.

- For damages noted on the Delivery Acceptance Form, submit for Pre-Authorization using "KEY EXPRESS" documenting it as "Transportation Damage" (see Section 13).
- Utilizing "KEY EXPRESS", order any parts needed to complete the authorized repair. Document "Transportation Damage" in the Notes field and orders will automatically be expedited. **PARTS WILL NOT BE AUTOMATICALLY SHIPPED TO YOU.**
- Once the repairs are completed, create a Warranty Claim from the Pre-Authorization on "KEY EXPRESS", add Parts, Crate, and Freight, submit for reimbursement.

Important Note: Transportation carrier's Insurance Companies timelines to files claims is restricted, therefore, ***ALL TRANSPORTATION DAMAGE MUST BE REPAIRED AND THE WARRANTY CLAIM FILED ON KEY EXPRESS WITHIN 60 DAYS OF THE DAMAGE OCCURING.***



If the delivery was contracted by the Dealer (DPU) all damages or shortages are between the Dealer and their contracted transporter.

Shortages

Follow the same procedures for Pre-Authorization, Parts Ordering & Warranty Claim filing as outlined in Transportation Damage. **PARTS WILL NOT BE AUTOMATICALLY SHIPPED TO YOU.**

Definition of Damages

Damages: Any obvious problem with the unit that is not a defect in materials.

Examples include, but are not limited to: scratches, chips, dents, dings, broken glass, tears, cuts, snags, punctures, mars, stains, gouges, etc. to any interior or exterior component.

Definition of Shortages

Shortage: Any standard or optional equipment that is included in the invoiced price of the vehicle which is not installed or loose in the unit.

Examples include, but are not limited to: Awning pull-rod, sink covers, dust caps, lug nut covers, crank handles, remote controls, pillow shams, bar stools, and **any equipment listed on the Invoice that is not installed or shipped loose with the unit.**

A sample of the Delivery Acceptance Form (DAF) can be seen on the next page.

Dealership: _____

Origin : _____

VIN: _____

Brand: _____

Model: _____

"SUBJECT TO FURTHER INSPECTION" DOES NOT APPLY TO TRANSPORTATION DAMAGE!

- DAF is to document possible damage and missing equipment, not normal warranty defects.
- While the driver is present, list the specific location of any of the below questions answered "YES". Keystone will make the determination if the issue is related to the driver transportation.

Keystone shipped units:

- Dealers-No need to e-mail/fax the DAF, the transport driver is required to return the original to Keystone/Dutchmen/CrossRoads

Driver Pick-up (DPU):

- Obvious exterior damage(s) should be reported to the Shipping Department at the time of factory picked-up
- Within 24 hours of receiving the unit at the dealer location, complete the DAF and e-mail to daf@keystonerv.com

<u>Exterior</u>	<u>Yes</u>	<u>No</u>	<u>Location</u>
Evidence of impact/drag on walls/wall components/caps/graphics/paint			
Evidence of impact/drag to rubber roof, roof components or awning			
Evidence of impact/damage/road debris to axles/suspension/underbelly			

<u>Interior</u>	<u>Yes</u>	<u>No</u>	<u>Location</u>
Obvious torn/cut/punctured/stained furniture			
Obvious dinged/dented/scratched TV/Appliance doors/face's/trim's			
Obvious torn/cut/punctured/stained carpet/Linoleum			
Obvious dinged/dented/scratched doors/cabinet front's			
Equipment listed on Invoice is on the unit			
Missing items/equipment outside/inside			

Comments:

Dealer Rep Signature _____	Printed _____	Date ____/____/____
Driver Signature _____	Printed _____	Date ____/____/____





Policy and Procedure Manual

Section 6

Inventory Maintenance

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Inventory Maintenance

Once the product leaves our manufacturing facilities, we no longer assume the responsibility of maintaining the vehicle.

Note: Until retail sold, fulfilling all maintenance requirements for the vehicles is the responsibility of the Dealership. The Dealership is responsible for inspecting all stock units and performing the maintenance within the timetables provided in the following pages.

Details of the Maintenance requirements are outlined in the Owner's Manual which is provided with each unit as a hard copy, but is also available on Key Express or on-line at www.keystonerv.com. A hard copy can also be obtained by contacting your Service Advisor.

A summary of scheduled Maintenance is listed on the following pages for your convenience.

Note: All Keystone, Dutchmen and Crossroads units are winterized year-round.

Dealer Inventory Maintenance Schedule

	Upon Delivery	Weekly	Every 30 Days	Every 90 Days	Every 6 Months	Every 12 Months	As Necessary
Exterior							
Tires & Wheels							
Inspect & Check Tire Pressure				<input checked="" type="checkbox"/>			
Winterize							
Lines, Tanks & Water Heater Drained & Capped							<input checked="" type="checkbox"/>
Awning							
Fabric Clean & Dry							<input checked="" type="checkbox"/>
Exterior Walls							
Filon/Metal Washed				<input checked="" type="checkbox"/>			
Roof							
Clean Debris				<input checked="" type="checkbox"/>			
Wash				<input checked="" type="checkbox"/>			
Roof Sealants							
Inspect				<input checked="" type="checkbox"/>			
Replace Sealants							<input checked="" type="checkbox"/>
Exterior Sealants							
Inspect				<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>
Exterior Wiper & Bulb Seals							
Inspect for Shrinkage, Damage & Deterioration				<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>
Spray with Silicone				<input checked="" type="checkbox"/>			
Windows							
Inspect for leaks				<input checked="" type="checkbox"/>			
Clean Weep holes				<input checked="" type="checkbox"/>			
Replace Sealant							<input checked="" type="checkbox"/>
Frame & Frame Components							
Inspect Paint – Minor Rust, Nicks, Scratches & Touch-Up				<input checked="" type="checkbox"/>			
Rinse Frame – After Exposure to Anti-Icing Compounds	<input checked="" type="checkbox"/>						

Dealer Inventory Maintenance Schedule (Continued)

	Upon Delivery	Weekly	Every 30 Days	Every 90 Days	Every 6 Months	Every 12 Months	As Necessary
Steps & Jacks							
Clean & Lubricate				<input checked="" type="checkbox"/>			
Locks, Gears & Hinges							
Clean & Lubricate				<input checked="" type="checkbox"/>			
Slide-out Rooms							
Electric-Actuate in /out to keep seals and parts lubricated			<input checked="" type="checkbox"/>				
Hydraulic-Silicone exposed Cylinder rods		<input checked="" type="checkbox"/>					
Slide-out Awnings							
Clear pooled water							<input checked="" type="checkbox"/>
Clear debris (leafs, sticks, dirt)			<input checked="" type="checkbox"/>				
Appliances							
Refrigerator							
Clean & Dry Interior							<input checked="" type="checkbox"/>
Safety							
CO Detector				<input checked="" type="checkbox"/>			
Smoke Detector				<input checked="" type="checkbox"/>			
Interior							
Interior							
Open & Inspect Interior for any leaks or Water Damage			<input checked="" type="checkbox"/>				
Blinds/Shades-Draw to prevent Sun fade to Carpet and upholstery							<input checked="" type="checkbox"/>
Air out unit-open up vents, windows, doors, etc. on clear days to ventilate chemicals in the air which occur in the normal manufacturing process							<input checked="" type="checkbox"/>



Policy and Procedure Manual

Section 7

Retail Delivery Overview

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Retail Delivery Overview

These are the minimum requirements of the Dealership prior to delivery to the retail owner.

Pre-Delivery Inspection (PDI)

Prior to a retail buyer taking delivery of one of our new units, the selling Dealership is responsible to perform a Pre-Delivery Inspection (PDI) in conjunction with the requirements outlined in the our PDI Manual located in Section 8. The PDI itself is not a reimbursable expense but most Dealers pass on this labor expense to the purchaser. However, warranty items found/corrected during the PDI are a reimbursable expense by filing a Warranty Claim.

Orientation/Walk Through

Prior to a retail buyer taking delivery of one of our new units, the selling Dealership is responsible to provide the customer a detailed Orientation/Walk Through. First, determine the customer's experience level and how they will be using the unit so the detail/focus of the orientation is appropriate (First Time camper, Full-Timer Camper; Site camping or Dry Camping, etc.)

- Show the buyer(s) in detail how to properly operate every feature/component in the unit but also what maintenance is needed for each feature/component
- Leveling
- Coupling & Uncoupling to and from the tow vehicle
- Brake Control operation
- Test drive

In addition, the Orientation should include:

- Sit down with the buyer(s) and review our Owner's Manual and make the customer aware of any additional Vendor Manuals that have been provided with the unit.
- Within the Owner's Manual, review our Warranty Statement in detail with the buyer(s). Make them aware of any Vendor warranties that are available beyond our warranty and how they are administered.
- Take the buyer(s) to the Service Department and introduce them to the Service Manager/Parts Manager and outline the process that will occur should they require warranty work. (Who to call, what will happen, how long it usually takes, etc.)
- Share with the buyer(s) what to do if they have a problem when camping locally or while traveling. (Resources-Owner's Manuals, Vendor Manuals, websites, dealer locator, videos, phone/e-mail contacts at the Dealership)

Register the New Owner

Register the new owner on Key Express to initiate the Warranty within 3 days of delivery.



Policy and Procedure Manual

Section 8

Pre-Delivery Manual

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Pre-Delivery Manual

NOT REIMBURSABLE BY KEYSTONE

Considered Part of the Dealer's PDI Responsibility:

PDI Labor – While the labor to perform a PDI is not reimbursable by Keystone, the correction of warrantable defects found during the PDI is.

Brake Adjustment – Brake Controller adjustments should be completed when hooked to the customer's tow vehicle to ensure proper synchronization with trailer brakes for safe operation of the vehicle.

LP Appliances/Regulator Adjustments – Because different areas of the country (different altitudes) require different air/gas mixtures, we are unable to burn and adjust the LP system and appliances at the factory.

Water Heater By-pass – Setting the water heater by-pass valves in the position desired by the consumer.

Routine Maintenance – Tightening screws, lubrication of components, changing fuses, light bulbs, batteries, See Warranty Exclusions in Keystone Owner's Manual for further information.

Cleaning – While in inventory, it is the Dealer's responsibility to keep the unit washed, cleaned and presentable to prospective buyers and provide a "detailed" cleaning upon delivery to the new owner.

Considered Normal:

Cosmetic Flaws –The "component" functions as intended (opens, closes, seals, etc.) but may not be in perfect alignment or may have minor aesthetic imperfections.

Graphics – Minor air bubbles in graphics.

Nail holes/Nicks – Not everyone will be puttied.

Rust – The frame & frame components will exhibit minor surface rust.

"Shakedown" – Sawdust, debris, shavings, etc.

Soft Goods, Upholstery and Carpet – Strings and carpet strands.

Pre-Delivery Check List

Dealership: _____ **Number:** _____

Serial #: _____ **Model:** _____

Year: _____ **Length:** _____

Before a vehicle is delivered to a retail customer, the selling dealer must thoroughly inspect the unit as detailed in Keystone's Pre-Delivery Manual. This checklist identifies the principle tests and inspections described in the manual. All applicable tests and inspections must be performed (some items listed do not apply to all vehicles). Each category inspected must be checked off upon completion. When the pre-delivery is completed, the responsible technician must sign and date the Check List. At the time of the owner's delivery, the dealer must also sign and date the Check List. **Keep a signed copy on file for a minimum of 5 years.**

Propane Gas System _____

- ◇ Propane Gas Container Inspected, Purged and Filled
- ◇ Operating Pressure Test
- ◇ Propane System Leak Test. A Manometer was inserted in the propane System at _____ Holding _____ Inches of Water Column for _____ Minutes.
- ◇ Gas Appliance Function Test
 - ◇ Furnace
 - ◇ Refrigerator
 - ◇ Stove
 - ◇ Water Heater

120-Volt System _____

- ◇ Current Source Test
- ◇ Hot Skin Test
- ◇ A/C Voltage Test
- ◇ Receptacle Polarity Test
- ◇ Refrigerator Operation
- ◇ Microwave Operation
- ◇ Roof Air Operation
- ◇ Water Heater
- ◇ Interior Lights/ Switches
- ◇ Inverted Circuits

Auxiliary Generator _____

- ◇ Pre-Start Checklist
- ◇ Run Test- No Load
- ◇ Run Test-Load

12- Volt _____

- ◇ RV Battery
- ◇ Converter Circuits
- ◇ Battery Charging Circuit
- ◇ 12 Volt Receptacles
- ◇ Switches and Lights
- ◇ Solar System

Accessories _____

- ◇ TV, DVD, Home Theatre
- ◇ Radio, CD Player
- ◇ TV Antenna, KeyTV
- ◇ Cable/Satellite Hook-up
- ◇ LP/CO/Smoke Detectors
- ◇ Fire Extinguisher Installed

Slide-Out System _____

- ◇ Hydraulic Fluid Level
- ◇ Slide Operation/Sealing
- ◇ Stabilizing Jack System

Chassis Inspection _____

- ◇ Tire Pressure Checked
- ◇ Wheel Lug Torque Correct
- ◇ Cranks and Jack Operation
- ◇ Brake Test
- ◇ Breakaway Switch
- ◇ 7-Way/External Lights
- ◇ Road Test

Plumbing Systems _____

- ◇ City Water Pressure Test
- ◇ Fresh Water Pressure
- ◇ Portable Water System
- ◇ Waste Tanks Filled/Drained
- ◇ Fixtures/Drain System Test
- ◇ Monitor Panel Operation
- ◇ Winterized (Seasonal)

Adjustment and Cleanup _____

Interior _____

- ◇ Seat Cushions/Cushions
- ◇ Ceiling, Floor and Floor
- ◇ Floor Coverings
- ◇ Table and Bed
- ◇ General Cleaning

Exterior _____

- ◇ Awning Operation
- ◇ Entry Door Operation
- ◇ Step Operation
- ◇ Compartment Doors
- ◇ Sealant Inspection
- ◇ Canvas Inspection
- ◇ Federal Information Sticker Verified
- ◇ Exterior Washed
- ◇ Keys Accounted For

I certify that all applicable tests and inspections as indicated by the checkers initials were performed according to the instructions in Keystone's Pre-Delivery Manual.

Technician Signature _____ **Date** _____
Dealer Signature _____ **Date** _____

Propane Gas System

- **Propane Gas Container(s)** - Soapy water test service valve and welds.
- **Propane Gas Container(s)** - Purged & filled by a certified propane filling station.
- **Propane Checks (All 3 required)**
 1. **Operating System Leak Test**
 2. **Propane System Leak Test**
 3. **Gas Appliance Function Test**

1. *Operating Pressure Test-*

Purpose: To verify the propane regulator operating pressure and lock up pressure are within the allowable ranges. To adjust the system regulator, an operating pressure test and a lock-up pressure test of the system regulator, located at the containers, must be conducted. This operating test is used to determine what pressure the system regulator is delivering to the system when at least 50% of the appliance load is functioning. The lock-up pressure test verifies the pressure at which the regulator locks up when no propane is flowing through the system. The operating test should show a working pressure of **11 inches (+ or - 0.5 in.) water column (W.C.)** when properly conducted and the lock-up pressure must never exceed **14 inches water column (W.C.)**.

Procedure for Operating Pressure Test

With properly filled propane containers connected to the propane system:

1. Build or purchase a test fitting (See Figure 1).

- A. 1/4x1/4x1/4 brass tee
- B. 1/4 ball valve
- C. 1/4 MPT x 3/8 hose barb
- D. 1/2 female flare
- E. Pipe plug drilled at #41 or 75,000 BTU orifices

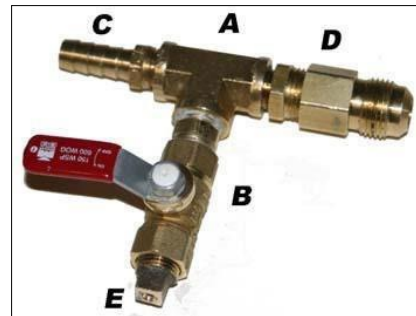


Figure 1

2. With the propane system off, disconnect the low-pressure hose from the brass fitting at the end of the propane black iron piping (See Figure 2) and connect it to the female flare fitting (ref D Figure 1).



Figure 2



Figure 3

3. With the manometer connected to the hose barb (ref C, Figure 1); turn on the gas at the container. Slowly open the ball valve. Opening the ball valve represents the flow of about 50% or more of the BTU flow rate of the inside appliances. (See Figure 3) The operating pressure is now shown on the manometer. This operating pressure should be **11" W.C.** ($\pm .5"$ or 10.5" to 11.5" W.C.) If you find that the pressure is significantly off the 11" W.C. reading, readjust the regulator by removing the dust cover. Use a screwdriver and turn the adjusting screw until the system's operating pressure is at 11" W.C. If adjustment of the regulator is required, remember that screwing in the adjusting screw (clockwise) increases the pressure; screwing out the adjusting screw (counterclockwise) decreases the pressure. (See Figure 4).



Figure 4



Figure 5

Procedure for Lock-up Test

4. After performing the operating pressure test outlined above, simply close the ball valve. (Ref B, Figure 1) This represents turning off all the appliance burners (no propane demand) so that no pressure flows through the system. (See Figure 5) The pressure now shown on the manometer is the lock-up pressure.

Lock-up pressure is the amount of pressure required to press against the diaphragm so that no pressure flows through the regulator. Lock-up pressure is a direct result of the regulator operating pressure adjustment, or the condition of the regulator. It cannot be adjusted to fit within the operating parameters of the regulator lock-up requirements.

The only adjustment that can be made to the regulator is for the operating pressure of 11" W.C. with a minimum of 50% of the propane load on in the RV. If the lock-up pressure exceeds its maximum allowable pressure of **14" W.C.** after the operating pressure is adjusted to 11" W.C., it is defective and must be replaced.

Typically, the regulator will lock-up at approximately 12" W.C. Sometimes a regulator will adjust to the correct 11" W.C. operating pressure and shut off at 12" W.C. However, after a few minutes, the pressure may rise slowly, over several minutes, to 14" to 18" W.C. or more. If this occurs, the regulator is defective and must be replaced. Any lock-up pressure over **14" W.C.** after approximately **3 minutes** will condemn the regulator and it must be replaced. Never allow a regulator in a system that locks up above the maximum pressure of **14" W.C.**

After every operating pressure adjustment, lock-up pressure must be rechecked again. If the regulator does not lock up 14" W.C. or less, the regulator must be rejected and a new one installed in the system. After the new regulator is installed, both operating and lock-up pressures must be rechecked.

2. Propane System Leak Test-

Purpose: To ensure that the propane gas piping system is free from leaks.

Procedure for Test

With properly filled propane containers connected to the propane system:

1. Shut off the gas valves on the range and other appliances, and all open pilot lights, turn on the gas at the propane container by opening the service valve slowly, pressurizing the system.



Figure 1



Figure 2

2. Attach a test gauge to a burner orifice. (See Figure 1) This can be accomplished by removing a range burner and using a gauge with a connection tube that pushes onto the orifice fitting. (See Figure 2) Open the gas valve on the burner where the gauge is attached.
3. The system will now need to be equalized; this is done by opening a range burner and closing it again after 2-5 seconds. By doing this, the regulator diaphragm is freed up to function and the test pressure should equal the setting of the regulator. The pressurized reading should be 10-14" W.C. (6-8 oz. /sq.in.).
4. Turn the service valve off at the propane container.
5. While carefully monitoring the gauge at the range, open a range burner and reduce the pressure in the system to **8" W.C. (+ or - 0.5")**. This ensures the appliance regulator is not in lock-up and becoming a factor in the test.
6. Monitor the test for a minimum test period of **3 minutes**. No pressure drop should be detected. If a pressure drop is noted, locate and repair the leak and retest until a successful test is obtained.
7. Document the pressure reading, start and stop times on the PDI checklist. Have the PDI checklist signed and dated by the technician that performed the test. **A legible signature is required: initials will not be accepted.**

Note: Proper test equipment is essential to performing an accurate test. Test equipment gauges must be in good condition (e.g. returning to 0, cover in place and straight needles). It is recommended the gauge be calibrated in minimum increments of ½ oz. or 1" of water column.

3. Gas Appliance Function Test-

Purpose: To ensure the proper burner operation of each gas burning appliance.

Procedure for Test

With properly filled propane containers connected to the propane system:

1. After successfully completing the propane System Leak Test, open the service valve on the propane container. (See Figure 1).
2. Following appliance manufacturer's instructions, light all gas appliances (stove, refrigerator, furnace, and water heater). (See Figure 2).
3. The stove, refrigerator and furnace will be tested for **3minutes**.
4. If an appliance fails to light, have the appliance repaired, then retest.
5. After performing the Gas Appliance Function Test, check the box on the PDI form.



Figure 1



Figure 2

120 Volt System

Current Source Test- Utilizing a voltmeter and polarity tester, test the voltage at the source of power (service shop, etc.).

Hot Skin Test-

Purpose: To ensure that high resistance electrical shorts do not exist in RV.

Procedure for Test

1. Turn shoreline, general and appliance circuit breakers ON. Plug the unit's shoreline into an external 120 VAC receptacle.
2. Using a voltmeter set on the 250 VAC scale, test for an electrical short. Place one voltmeter probe on a bare metal surface of the RV (e.g. doorframe) and the other probe on an earth ground source (e.g. a water pipe). Repeat the test at least twice, changing the placement of the voltmeter probe on the RV's bare metal surface (e.g. window frame or door step).
3. If there is no reading on the voltmeter, the skin of the unit is not hot.
4. If the skin of the unit is hot, there will be a reading on the voltmeter. This reading indicates there is an electrical short. Locate and correct the short, then repeat the hot skin test procedure.

AC Voltage Test- Utilizing a voltmeter, test the voltage inside the unit and verify it is the same as the source voltage.

Receptacle Polarity Test-

Purpose: To ensure that the electrical connections have been properly made. The white conductors are connected to the neutral terminals, the black and/or red conductors are connected to the hot terminals and the grounding conductors are connected to the grounding terminals.

Procedure for Test

1. Using a polarity checker, each 120V outlet will be checked by fully engaging the device into each outlet, (See Figure 1) both top and bottom. The lights must indicate correct polarity.
2. If polarity is found to be correct, check off the appropriate box on the PDI inspection form.
3. If polarity is found to be bad in any of the outlets, the polarity must be corrected. Retest the outlet and check off the appropriate box on the PDI inspection form.

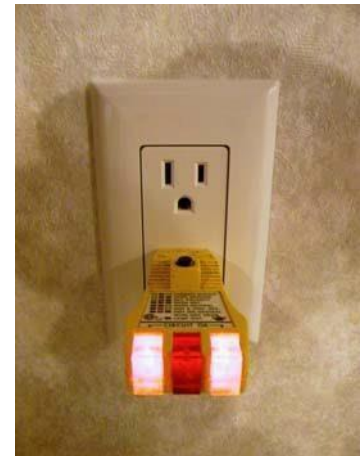
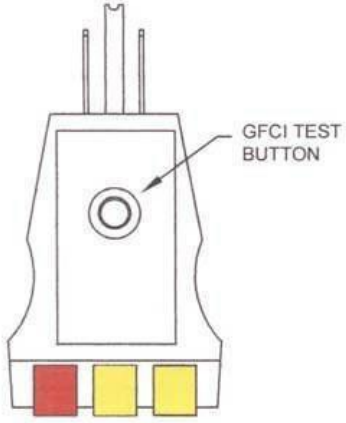


Figure 1

POLARITY TESTERS

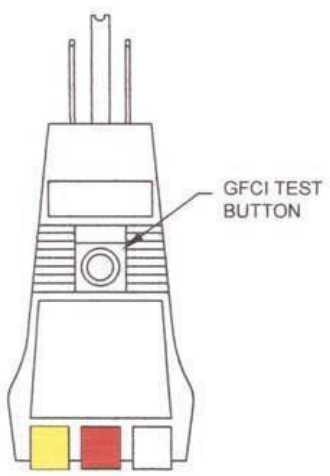
A W SPERRY Model # GFI-501A



INDICATOR	FAULT	REASON FOR WIRING FAULT
○ ● ○	Open Ground	Ground contact not connected
○ ○ ●	Open Neutral	Neutral contact not connected
○ ○ ○	Open Hot	Hot contact not connected
● ○ ●	Hot/Ground Reverse	Hot and ground contacts interchanged
● ● ○	Hot/Neutral Reverse	Hot and neutral contacts interchanged
○ ● ●	Correct	Receptacle wired correctly

● RED ● YELLOW
 LAMP OUT

IDEAL Model # 61-051



INDICATOR	REASON FOR WIRING FAULT
● ● ○	CORRECTLY WIRED
● ● ●	OPEN GROUND
● ● ●	REVERSED POLARITY
● ● ●	OPEN HOT
● ● ○	OPEN NEUTRAL
● ● ○	HOT AND GROUND REVERSED
● ● ●	HOT ON NEUTRAL WITH HOT OPEN

● YELLOW CLEAR
● RED LAMP OUT



- **Refrigerator Operation** - Verify operation on AC power. (Should begin at the start of the PDI process)
- **Microwave Operation** - Verify operation by warming a cup of water for two (2) minutes.
- **Roof A/C Operation** - Verify fan speeds/air flow at all outlets. Verify compressor operation (air approximately 20 degrees cooler coming out of the upper unit than going into intake).
- **Water Heater** - Verify operation on AC power (switch on water heater and interior wall) **Note: Verify by-pass valve position and water in heater before turning on.**
- **Interior Switches & Lights** - Verify the operation of ALL switches and lights.

Auxiliary Generator

- **Pre-Start Check, Run Test - No Load, Run Test - Load** - Refer to generator operator's manual included with unit.

12 Volt System

- **RV Battery (Not supplied by Keystone RV Company)**
 1. Hook up with all positive leads to the positive terminal and negative leads to the negative terminal. All connections are clean and tight.
 2. Verify battery is fully charged.
 3. Mounting is secure and the posts/cables are clear of any framing or metal objects.
 4. For SolarFlex, download the Victron Connect App on your Smart Device.
 - a). If equipped with a Smart Solar Charge Controller set the correct battery type installed i.e. Lead Acid, Lithium, AGM Gel.
 - b). If equipped with a Smart Shunt input the total Amp hours available for the batteries installed. For help see the SolarFlex Quick Start Guide found in Key Express/Vendor/Manuals/Solar/SolarFlex.



- **RV Battery (Supplied by Keystone RV Company)**
 1. Verify battery is fully charged.
 2. For SolarFlex, if any modifications were made to the battery set up, please verify the battery settings in the Victron Connect App. Please make adjustments as needed. For assistance, see the SolarFlex Quick Start Guide found in Key Express/Vendor Manuals/Solar/SolarFlex.
- **Converter output** - With a voltmeter, verify converter output is at least 13.0-13.5V with full load and no more
- **Converter battery charging** - With a voltmeter, check battery voltage with the shoreline cord unplugged. Plug in the shoreline cord and recheck battery voltage. There should be an increase of a minimum of .5V.

- **Interior 12V Receptacles** - Verify 12V at all receptacles.
- **Inverter (If Equipped)** - With the shoreline cord unplugged and a properly installed 12 volt battery, turn the inverter ON. Using a receptacle tester, check all the 120-volt outlets in and outside the unit. 120 volt outlets with the Inverted Solar sticker should show power is present and correct polarity. The outlets without the sticker should not have power.



- Check the output voltage of the inverter by connecting a multimeter to the outlets powered by the inverter. Verify the voltage is from 104 to 127 Volts AC.
- **Solar System Operation** – Verify operation with 12V battery properly installed, the solar positive cable hooked up, and battery disconnect ON (if equipped). Using a multimeter to measure the voltage to the controller from the solar panels, measure the voltage output from the controller out to the battery(s) and the voltage at the battery(s).



- Using a multimeter measure the battery voltage at the controller battery+ and battery-, then measure the voltage at the battery(s). Those readings should be the same.



Accessories

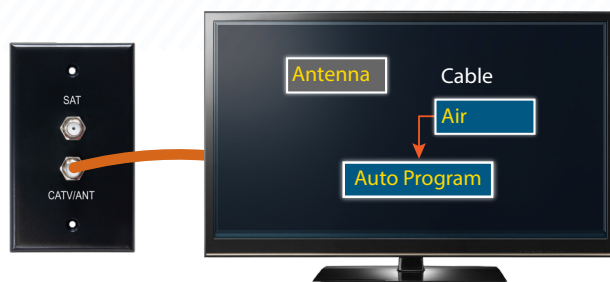
- **Television** - Verify TV operation and that the remote control batteries are installed.
- **Stereo/DVD** - Verify operation of AM/FM reception and CD/DVD operation. Check fade, balance and all speakers for proper sound. Also check that the remote control batteries are installed.

Your new Keystone RV is equipped with KeyTV.

This guide will walk you through the features and benefits and what to expect in the different situations.

TO WATCH OVER THE AIR (OTA) TELEVISION

1. With your television powered on and coaxial wire connected from the "CATV/ANT" port on the wall plate to the television, go to menu screen.
2. Perform an auto channel search for over-the-air Antenna to program viewable channels.
 - *You are all set and ready to watch OTA television!*

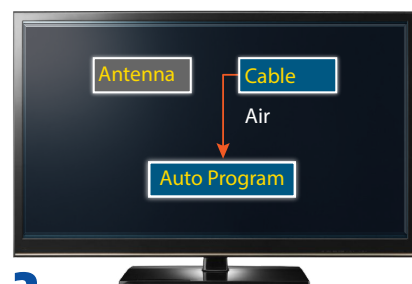


TO WATCH PARK CABLE

1. Connect the Cable TV service wire to the "CATV" port on the KeyTV.
 - *No other action is required. There are no buttons to push or switches to flip in order for KeyTV to recognize a Cable TV signal strength of -50dBm or stronger.*
2. With your television powered on and coaxial wire connected from the "CATV/ANT" port on the wall plate to the television, go to the menu screen and ensure the settings are programmed for Cable TV.



1.



2.

- **IMPORTANT:** To return to OTA television programming, disconnect the "CATV" port on KeyTV.

TO WATCH SATELLITE (DISH NETWORK OR DIRECTV)

1. Connect one coaxial wire from the satellite dish "MAIN" port to the "SAT" port on the KeyTV.
 - *Refer to the satellite equipment manual for any further requirements and television setup.*
 2. At the television, run a coaxial wire from the "SAT" port on the wall plate to the satellite receiver and connect the HDMI cable to an open port on the television.
 - *Once your satellite equipment goes through the start-up process, you will be ready to watch TV.*
- **NOTE:** You will be able to watch satellite programming at any one television. Compatibility diagrams are available.

1.



2.



- **TV Antenna Reception with Booster Plate**

Procedure for Test

1. Inside the RV, connect the TV to the coax connector on the wall plate with the TV booster control switch (light ON).
2. Through the TV menu settings, perform an auto channel search for over-the air Antenna to program viewable channels. Rotate antenna if necessary.
3. If you fail to receive any channels or get any picture, have the problem repaired. Recheck to verify that the problem has been repaired.

- **Cable Connection**

Procedure for Test

1. Connect known good part cable to the outside cable connection on the RV.
2. Inside the RV, connect the TV to the coax connector on the wall plate with the TV booster.
3. Through the TV menu settings switch to Cable and check for channels.
4. If you fail to get a picture, have the problem repaired. Recheck to verify that the problem has been repaired.

- **Satellite Connection**

Procedure for Test

1. Connect known good Satellite Dish to outside satellite connection on the RV.
2. Inside the RV, connect the TV to the coax cable for the satellite receiver. Connect a HDMI cable to an open port on the television.
3. If you fail to get a picture, have the problem repaired. Recheck to verify that the problem has been repaired.

- **Smoke Detector** - Install battery and verify operation with test button. (See Figure 1)

- **LP & CO Detectors** - Verify operation with test button.



Slide-Out System

- **Hydraulic Fluid Level** - Verify fluid level with room retracted.
- **Slide Room Operation** – Room travels inward and outward freely without binding in wall opening. No other visible obstruction or contact with interior components.
- **Slide-Room Seal** - Verify room seals when fully retracted or extended.
- **Manual Override** - Verify manual override operation.
- **Stabilizing Jacks** - Verify jack operation and lubricate. Verify proper handles are with unit.



Chassis

- **Tire pressures** - Set at tire manufacturer's recommendation.

- **Wheel Lugs-**

Procedure for Test

1. Check the wheels for a stamping, label or tag that has torque information. (See Figure 1).
2. If no information is found on the wheel, the torque should be 120 ft. /lbs.



Figure 1

Procedure for Test of Manual Jacks on Fifth Wheels (If Equipped)

1. Insert the jack handle into the hole in the coach (See Figure2).
2. Ensure that the jack handle engages with the pin on the shaft (See Figure3).
3. Rotate the manual jack handle in both directions to ensure that it works.



Figure 2



Figure 3

Procedure for test of electric jacks on fifth wheels

1. Make sure that the jack is connected to the battery correctly.
2. Press the switch to ensure that the jack extends and retracts (See Figure 4).
3. If the jacks do not function correctly have them repaired or replaced and then retest them.



Figure 4

Note: Do not operate electric jacks with the crank handle inserted.

Brakes – Adjusted and tested to customers tow vehicle/brake controller. A box to test lights and brakes can be purchased from several of the appliance distributors.

Procedure for test

To perform the following tests, a fully charged battery must be correctly hooked up to the RV.

Electric brakes – (box with an amp meter) (See Figure 1)

1. Attach the 7-way connector to the test box (See Figure 2).
2. Turn the brake switch to ON.
3. Observe the amp meter for the proper amount of amp draw. Amp draw should be 2-3 amps per wheel (See Figure 3).
4. If the proper amount of amp draw is not observed have the brakes repaired or replaced, then retest.



Figure 1



Figure 2

Electric Brakes – (box without an amp meter)

1. Attach the 7-way connector to the test box.
2. Turn the brake switch to ON.
3. Take a directional compass and pass it by each wheel.
4. If the needle of the compass moves, the magnet in that wheel is working (See Figure 4).
5. If no movement, the magnet is not working. Have the brakes repaired or replaced then retest.



Figure 3



Figure 4

Breakaway Switch Operation

1. To test the breakaway switch, jack one wheel up off the ground.
2. Spin the wheel and pull the pin out of the breakaway switch, the wheel will lock.
3. If the wheel does not lock, there is a problem. Have the problem repaired and retest the unit. If equipped, verify the Next Generation Breakaway Switch – Sound and Light Warning System green light is on with plunger installed and off. When the pin is pulled an audible alarm will sound until the pin is reinstalled. This is normal.

7-Way Connection – Verify all exterior lights, brakes, and battery charging are functional.

Road Test – Verify proper hitch set-up (unit level, proper turn clearances, sway controls/weight distribution bars properly installed for safe operation).

Water/Drainage Systems

City Water Pressure Test

Procedure for test

1. Close all faucets.
2. Open the water heater by-pass valve (See Figure 1), the lever should be pointing to the side.
3. Connect the pressure gauge to the city water fill. Make sure the ball valve is in the OFF position (See Figure 2).
4. Connect an air hose to the pressure test gauge.
5. Apply air pressure to the water line system by slowly opening the ball valve on the pressure test gauge.
6. When the testing pressure of 30lbs. has been reached, close the ball valve and disconnect the air hose from the gauge.
7. Monitor the air pressure for 10 min. If no loss of pressure is noted the test is complete.
8. If a loss of pressure is noted, a leak exists and must be located. Use a soap solution to check each connection until the leak is found (See Figure 3). Retest the system starting at step #4.
9. Check the appropriate box on the PDI sign-off sheet.



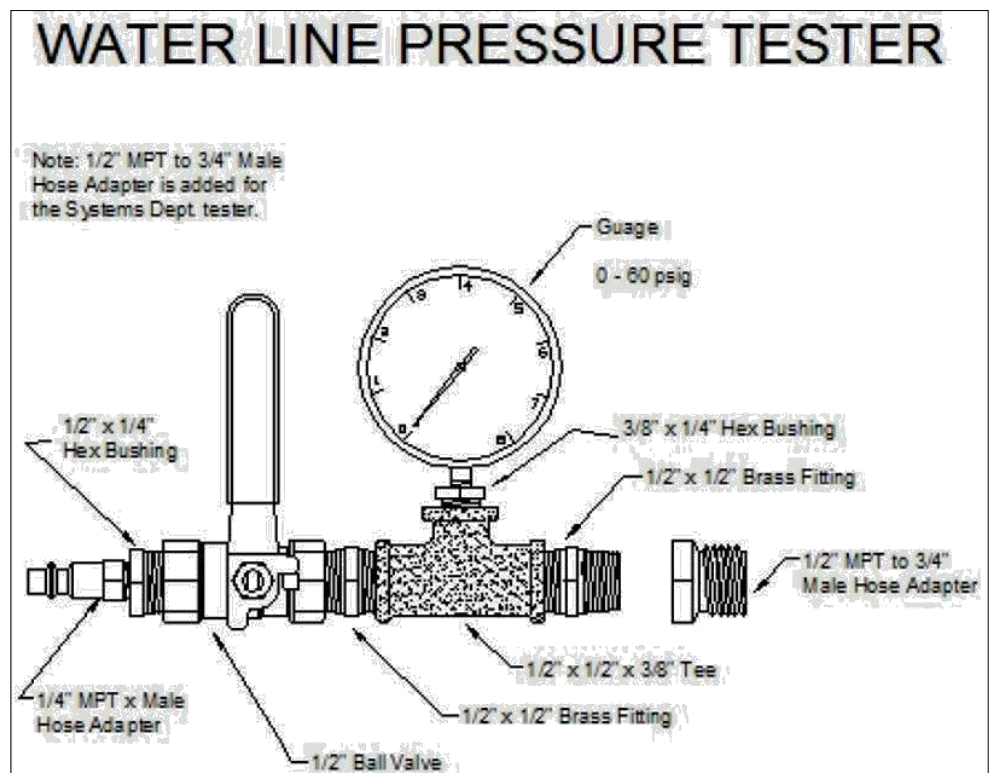
Figure 1



Figure 2



Figure 3



Portable Water System

Procedure for test

1. Fill the freshwater holding tank until the monitor panel reads full (See Figure 1). Check all fittings on the freshwater holding tank for leaks.
2. Check to see that all the faucets are turned OFF.
3. Check the monitor to verify that the tank reads full (See Figure 2).
4. On units equipped with by-pass valves on the water heater, turn the valve to the ON position so that water can enter the water heater (See Figure 3).
5. Turn the water pump switch to the ON position.
6. Open and close the cold side of each faucet (See Figure 4). There should only be a momentary wait until water comes out of the faucet. A long wait for water is a sign that the air is being bled out of the water heater, which will indicate that the hot and cold water lines have been reversed.
7. Turn the water pump switch to the OFF position.
8. If the freshwater system is free from defects, sign-off the appropriate box on the PDI sheet.



Figure 1



Figure 2



Figure 3



Figure 4

Waste Tank Flood Test

Procedure for test

1. Install the drain cap in a secure manner and open all the gate valves (See Figure 1). Units with galley tanks that are not dumped into the main drain shall also have the cap installed and the gate valve opened.

Note: Testing with the cap in place causes excessive pressure to be put on the cap. As a result, some dripping may take place. This is not considered a test failure.

2. Flood the entire system with water to the flood level of the stool (See Figure 2). Tub and shower drains should be plugged (See Figure 3).
3. Units with separate galley holding tanks should have the tank flooded up to the lowest connected p-trap arm.
4. After 15 min., check the system for leaks.
5. If leaks are detected, have the leak repaired.
6. The water piping must be retested after the repairs are made.
7. Verify there are no obstructions when draining tanks.
8. If no leaks are visible, sign off the appropriate box on the PDI sheet.



Figure 1



Figure 2



Figure 3

Fixture and Drain Line Test

Procedure for test

1. Place the unit in a nearly level position, close the gate valves and install the termination cap.
2. Fill the fixtures to $\frac{3}{4}$ full with water and let stand for 10 min. (See Figure 1).
3. Check under strainer baskets for leaks.
4. If leaks are detected, drain the fixture and have the leak repaired. After the leak has been repaired, refill the fixture and continue the test.
5. If no leaks are detected, simultaneously (as nearly as possible) drain all fixtures checking for leaks or irregular water flow (See Figure 2).
6. If irregular flow, or p-trap leaks (See Figure 3), have the water piping repaired and retest starting over at step #3.
7. If no leaks or irregular flow were detected, check off the appropriate box on the PDI sheet.



Figure 1



Figure 2



Figure 3

Water Pump – With water in the tank and water pump switch on, open and close a faucet and verify pump starts under demand and turns off when pressurized.

Monitor Panel – While filling and draining fresh, black, and gray tanks, verify operation of tank levels on panel.

Winterize

Procedure for Winterizing

1. Prepare the unit to be antifreeze protected by making sure the water heater and all holding tanks are empty.
2. With the water heater by-pass valve in the OFF position (See Figure 1), pressurize the freshwater system to 30 psi and shut off the air pressure.
3. Open the cold side of the bath tub faucet to release any water trapped in the water heater. Repeat steps 2 & 3 until only air is released.
4. Go to the water heater by-pass valve and turn the valve to the ON position (See Figure 2).
5. Unhook the water supply hose from the inlet side of the water pump.
6. Hook the antifreeze hose to the inlet side of the water pump.
7. Turn the water pump ON and open the cold side of the faucet until the water in the line is replaced by pink antifreeze (the water coming from the faucet will go from clear to pink in color).
Shut off the cold and repeat this process with the hot side. After the water is replaced with antifreeze on the hot water side, run approx. 1 cup of antifreeze into the drain to protect the p-trap.
8. Repeat this process on all of the fixtures (Do not forget the outside shower faucets).
9. Open the valve on the toilet until antifreeze appears.
10. Turn OFF the water pump.
11. Unhook the antifreeze hose from the water pump and reconnect the water supply hose to the water pump.

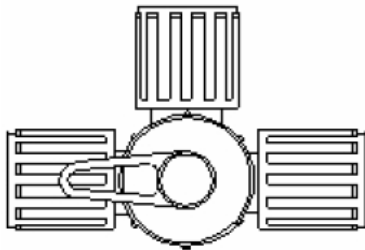


Figure 1 (By-pass OFF)

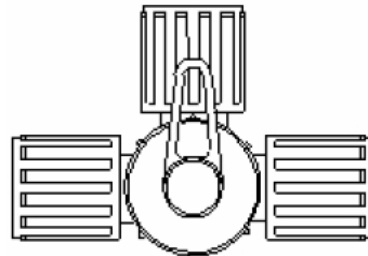


Figure 2 (By-pass ON)

Water Heater By-pass System – Verify system does bypass water heater and does not mix hot and cold water during normal operation.



Interior

- **Upholstery** – Verify upholstery is clean and free of loose threads, stains, and damages.
- **Ceiling, Floor & Floor Coverings** – Verify everything is clean and free of stains, cuts, **and** damage.
- **Table/Bed Setups** – Verify all positions, and functions in storage, and bed.
- **Interior Walls/Cabinets** – Wiped down and clean.
- **Interior Fixtures, Countertops, Windows** – Cleaned.
- **Smoke Detector** – Battery installed and tested.
- **Carbon Monoxide Detector** – Battery installed and tested.
- **Propane Detector** – Verify operational.
- **Fire Extinguisher** – Installed and secure.
- **Windows** – Verify all windows open and close without difficulty.
- **Doors/Drawers** – Verify ALL doors and drawers open and close without binding and the travel locks engage properly.

Exterior

Awning

- Open awning and inspect awning fabric for damage (cuts, rips, tears, and pinholes).
- Verify hardware operates without binding or catching.

Entrance Door – Verify lock operation and lubricate locks/latches.

Compartment Door – Verify lock operations and lubricate locks/latches.

Exterior – Washed.

Federal Sticker Information – Verify VIN number matches VIN tag on a-frame or pin box.

Sealants – Inspect all exterior components for voids/cracks in sealants.



Policy and Procedure Manual

Section 9

Service After the Sale

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Service After the Sale

Making the time from when the customer reaches out to the dealership for help, until they get the unit home with everything in good working order will show your customers you care and lead to repeat business. This requires the Dealership to maintain adequate repair facilities and have internal processes in place with properly trained personnel that can provide timely, accurate and courteous service.

Critical Unit Down Repairs

Priority in scheduling appointments and completing repairs must be given to warranty defects that cause the unit to be unusable for its intended purpose as a recreational vehicle. Critical issues are defined as any of the following; Propane Leak, Plumbing or Exterior Water Leak, and non-functioning items such as Major Appliances, Slide-outs, Trailer Brakes & Exterior Lights, and Main 120/12 volt electrical systems.

Parts - Keystone will approve the Dealership to obtain parts from the most appropriate source to minimize down time. Examples of approved sources for parts are:

1. Dealer Stock - Dealers must maintain appropriate stock of the most commonly ordered parts.
2. Keystone - we are committed to maintaining an inventory of the most commonly ordered parts and will approve expedited delivery for critical unit down warranty repairs.
3. RV Parts Distributors for non OEM specific parts
4. Component manufacturers for component parts (Dometic)
5. Local stores for items such as common plumbing and hardware items.

Scheduling Service Appointments

Service Appointments should be issued in a way that allows the repairs to begin at the time of the Service Appointment. Customers should not be allowed to drop their unit prior to the day the repairs will begin as it can be construed as "Days out of Service".

However, if the customer signs an acknowledgement that they are leaving the unit of their own free will, prior to their Service Appointment, and understand it is available to use if they wish until their Service Appointment, it can go a long way to absolve both the Dealer and manufacturer if legal remedy is brought against either of us later. A sample can be seen below.

No Appointment

If a customer shows up at your Dealership without an appointment and you are not in a position to work them in immediately, **DO NOT** allow the customer to drop the unit without the Unit Drop Acknowledgement. This Acknowledgement should become part of the permanent record for this unit/customer.



Day of the Service Appointment

1. A Service Representative from the Dealership should go through the unit and validates the issue(s) with the customer.
2. Define, verify or educate each issue.
 - Duplicate the concern and define how & when the symptom occurred(s)
 - Is it a defect in the product?
 - No - Inform the customer now, so it is clear they will responsible
 - Is it working as it is supposed to?
 - Yes-Educate on proper operation now, before it gets to a technician and “somebody” is expected to pay.
3. Modify the Work Order - Update Work Order so the technician has clear direction on what the issue is and what the circumstances were when it occurred so it can be repaired right the first time.
4. Complete as many repairs as can be completed the day of the appointment.
 - Give the customer the option to take the unit to use or leave it until remaining parts arrive to complete the remainder of the work.
 - Document the Work Order that customer was offered the option to take it but decided to leave it until the remaining parts can be received and repairs completed and/or complete the Unit Drop Acknowledgement.
5. Submit necessary Pre-Authorizations within 24 hours of inspection.
6. Upon approval of Pre-Authorization, order all needed parts within 24hours.
7. Upon completion of the repairs, contact the customer to arrange a pick up appointment date and time.
8. At the time the customer arrives to pick up the unit, a Service Representative from the Dealership, should go in the unit with the customer and explain (demonstrate if necessary) each completed repair to the customer.
9. Within a week or so, place a follow up call to the customer to see how everything is.

Units Sold Out of Market Area

Dealerships who sell units out of their market area are still the selling Dealer and “Front-Line” contact to help your customer get any Parts, Service or Warranty assistance they may need. That may include contacting or contracting with other Dealers near your customer’s permanent location, supplying parts or usage information on how to properly operate the unit. Keystone is here to assist your Dealership in making these things happen to assure the relationship between the retail customer and your Dealership remains a positive one.

Sublet Repairs

Should your customer be traveling, require warranty service and a Keystone Dealer is not in the area or cannot accommodate the customer’s timeline, it may be possible to assist them through an independent Service Dealership. We would recommend having the independent location provide a repair estimate and submit for Pre-Authorization to Keystone as a sublet before the work is done. If the customer’s situation is time sensitive, call our Service Department once the Pre-Authorization has been submitted and we will make it a priority to process the request.



Contacting Keystone prior to the work being done allows us to determine what parts will need to be returned, identify reasonable labor allowances and will help avoid ineligible warranty reimbursement after the fact.

UNIT DROP ACKNOWLEDGEMENT

Date _____

VIN Number _____

I/We, the undersigned, acknowledge that I/We are dropping our trailer today without or prior to a scheduled service appointment and _____ (dealership name) has agreed to store my unit until my scheduled service appointment date of _____.

I/We acknowledge we drop the unit here today:

- For the time between now and my service appointment, the unit is left her by our own choice prior to my service appointment
- Our unit can be picked up at any time prior to my scheduled service appointment to use.

If at any time between now and your service appointment you would like to make arrangements to pick up your camper to use until the time of your service appointment, please contact us at _____ and we will be glad to make the necessary arrangements to get it ready for pickup.

Printed Name

Printed Name

Signature

Signature



Policy and Procedure Manual

Section 10 ***Pre-Authorizations***

Managing Pre-Authorizations on Key Express...	10-1
Creating a New Pre-Authorization.....	10-4
Frequently Asked Questions (FAQ).....	10-13

Pre-Authorizations

Certain warranty repairs require Pre-Authorization before the work is started. All Pre-Authorization requests are submitted by the Dealer in Key Express (see Section 16) and will involve approving the labor time to repair a unit, not the Parts needed in the repair.

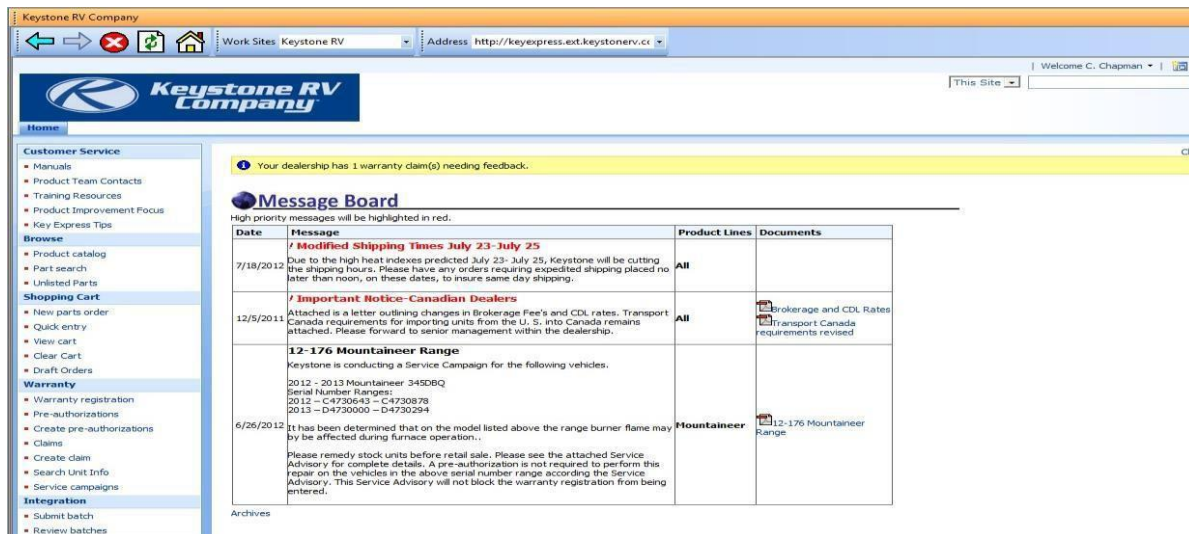
At the time of the Service Appointment, Dealer personnel should inspect the unit with the customer, attempt to duplicate any items in request of repair and identify the defect. If no defect exists, it is at this time the dealer should:

- Inform the customer that the issue is not a defect in materials or workmanship and a repair would not be covered under "Keystone" Limited Warranties. (see Section 3)
- Educate the customer that the unit is operating normally and/or answer any additional questions regarding the subject so the customer is clear.
- Determine if a repair will proceed, how the repair will be paid for (Customer Pay, Insurance Company, Extended Warranty Company, Dealer Service Policy, Dealer Sales Policy, etc.) and it should be clearly communicated to the customer.

Items that are not defects in materials or workmanship should not be submitted to us for Pre-Authorization.

Managing Pre-Authorizations on Key Express




Click **Pre-Authorizations** on the menu bar:



Your dealership has 1 warranty claim(s) needing feedback.

Message Board

High priority messages will be highlighted in red.

Date	Message	Product Lines	Documents
7/18/2012	Modified Shipping Times July 23- July 25 Due to the high heat indexes predicted July 23- July 25, Keystone will be cutting the shipping hours. Please have any orders requiring expedited shipping placed no later than noon, on these dates, to insure same day shipping.	All	
12/5/2011	Important Notice- Canadian Dealers Attached is a letter outlining changes in Brokerage Fee's and CDL rates. Transport Canada requirements for importing units from the U. S. into Canada remains attached. Please forward to senior management within the dealership.	All	 
6/26/2012	12-176 Mountaineer Range Keystone is conducting a Service Campaign for the following vehicles. 2012 - 2013 Mountaineer 345DBQ Serial Number Ranges: 2012 - C4730643 - C4730878 2013 - D4730000 - D4730294 It has been determined that on the model listed above the range burner flame may be affected during furnace operation. Please remedy stock units before retail sale. Please see the attached Service Advisory for complete details. A pre-authorization is not required to perform this repair on the vehicles in the above serial number range according to the Service Advisory. This Service Advisory will not block the warranty registration from being entered.	Mountaineer	


Archives

Pre-Authorization Table Standard Functionality:

“Search” - Allows you to Search the Pre-Authorization Table by Pre-Authorization number, Last 8 or Complete VIN number, Reference number (Dealer entered Work Order number), etc.

“Sort” - Each column can be sorted Ascending/Descending by clicking on the header name (Created By, Reference No., etc.)

“Page Arrows” - One at a time or to the end of the string




Pre-Authorizations

Refine by: **All** | [Status](#)

Pre-Authorization	Reference no.	Created by	Servicing Dealer	VIN	Status	Approved date	Created date	Submitted hours	Approved hours	Used on claim	View	Edit	Delete	Create claim
PA00852530	Quality Audit	turnrd	999999	4YDT30R24DV502928	Pending approval		7/25/2012			<input type="checkbox"/>				
PA00852326		holla	999999	4YDT28622AB450265	Approved	7/24/2012	7/24/2012			<input type="checkbox"/>				
PA00852321		holla	999999	4YDF3602194700862	Approved	7/24/2012	7/24/2012			<input type="checkbox"/>				
PA00852318		holla	999999	4YDF3652294710017	Approved	7/24/2012	7/24/2012			<input type="checkbox"/>				
PA00852044		turnrd	999999	4YDF32325D2502617	Pending approval		7/24/2012			<input type="checkbox"/>				
PA00852001		W6984	999999	4YDF32020BE780180	Draft		7/24/2012			<input type="checkbox"/>				
PA00851501	Carl Thompson	turnrd	999999	4YDT28R2XDV502174	Draft		7/23/2012			<input type="checkbox"/>				
PA00851205		arndm	999999	4YDF34526BE780110	Pending approval		7/20/2012	-0.50		<input type="checkbox"/>				
PA00850987		nusbi	999999	4YDT31128A1532468	Pending approval		7/20/2012	1.50		<input type="checkbox"/>				
PA00850957		anglc	999999	4YDT25926BT410468	Pending approval		7/20/2012	-0.10		<input type="checkbox"/>				

“Refine by: **ALL** | [Status](#)” –Selecting “Status” will sort all Pre-Authorizations based on current status (Draft, Pending Approval, Approved, Requires Feedback, Denied, Claimed, etc.).



Pre-Authorizations

Refine by: **All** | [Status](#)

Pre-Authorization	Reference no.	Created by	Servicing Dealer	VIN	Status	Approved date	Created date	Submitted hours	Approved hours	Used on claim	View	Edit	Delete	Create claim
PA00852530	Quality Audit	turnrd	999999	4YDT30R24DV502928	Pending approval		7/25/2012			<input type="checkbox"/>				
PA00852326		holla	999999	4YDT28622AB450265	Approved	7/24/2012	7/24/2012			<input type="checkbox"/>				
PA00852321		holla	999999	4YDF3602194700862	Approved	7/24/2012	7/24/2012			<input type="checkbox"/>				
PA00852318		holla	999999	4YDF3652294710017	Approved	7/24/2012	7/24/2012			<input type="checkbox"/>				
PA00852044		turnrd	999999	4YDF32325D2502617	Pending approval		7/24/2012			<input type="checkbox"/>				
PA00852001		W6984	999999	4YDF32020BE780180	Draft		7/24/2012			<input type="checkbox"/>				
PA00851501	Carl Thompson	turnrd	999999	4YDT28R2XDV502174	Draft		7/23/2012			<input type="checkbox"/>				
PA00851205		arndm	999999	4YDF34526BE780110	Pending approval		7/20/2012	-0.50		<input type="checkbox"/>				
PA00850987		nusbi	999999	4YDT31128A1532468	Pending approval		7/20/2012	1.50		<input type="checkbox"/>				
PA00850957		anglc	999999	4YDT25926BT410468	Pending approval		7/20/2012	-0.10		<input type="checkbox"/>				

Click on a specific status to view only the Pre-Authorizations in that status.



The following list describes each possible Status which could occur for a Pre-Authorization. They are as follows

- 1) "Draft" - Dealer user has created a Pre-Authorization but has not submitted to us. Typically, this occurs when the user is interrupted in the middle of creating one and the user is logged out because of inactivity. The work is automatically saved in "Draft". If the user does not have all the information needed to complete the Pre-Authorization request, they can "Save" it in Draft until the remainder of information becomes available. To open up a "Draft" Pre-Authorization and add additional information, click the "Magnifying glass icon" in the "Edit" column on the right hand side of the screen.
- 2) "Pending Approval" - Dealer user has submitted a Pre-Authorization to us for approval and we have yet to review it. Once this occurs, it cannot be edited or deleted by the Dealer.
- 3) "Denied" - Our Service Advisor has reviewed the Pre-Authorization and determined it cannot be approved. The reason for denial and advisor identification can be seen in the "Correction" field after you click the "Magnifying glass icon" in the "View" column.
- 4) "Approved" - Our Service Advisor has reviewed the Pre-Authorization and at least part of it has been approved. Once in approved status, it cannot be edited or deleted by the Dealer.
- 5) "Requires Feedback" - Our Service Advisor has reviewed the submission and it has been determined that it cannot be approved until further information is received. To respond, click the "Magnifying glass icon" in the "Edit" column and enter the response in the Notes field and Submit for approval again. The status of the Pre-Authorization will change to "Pending Approval" again.
- 6) "Claimed" - The work associated with the Pre-Authorization has been completed and it has been converted to a Warranty Claim. No changes can be made to a Pre-Authorization after the Warranty Claim has been created.

Pre-Authorizations						
Refine by: All Status						
Draft (108) Pending approval (702) Approved (58) Denied (347) Claimed (1860)						
<input type="text"/>	<input type="button" value="Search"/>	<input type="button" value="Create"/>				
Pre-Authorization	Reference no.	Created by	Servicing Dealer	VIN	Status	Approved date
PA00852530	Quality Audit	turnrd	999999	4YDT30R24DV502928	Pending approval	


"Magnifying glass icon" - on the far right of the Pre-Authorization table:

"View"-See a PDF of the selected Pre-Authorization.

"Edit"-Add or delete information.

“Delete”-Delete the Pre-Authorization from the system (Note: Once a Pre-Authorization has been claimed, it can no longer be deleted).

“Create Claim”-Once the work is completed, this short cut converts an approved Pre-Authorization into a Warranty Claim so no duplicate entry is needed.



Pre-Authorizations


Refine by: [All](#) | [Status](#)

Pre-Authorization	Reference no.	Created by	Servicing Dealer	VIN	Status	Approved date	Created date	Submitted hours	Approved hours	Used on claim	View	Edit	Delete	Create claim
PA00852530	Quality Audit	turnrd	999999	4YDT30R24DV502928	Pending approval		7/25/2012			<input type="checkbox"/>				
PA00852326		holla	999999	4YDT28622AB450265	Approved	7/24/2012	7/24/2012			<input type="checkbox"/>				
PA00852321		holla	999999	4YDF3602194700862	Approved	7/24/2012	7/24/2012			<input type="checkbox"/>				
PA00852318		holla	999999	4YDF3652294710017	Approved	7/24/2012	7/24/2012			<input type="checkbox"/>				
PA00852044		turnrd	999999	4YDF32325D2502617	Pending approval		7/24/2012			<input type="checkbox"/>				
PA00852001		W6984	999999	4YDF32020BE780180	Draft		7/24/2012			<input type="checkbox"/>				
PA00851501	Carl Thompson	turnrd	999999	4YDT28R2XDV5021174	Draft		7/23/2012			<input type="checkbox"/>				
PA00851205		arndm	999999	4YDF34526BE780110	Pending approval		7/20/2012	-0.50		<input type="checkbox"/>				
PA00850987		nusbi	999999	4YDT31128A1532468	Pending approval		7/20/2012	1.50		<input type="checkbox"/>				
PA00850957		anglc	999999	4YDT25926BT410468	Pending approval		7/20/2012	-0.10		<input type="checkbox"/>				

Creating a New Pre-Authorization

There are two (2) ways to create a new Pre-Authorization:

1. Click on the “Create” button at the top of the Pre-Authorization Table page.
2. Click “*Create Pre-Authorizations*” link on the menu bar.



Home

Customer Service

- Manuals
- Product Team Contacts
- Training Resources
- Product Improvement Focus
- Key Express Tips

Browse

- Product catalog
- Part search
- Unlisted Parts

Shopping Cart

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

Warranty

- Warranty registration
- Edit warranty sales person
- Pre-authorizations
- Create pre-authorizations

Pre-Authorizations

Refine by: [All](#) | [Status](#)

Pre-Authorization	Reference no.	Created by	Servicing Dealer	VIN	Status
PA00935075	Ward	K0580	1180	4YDF39029D4701509	Claimed
PA00934111	Hague/16890	W2441	1180	4YDF35828D4701420	Approved
PA00930773	Fagan	K0580	1180	4YDF36528DR800686	Claimed
PA00930244	17126	W2441	1180	4YDF39029D4702210	Claimed
PA00930061	17101/Fagan	W2441	1180	4YDF36528DR800686	Claimed
PA00927893	Stock	W2441	1180	4YDF39029D4702210	Denied
PA00927889	Potvin	W2441	1180	4YDF35827D4702302	Claimed
PA00923587	Stock/Retail sold	W2441	1180	4YDF35826D4701450	Denied
PA00921134	Beridge	K0580	1180	4YDF34022D4701435	Draft
PA00921126	Bundy	K0580	1180	4YDF37021C4700972	Claimed



Enter the Last Eight (8) digits of the VIN or click the look up icon and select the VIN. After the VIN is populated, click “Create”. (Dealership: will automatically default)

Create Pre-Authorization

Dealership: ...

VIN or 8 digit serial number: ...

Enter the complete VIN number, 8 digit serial number, or use the lookup function to complete search.

For help with claims pre-authorization, contact Customer Service at (866) 425-4369 or dealerservice@keystonerv.com

The system will generate a new Pre-Authorization number and automatically populate most key information.

Populate the “Reference No.” field for any Dealership tracking needed (most Dealers use their internal Repair Order number).

To add Labor Operations, click on “Add root operation”.

Pre-Authorization

Pre-Authorization		Vehicle information	
Pre-Authorization number:	PA00852800	VIN:	4YDF32237AF810449
Servicing Dealer:	999999	Owner:	CLAUDE R. BOUCHARD & CYNTHIA
Dealer name:	Keystone RV Company	Make:	Fuzion
Status:	Draft	Model:	FZ32210
Reference no.:	<input type="text" value="Example"/>	Model year:	2010
		Retail sale date:	10/24/2009
		Warranty status:	Warranty expired

Labor operations

NOTE: If the unit has an Open Safety Recall or Service Advisory, you will receive this “Stop” and “Warning” immediately. The acknowledgement box must be checked in order to proceed. Refer to Service Campaigns for more information about Safety Recalls and Service Advisory’s.

This unit requires repair or inspection for service campaign 10-146

Pre-Authorization

Service Campaign Warning

STOP! This unit has an "OPEN" Safety Recall that must be performed!
Federal Law prohibits the retail sale of a unit with an "OPEN" recall.
CAMPAIGN: 10-146
 I acknowledge that I am required by law to perform this recall service prior to retail sale. If sold, I agree to notify the current owner of this open recall and to schedule and repair immediately.

Pre-Authorization		Vehicle information	
Pre-Authorization number:	PA00826198	VIN:	4YDF32022AE770507
Servicing Dealer:	999999	Owner:	Doug Smith and Julie Smith
Dealer name:	Keystone RV Company	Make:	Alpine
Status:	Draft	Model:	AL3200RL10
Reference no.:	<input type="text"/>	Model year:	2010
		Retail sale date:	5/20/2010
		Warranty status:	Warranty expired



Root Operation & Sub-Operations

Root Operation should identify the Primary cause of the failure that led to the warranty repair.

Sub-Operation (s) should itemize any additional steps needed to correct the subsequent damage caused by the Root Failure and/or steps needed to gain access to remedy the Root failure. The description in the Correction field should be detailed and match the sub-Operation codes selected for the Correction.

To create the Root Operation, open the Look Up icon to select the section, component and Root Operation.

Add any sublet cost if appropriate (being sub-contracted to a business outside the Dealership). An original estimate with VIN number will need to be attached.

Enter the Complaint, Cause, and Correction. *Be specific! (Which Slide-out, Door, Window, etc.).* Not only will it help us understand exactly what took place so we can be fair and reasonable in what is approved, this information is pushed back into manufacturing so we can make the product better for you.

Root Operation for Pre-Authorization PA00826198

Root operation

Section:	<input type="text" value="23"/>	<input type="button" value="..."/>
Component:	<input type="text" value="046"/>	<input type="button" value="..."/>
Root operation:	<input type="text" value="2304615J"/>	<input type="button" value="..."/>
Description:	Slider Window - DS - Remove, Seal & Reinstall	
Flat rate hours this operation:	1.00	
Flat rate hours all operators:	1.20	
Dealer submitted hours:	<input type="text" value="1.20"/>	
Sublet (dollars):	<input type="text" value="0.00"/>	

Notes

Complaint:	<input type="text" value="Customer states the Slider Window at the Dinette Leaks onto the dinette table."/>	<input type="button" value="▲"/>	<input type="button" value="▼"/>
Cause:	<input type="text" value="Window leaks between the frame and the sidewall of unit. Improperly sealed."/>	<input type="button" value="▲"/>	<input type="button" value="▼"/>
Correction:	<input type="text" value="Removed Dinette window, clean old sealants off, install new sealants, reinstall window. Water test for leaks. None. Replace Dinette table damaged from window leak."/>	<input type="button" value="▲"/>	<input type="button" value="▼"/>

Sub Operations

NOTE: If additional damage occurred or additional time for access is needed, DO NOT add another "Root Operation". All repairs associated to this failure need to attach to the one (1) Root Operation.

In the example above, the Root Failure is the Window Leak. The damage to the dinette table is a result of the Root Failure i.e. the table was not defective so DO NOT create a new Root Operation

For the table. Create a Sub-Operation which will be associated with the Root Failure (the Window Leak).

With detailed explanations and accurate coding, a dealer can expect fair and reasonable payment for warranty work completed. We will also track and correct Quality concerns from this information.

Create a Sub-Operation

After entering the Root Operation and clicking Save, click on “Create Sub Operation” which is located below Complaint, Cause and Correction. Select the section, component and Operation using the same process as was used for selecting the Root Operation. For each Sub-Operation created, the detailed description in the Correction field should explain why it was created.



“Flat rate hours all operations” – this is the total of the Root plus all Sub-Operations together.

“Dealer Submitted Hours” – This is the amount the dealer is asking to be paid. If this time exceeds “Flat rate hours all operations”, be sure the description supports any time in excess of Root plus Sub Operations.

“Save” – Will update “Flat rate hours all operations” (combines the Root and all Sub-Operations)

Root Operation for Pre-Authorization PA00826198

Root operation

Section: 23
 Component: 046
 Root operation: 2304615J
 Description: Slider Window - DS - Remove, Seal & Reinstall
 Flat rate hours this operation: 1.00
 Flat rate hours all operations: 1.20
 Dealer submitted hours: 1.20
 Sublet (dollars): 0.00

Notes

Complaint: Customer states the Slider Window at the Dinette Leaks onto the dinette table.

Cause: Window leaks between the frame and the sidewall of unit. Improperly sealed.

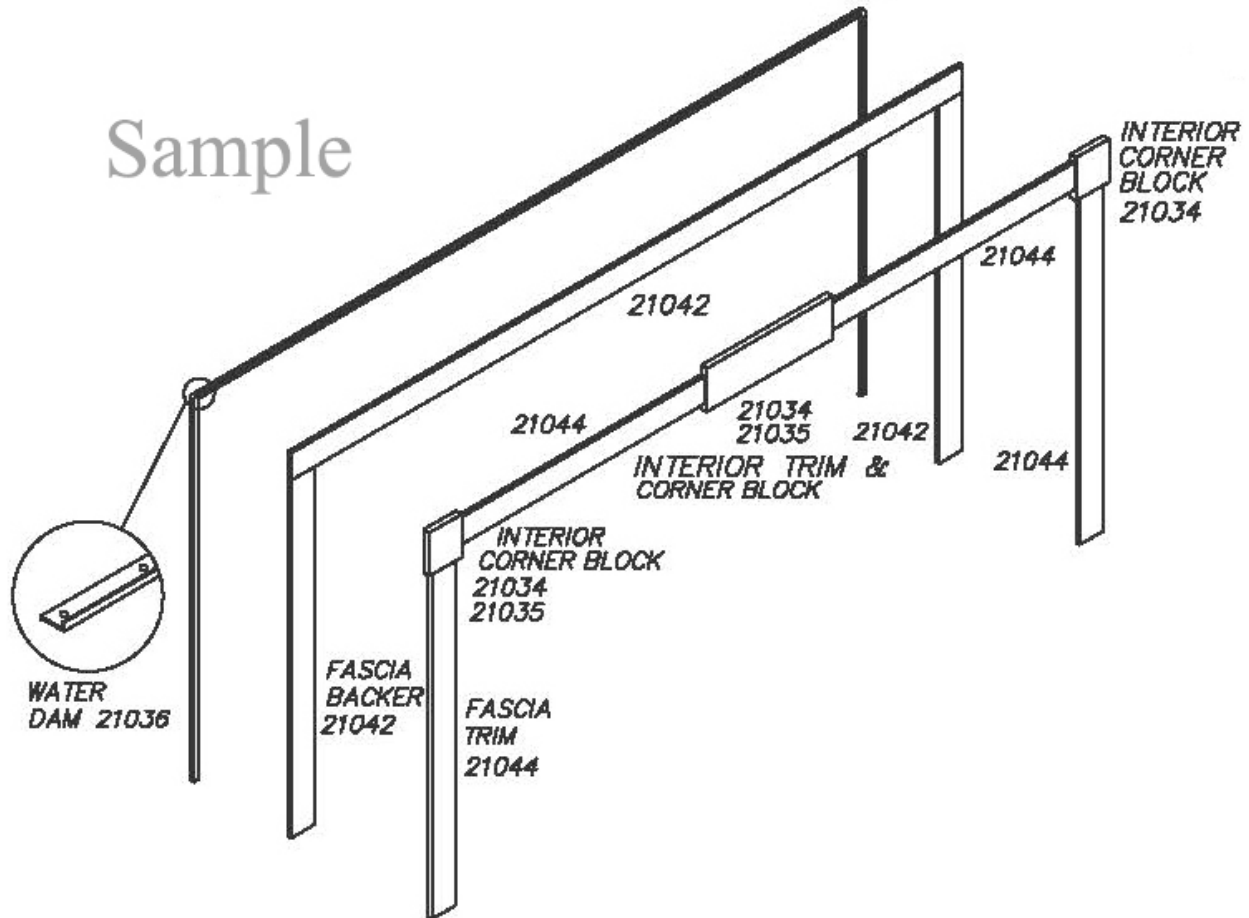
Correction: Removed Dinette window, clean old sealants off, install new sealants, reinstall window. Water test for leaks. None. Replace Dinette table damaged from window leak.

Sub Operations

✓	Section	Component	Operation	Description	Hours
<input type="checkbox"/>	31	028	3102808B	Dinette Table - Replace	0.20


Create Sub Operation
 Save Save and return

If you unsure of name of the component, we have included drawings in our flat rate manual with cross reference to the Base Operation to help make it easier to identify the correct codes. See sample below:



“Save and Return”- Will return the user to the main screen and:

- Problems will be noted in the yellow header (Photographs, component Model & Serial number needed, etc.)
- It will update and summarize the Labor Line including the Root Operation, Description, Submitted Hours, Calculated Hours (Root + Sub-Operations), Sublet
- It will update and summarize the Sub-Operation (Operation, Description, Quantity, Hours)

 Photographs of this repair are required

Pre-Authorization

Service Campaign Warning

STOP! This unit has an "OPEN" Safety Recall that must be performed!

Federal Law prohibits the retail sale of a unit with an "OPEN" recall.

CAMPAIGN: 10-146

I acknowledge that I am required by law to perform this recall service prior to retail sale. If sold, I agree to notify the current owner of this open

Pre-Authorization

Pre-Authorization number: PA00826198
 Servicing Dealer: 999999
 Dealer name: Keystone RV Company
 Status: Draft
 Reference no.: 123456

Vehicle information

VIN: 4YDF32022AE770507
 Owner: Doug Smith and Julie Smith
 Make: Alpine
 Model: AL3200RL10
 Model year: 2010
 Retail sale date: 5/20/2010
 Warranty status: Warranty expired

Labor operations

Add root operation

<input type="checkbox"/>	Number of	Root operation	Description	Sub hours	Calculated hours	Sublet \$	Edit
<input type="checkbox"/>	1	2304615J	Slider Window - DS - Remove, Seal & Reinstall	1.20	1.20	0.00	Edit

Sub Operations

Root line	Operation	Description	Qty	Hours
1	3102808B	Dinette Table - Replace	1	0.20

Notes

Add:


Notes:

Estimate or invoice for sublet

Attach file:
Recommended image size of 1024 x 768, please keep under 1Mb

Attached files:

If a change needs to be made, click "Edit"

 Photographs of this repair are required

Pre-Authorization

Service Campaign Warning

STOP! This unit has an "OPEN" Safety Recall that must be performed!

Federal Law prohibits the retail sale of a unit with an "OPEN" recall.

CAMPAIGN: 10-146

I acknowledge that I am required by law to perform this recall service prior to retail sale. If sold, I agree to notify the current owner of this open

Pre-Authorization

Pre-Authorization number: PA00826198
 Servicing Dealer: 999999
 Dealer name: Keystone RV Company
 Status: Draft
 Reference no.: 123456

Vehicle information

VIN: 4YDF32022AE770507
 Owner: Doug Smith and Julie Smith
 Make: Alpine
 Model: AL3200RL10
 Model year: 2010
 Retail sale date: 5/20/2010
 Warranty status: Warranty expired

Labor operations

Add root operation

<input type="checkbox"/>	Number of	Root operation	Description	Sub hours	Calculated hours	Sublet \$	Edit
<input type="checkbox"/>	1	2304615J	Slider Window - DS - Remove, Seal & Reinstall	1.20	1.20	0.00	Edit

Sub Operations

Root line	Operation	Description	Qty	Hours
1	3102808B	Dinette Table - Replace	1	0.20

Notes

Add:

Notes:

Estimate or invoice for sublet

Attach file:
Recommended image size of 1024 x 768, please keep under 1Mb


Attached files:

Now, you have the option to:

- "Add" - Dealer adds additional information

- Responses to “Requires Feedback” are entered here.
- “Notes” – Dialog from Dealer added information and our responses will be seen here.
- “Attach File” – Electronic Files, Photographs, sublet estimates/bills, etc. **Note: In order to attach multiple files (or photos) to one Pre-Authorization, they must be saved to a compressed “Zipped” folder, and then the one compressed folder, which contains the multiple files/photos, can be attached. Click the following link for direction on creating a compressed “Zipped” folder:**

<http://windows.microsoft.com/en-US/windows-vista/Compress-and-uncompress-files-zip-files>

 Photographs of this repair are required

Pre-Authorization

Service Campaign Warning

STOP! This unit has an "OPEN" Safety Recall that must be performed!
 Federal Law prohibits the retail sale of a unit with an "OPEN" recall.
 CAMPAIGN: 10-146
 I acknowledge that I am required by law to perform this recall service prior to retail sale. If sold, I agree to notify the current owner of this open

<p>Pre-Authorization</p> <p>Pre-Authorization number: PA00826198 Servicing Dealer: 999999 Dealer name: Keystone RV Company Status: Draft Reference no.: <input type="text" value="123456"/></p>	<p>Vehicle information</p> <p>VIN: 4YDF32022AE770507 Owner: Doug Smith and Julie Smith Make: Alpine Model: AL3200RL10 Model year: 2010 Retail sale date: 5/20/2010 Warranty status: Warranty expired</p>
--	---

Labor operations

✓	Number of	Root operation	Description	Sub hours	Calculated hours	Sublet \$	Edit
<input type="checkbox"/>	1	2304615J	Slider Window - DS - Remove, Seal & Reinstall	1.20	1.20	0.00	Edit

Sub Operations

Root line	Operation	Description	Qty	Hours
1	3102808B	Dinette Table - Replace	1	0.20

Notes

Add:

Notes:

Estimate or invoice for sublet

Attach file:

Recommended image size of 1024 x 768, please keep under 1Mb

Attached files:



To delete a labor line, check the box next to the line and select the Red X above “Edit”

Photographs of this repair are required

Pre-Authorization

Service Campaign Warning

STOP! This unit has an "OPEN" Safety Recall that must be performed!
 Federal Law prohibits the retail sale of a unit with an "OPEN" recall.
 CAMPAIGN: 10-146
 I acknowledge that I am required by law to perform this recall service prior to retail sale. If sold, I agree to notify the current owner of this open

Pre-Authorization
 Pre-Authorization number: PA00826198
 Servicing Dealer: 999999
 Dealer name: Keystone RV Company
 Status: Draft
 Reference no.: 123456

Vehicle information
 VIN: 4YDF32022AE770507
 Owner: Doug Smith and Julie Smith
 Make: Alpine
 Model: AL3200RL10
 Model year: 2010
 Retail sale date: 5/20/2010
 Warranty status: Warranty expired

Labor operations

<input type="checkbox"/>	Number of	Root operation	Description	Sub hours	Calculated hours	Sublet \$	Edit
<input type="checkbox"/>	1	2304615J	Slider Window - DS - Remove, Seal & Reinstall	1.20	1.20	0.00	Edit

Sub Operations

Root line	Operation	Description	Qty	Hours
1	3102808B	Dinette Table - Replace	1	0.20

Notes
 Add:
 Notes:

Estimate or invoice for sublet
 Attach file:
 Recommended image size of 1024 x 768, please keep under 1Mb
 Attached files:

Once this labor line is complete, the user’s options are:

- Click “Add Root Operation” - to add an additional labor line to the same Pre-Authorization (repeat the process for each additional labor line thereafter)
- Click “Check for Issues” - the system will scan and return any “Warnings” noted by the yellow tag line or “Stops” in red.
- Click “Save” – Will save the Pre-Authorization as a “Draft”
- Click “Save and Exit” – Will save the Pre-Authorization and exit to the Pre-Authorization Table
- Click “Submit for approval” – after all Labor Lines have been entered and any corrections have been made, this will send the Pre-Authorization to us for review and processing.



i Photographs of this repair are required

Pre-Authorization

Service Campaign Warning

STOP! This unit has an "OPEN" Safety Recall that must be performed!

Federal Law prohibits the retail sale of a unit with an "OPEN" recall.

CAMPAIGN: 10-146

I acknowledge that I am required by law to perform this recall service prior to retail sale. If sold, I agree to notify the current owner of this open

Pre-Authorization

Pre-Authorization number: PA00826198
 Servicing Dealer: 999999
 Dealer name: Keystone RV Company
 Status: Draft
 Reference no.:

Vehicle information

VIN: 4YDF32022AE770507
 Owner: Doug Smith and Julie Smith
 Make: Alpine
 Model: AL3200RL10
 Model year: 2010
 Retail sale date: 5/20/2010
 Warranty status: Warranty expired

Labor operations

<input type="checkbox"/>	Number of	Root operation	Description	Sub hours	Calculated hours	Sublet \$	Edit
<input type="checkbox"/>	1	2304615J	Slider Window - DS - Remove, Seal & Reinstall	1.20	1.20	0.00	Edit

Sub Operations

Root line	Operation	Description	Qty	Hours
1	3102808B	Dinette Table - Replace	1	0.20

Notes

Add:

Notes:

Estimate or invoice for sublet

Attach file: Recommended image size of 1024 x 768, please keep under 1Mb

Attached files:

Once your Pre-Authorization request has been "Submitted for Approval" you can expect:

- The Status will change from "Draft" to "Pending Approval" on the Pre-Authorization table in Key Express.
- In most cases, we will review your Pre-Authorization within 24 hours and act in some manor (Approve, Deny, Requires Feedback, Call you to discuss, etc.)
- If a reduction in labor amount occurs, you can expect to see an explanation as to why in the "Correction" field of the Pre-Authorization and identification of who made the adjustment. Click on the "Magnifying glass icon" in the "View" column.

FREQUENTLY ASKED QUESTIONS (FAQ):

How do I know which repairs require Pre-Authorization?

1. The Flat Rate Manual can be used as a guide to identify which operations require Pre-Authorization, however, Key Express operation numbers are maintained “Real Time” and take precedent over the printed Flat Rate Manual.
2. In Key Express, when the dealer user selects the “Operation Number” that best suits the “Root” failure of the product and the system will notify the user if a Pre-Authorization for the repair is required.
3. Any labor time in excess of the “Flat Rate” time allotted for the chosen “Operation Number” and “Sub-Operation” numbers will require Pre-Authorization.
4. Repairs to Stock units in excess of 2.0 hours.
5. Sublet Repairs
6. All Transportation Damage

! Operation 1100203B is not allowed without preauthorization

Root Operation for Claim C1083558

After operation code is changed, click save button before continuing

Operation

Section: ...

Component: ...

Operation: ...

Root operation

Description: Axle-Complete
Base Hours: 0.20

SECTION 1.2	FRAME				PAGE 1.2			
	OPERATION NUMBER							
COMPONENT	SECT #	COMP #	FAILURE CODE	REMEDY CODE	TIME	PRE AUTH	MUST RTN	PHOTO RQD
A-Frame								
Repair	12	001	*	A	ST	X		X
Replace	12	001	*	B	ST	X	X	X
Paint	12	001	*	E	0.5	X		X
Bumper - Metal								
Repair	12	002	*	A	1.0	X		X
Replace	12	002	*	B	1.0	X		X
Paint	12	002	*	E	0.5	X		X
Bumper Cover								
Repair	12	003	*	A	0.2			
Replace	12	003	*	B	0.3			X
Coupler - Weld On								
Replace - Complete	12	004	*	B	1.5	X	X	X
Latch	12	005	*	B	1.0		X	



Once Keystone has approved the Pre-Authorization, the Dealer can order the Parts, complete the repair and submit a Warranty Claim for reimbursement.

How do I know if I need photographs of an issue?

The Flat Rate Manual can be used as a guide to identify which operations require Pre-Authorization, however, Key Express operation numbers are maintained “Real Time” and take precedent over the printed Flat Rate Manual.

In Key Express, when the dealer user selects the “Operation Number” that best suits the “Root” failure of the product and the system will notify the user if Photographs for the repair is required.

Photographs of this repair are required

Pre-Authorization

Pre-Authorization

Pre-Authorization number: PA00947296
 Servicing Dealer: 999999
 Dealer name: Keystone RV Company
 Status: Draft
 Reference no.:

Vehicle information

VIN: 4YDF37526C4701432
 Owner: CLAYTON & ALISHA HICKENBOTHAM
 Make: Montana
 Model: MO3750FL12
 Model year: 2012
 Retail sale date: 4/10/2012
 Warranty status: Warranty expired

Labor operations

	Number of	Root operation	Description	Sub hours	Calculated hours	Sublet \$	Edit
<input type="checkbox"/>	1	2400720B	Information Label	0.20	0.20	0.00	Edit
<input type="checkbox"/>	2	1200101A	A-Frame			0.00	Edit

SECTION 1.2	FRAME					PAGE 1.2		
COMPONENT	OPERATION NUMBER				TIME	PRE AUTH	MUST RTN	PHOTO RQD
	SECT #	COMP #	FAILURE CODE	REMEDY CODE				
A-Frame								
Repair	12	001	*	A	ST	X		X
Replace	12	001	*	B	ST	X	X	X
Paint	12	001	*	E	0.5	X		X
Bumper - Metal								
Repair	12	002	*	A	1.0	X		X
Replace	12	002	*	B	1.0	X		X
Paint	12	002	*	E	0.5	X		X
Bumper Cover								
Repair	12	003	*	A	0.2			
Replace	12	003	*	B	0.3			X
Coupler - Weld On								
Replace - Complete	12	004	*	B	1.5	X	X	X
Latch	12	005	*	B	1.0		X	

What if some repairs require Pre-Authorization and some don't?

A Pre-Authorization has a “one to one” relationship with a Warranty Claim; therefore, there are two (2) options:

1. Submit all repair lines for Pre-Authorization (When converted to a Warranty Claim for payment, all labor lines must be claimed at the same time).
2. Separate the Pre-Authorization required lines from the Pre-Authorization not required lines. (One for Pre-Authorization and the other ones on a Warranty Claim upon completion of the work)

Note: All labor lines on a Pre-Authorization must be submitted at the same time and can't be separated without moving them to a different Pre-Authorization or Warranty Claim.

How long are Pre-Authorizations good for?

Pre-Authorizations are valid for 90 days, and then will automatically be “Denied”. A Pre-Authorization may be “re-approved” by calling or e-mailing the Product Team Service department as long as:

- The circumstances for the delay did not cause additional damage and increased repair expense.
- The repairs will be completed during the Keystone RV limited one (1) year warranty.



What happens if I get a Pre-Authorization and once we start the repair we find additional problems requiring additional time?

Call or e-mail the Product Team Service Department and share what happened. They can evaluate the situation, offer technical advice and are empowered to change the status of your existing Pre-Authorization into “Requires Feedback” which will allow you to update your Operation Numbers, Sub-Operation numbers, Complaint, Cause, and Correction and request the additional time.

Note: Once a Pre-Authorization is turned into a Warranty Claim, it no longer can be modified.

How do I know if you are processing my Pre-Authorizations timely?

Scan the “Created Date” column and compare it to the “Approved Date” column. Typically, we will review your Pre-Authorization within 24 hours and act in some manor (Approve, Deny, Requires Feedback, Call you to discuss, etc.). If no action has taken place in a reasonable amount of time, feel free to contact the Product Team Service Department and inquire.

Refine by: [All](#) | [Status](#)
[Draft \(2\)](#) | [Approved \(2\)](#) | [Denied \(205\)](#) | [Claimed \(912\)](#)



Pre-Authorization	Reference no.	Created by	Servicing Dealer	VIN	Status	Approved date	Created date	Submitted hours	Approved hours	Used on claim	View	Edit	Delete	Create claim
PA00934111	Hague/16890	W2441	1180	4YDF35828D4701420	Approved	4/17/2013	4/17/2013	0.50	0.30	<input type="checkbox"/>				
PA00901033	Johnson	K0032	1180	4YDF27024C1531146	Approved	12/19/2012	12/19/2012	0.30	0.30	<input type="checkbox"/>				

How do I know if you are paying fairly?

Scan the “Submitted Hours” and compare it to the “Approved Hours” and look for variances.

Refine by: [All](#) | [Status](#)
[Draft \(2\)](#) | [Approved \(2\)](#) | [Denied \(205\)](#) | [Claimed \(912\)](#)



Pre-Authorization	Reference no.	Created by	Servicing Dealer	VIN	Status	Approved date	Created date	Submitted hours	Approved hours	Used on claim	View	Edit	Delete	Create claim
PA00934111	Hague/16890	W2441	1180	4YDF35828D4701420	Approved	4/17/2013	4/17/2013	0.50	0.30	<input type="checkbox"/>				
PA00901033	Johnson	K0032	1180	4YDF27024C1531146	Approved	12/19/2012	12/19/2012	0.30	0.30	<input type="checkbox"/>				



How do I know why an adjustment is made and if I disagree, how do I appeal it?

If there has been an adjustment, click on the “Magnifying glass icon” in the “View” column and any reason for the adjustment and the name of the person that made the adjustment will be found in the Correction field.

In most cases, it is a simple misunderstanding that can be resolved with direct communication to the agent that processed the Pre-Authorization by calling our Toll Free Phone line, dial 2 for Service and ask for the Agent.

Note: It is not necessary to wait until the Warranty Claim is short paid, appeal these situations as they occur if it determined you are not in agreement with the adjustment. This will save everybody time, effort and money because the issues are worked out before it is booked in your business system.

Refine by: [All](#) | [Status](#)
[Draft \(2\)](#) | [Approved \(2\)](#) | [Denied \(205\)](#) | [Claimed \(912\)](#)

[< > <> <>>]

Pre-Authorization	Reference no.	Created by	Servicing Dealer	VIN	Status	Approved date	Created date	Submitted hours	Approved hours	Used on claim	View	Edit	Delete	Create claim
PA00934111	Hague/16890	W2441	1180	4YDF35828D4701420	Approved	4/17/2013	4/17/2013	0.50	0.30	<input type="checkbox"/>				
PA00901033	Johnson	K0032	1180	4YDF27024C1531146	Approved	12/19/2012	12/19/2012	0.30	0.30	<input type="checkbox"/>				

What if I have a Customer or Technician waiting to get started and can't wait 24 hours?

No problem. Enter the Pre-Authorization request like normal and after it has been submitted, call the Product Team Service Department, reference the VIN or Pre-Authorization number, let them know your time restraints and we will do our best to accommodate your situation.

What if I don't know what codes to use or need help entering one that is very complicated?

Please contact your Keystone Service Team who is well versed on Key Express and can assist you with any specific situation or if you need general training as well.



Policy and Procedure Manual

Section 11 **Warranty Claims**

Managing Warranty Claims on Key Express...	11-1
Creating a New Warranty Claim.....	11-4
Adding Parts to the Warranty Claim.....	11-11
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Returning Parts on Keystone's Account.....	11-18
Safety and Service Campaigns.....	11-21
Frequently Asked Questions (FAQ).....	11-22

Warranty Claims

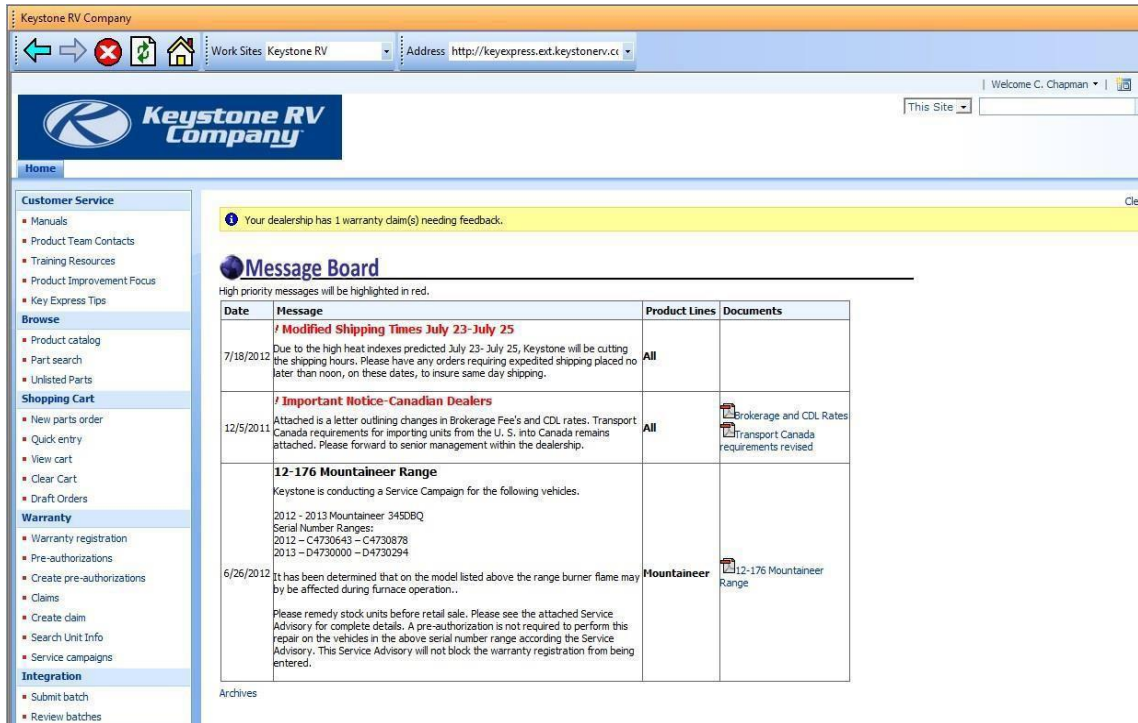
Warranty Claim submission on Key Express is the sole method for a dealer to be reimbursed for repairs to Keystone units and all dealership personnel who submit Warranty Claims should be familiar with these procedures. Warranty Claim submission should occur for:

- Reimbursement for warranty repairs completed during Keystone’s limited warranty period (Pre-Authorized or otherwise).
- Reimbursement for Policy repairs (Pre-Authorization required).
- Reimbursement for Freight or Crate charges for Parts used in Warranty repairs.
- Reimbursement for Sublet repairs (Pre-Authorization required).
- Reimbursement for Transportation Damages or Shortages when the unit was being delivered to the dealership (Pre-Authorization required).
- Reimbursement for Owner emergency repairs. An owner presenting their Dealer with a bill for repairs done by a Non-Keystone Dealer should be submitted like a Sublet bill. Part Returns and Flat Rate times will be considered with requests of this nature (Pre-Authorization required).




Repairs that do not require Pre-Authorization can be completed and the Warranty Claim submitted directly to Keystone on Key Express. See Section 10, Pre-Authorizations to determine which repairs require Pre-Authorization.

Managing Warranty Claims on Key Express

Click “Claims” on the menu bar



The screenshot shows the Keystone RV Company Key Express website interface. At the top, there is a navigation bar with the company logo and name. Below the navigation bar, there is a menu bar with various options. A yellow banner at the top of the main content area states: "Your dealership has 1 warranty claim(s) needing feedback." Below this banner is the "Message Board" section, which displays a table of messages. The table has columns for Date, Message, Product Lines, and Documents. The messages include information about modified shipping times, important notices for Canadian dealers, and a service campaign for the 12-176 Mountaineer Range.

Date	Message	Product Lines	Documents
7/18/2012	Modified Shipping Times July 23-July 25 Due to the high heat indexes predicted July 23- July 25, Keystone will be cutting the shipping hours. Please have any orders requiring expedited shipping placed no later than noon, on these dates, to insure same day shipping.	All	
12/5/2011	Important Notice-Canadian Dealers Attached is a letter outlining changes in Brokerage Fee's and CDL rates. Transport Canada requirements for importing units from the U. S. into Canada remains attached. Please forward to senior management within the dealership.	All	 Brokerage and CDL Rates  Transport Canada requirements revised
6/26/2012	12-176 Mountaineer Range Keystone is conducting a Service Campaign for the following vehicles: 2012 - 2013 Mountaineer 3450BQ Serial Number Ranges: 2012 - C4730643 - C4730878 2013 - D4730000 - D4730294 It has been determined that on the model listed above the range burner flame may be affected during furnace operation.. Please remedy stock units before retail sale. Please see the attached Service Advisory for complete details. A pre-authorization is not required to perform this repair on the vehicles in the above serial number range according to the Service Advisory. This Service Advisory will not block the warranty registration from being entered.	Mountaineer	 12-176 Mountaineer Range

Standard Functionality of the Claims List (Table):



“Search” - Allows you to Search the Claim Table by Last 8 or complete VIN number, Check Number, Claim Number, Created Date, Preauthorization Number and Reference number (Dealer entered Work Order number).

“Sort” - Each column can be sorted Ascending/Descending by clicking on the header name (Created By, Reference No., etc.)

“Page Arrows” - One at a time or to the end of the string

Claim List

Last 8 of VIN

Refine by: [All](#) | [Status](#)

*** All Part Return determinations and Part Tags will be generated at time of claim processing. **RETAIN ALL PARTS** until the warranty claim has been processed.

[<] [↔] [>] [↔]

Repairing dealer	Claim	Created by	Reference no.	Created date	VIN	Make	Approved date	Status	Approved amount	Submitted	Check no.	View	Edit	Delete	Part Tag
999999	C2062017	kaufi	3514050	4/2/2018	4YDT28827H3971544	Kodiak		Pending approval	0.00	0.00					
999999	C2060292	GrimS	3490476	3/29/2018	4V0FC3126HG009068	Volante		Processing payment	0.00	0.00					
999999	C2059526	chapl	OR Svc	3/28/2018	4YDT29923J1973253	Kodiak		Processing payment	2,400.90	2,400.90					
999999	C2059424	chapl	KRV Svc	3/28/2018	4YDF31529FB450001	Outback		Processing payment	0.00	0.00					
999999	C2059423	chapl	KRV Svc	3/28/2018	4YDF33526HP940364	Denali		Processing payment	0.00	0.00					
999999	C2059421	chapl	KRV Svc	3/28/2018	4YDT23R28JK417947	Passport		Processing payment	0.00	0.00					
999999	C2059418	chapl	KRV Svc	3/28/2018	4YDF34722J9320799	Cruiser		Processing payment	0.00	0.00					
999999	C2059417	chapl	KRV Svc	3/28/2018	4YDF3529GR800422	Raptor		Processing payment	0.00	0.00					
999999	C2056899	walkl	3501304	3/26/2018	4YDT39123JW260364	Retreat		Processing payment	0.00	0.00					
999999	C2056182	chapl	KRV Svc	3/23/2018	4YDT26V20GF815680	Impact		Processing payment	0.00	0.00					

“Refine by: **ALL** | [Status](#)” – Selecting “Status” will sort all Claims based on current status (Draft, Pending Approval, Requires Feedback, Denied, Processing Payment, Under Parts Review, Pending Parts Return, etc.).

Claim List

Last 8 of VIN

Refine by: [All](#) | [Status](#)

*** All Part Return determinations and Part Tags will be generated at time of claim processing. **RETAIN ALL PARTS** until the warranty claim has been processed.

[<] [↔] [>] [↔]

Repairing dealer	Claim	Created by	Reference no.	Created date	VIN	Make	Approved date	Status	Approved amount	Submitted	Check no.	View	Edit	Delete	Part Tag
999999	C2062017	kaufi	3514050	4/2/2018	4YDT28827H3971544	Kodiak		Pending approval	0.00	0.00					
999999	C2060292	GrimS	3490476	3/29/2018	4V0FC3126HG009068	Volante		Processing payment	0.00	0.00					
999999	C2059526	chapl	OR Svc	3/28/2018	4YDT29923J1973253	Kodiak		Processing payment	2,400.90	2,400.90					
999999	C2059424	chapl	KRV Svc	3/28/2018	4YDF31529FB450001	Outback		Processing payment	0.00	0.00					
999999	C2059423	chapl	KRV Svc	3/28/2018	4YDF33526HP940364	Denali		Processing payment	0.00	0.00					
999999	C2059421	chapl	KRV Svc	3/28/2018	4YDT23R28JK417947	Passport		Processing payment	0.00	0.00					
999999	C2059418	chapl	KRV Svc	3/28/2018	4YDF34722J9320799	Cruiser		Processing payment	0.00	0.00					
999999	C2059417	chapl	KRV Svc	3/28/2018	4YDF3529GR800422	Raptor		Processing payment	0.00	0.00					
999999	C2056899	walkl	3501304	3/26/2018	4YDT39123JW260364	Retreat		Processing payment	0.00	0.00					
999999	C2056182	chapl	KRV Svc	3/23/2018	4YDT26V20GF815680	Impact		Processing payment	0.00	0.00					

Click on the specific status to sort and view only the Claims in that status.



The following list describes each possible Status which could occur for a Warranty Claim:

- 1) “Draft”- Dealer user has created a Claim but has not submitted to Keystone. Typically, this occurs when the user is interrupted in the middle of creating a Claim and the user is logged out for inactivity. The work is automatically saved in “Draft”. If the user does not have all the information needed to complete the Claim request, they can “Save” it in “Draft” until the remainder of information becomes available. To open up a “Draft” Claim and add additional information, click the “Magnifying glass icon” in the “Edit” column on the right hand side of the screen.
- 2) “Pending Approval”- Dealer user has submitted a labor only Claim (no Parts) to Keystone for approval and Keystone has yet to review it. Once this occurs, it cannot be edited or deleted by the Dealer.
- 3) “Requires Feedback” – A Keystone Warranty Advisor has reviewed the submission and it has been determined that it cannot be processed until further information is received. To respond, click the “Magnifying glass icon” in the “Edit” column and enter the response in the Notes field and Submit for approval again. The status of the Claim will change to “Pending Approval” again.
- 4) “Denied” – A Keystone Warranty Advisor has reviewed the Claim and determined it cannot be approved. The reason for denial and Advisor identification can be seen in the “Comments” field after you click “Magnifying glass icon” in the “View” column.
- 5) “Approved” -Claims have been reviewed and approved for payment by Keystone. These Claims cannot be edited or deleted by the Dealer.
- 6) “Processing Payment” – Keystone Accounting has cleared the Claim for payment on the next Warranty Check run. Warranty Check runs occur twice a month. The Claim will remain in this status and once the Check is issued, the Check number will automatically populate in the “Check No.” column on the Claims list.
- 7) “Under Parts Review” – Dealer user has submitted a Claim containing Parts that were replaced. All Claims containing Parts are reviewed within 48 hours of receipt to determine if Part return to Keystone is necessary.
- 8) “Pending Part Return” – Keystone has reviewed a Claim containing part(s) and determined a Part return is necessary. Print out the “Parts Tags” by clicking on “Magnifying glass icon” in the “Parts Tag” column.

Claim List														
Refine by: All Status														
Draft (4) Pending approval (6) Requires feedback (1) Denied (13462) Processing payment (323) Pending parts return (2)														
<input type="text"/>		<input type="button" value="Search"/>		<input type="button" value="Create"/>										
*** All Part Return determinations and Part Tags will be generated at time of claim processing. RETAIN ALL PARTS until the warranty claim has been p														
Repairing dealer	Claim	Created by	Reference no.	Created date	VIN	Make	Approved date	Status	Approved amount	Submitted	Check no.	View		
999999	C1022623	holla	so 1802951	7/25/2012	4YDF36621B4702673	Montana		Processing payment	0.00	19.36				
999999	C1022592	kedck	SO 1785178	7/25/2012	4YDT31S2XCW504398	Cougar		Denied	0.00	37.18				
999999	C1022222	edwag	1786029	7/24/2012	4YDF302389F810816	Fuzion		Processing payment	0.00	37.95				
999999	C1022204	mcphb	SO1769620	7/24/2012	4YDF31021D4700131	Montana		Processing payment	0.00	161.96				
999999	C1022182	mcphb	SO1762868	7/24/2012	4YDF37023C4701914	Montana		Processing payment	0.00	10.90				
999999	C1019410	tautj	SO1774841	7/17/2012	4YDF350256D520208	Montana		Pending approval	448.88	448.88				
999999	C1019406	weiss	1748302	7/17/2012	4YDT39F24B7260426	Retreat		Denied	0.00	486.14				
999999	C1019171	bujek	1761325	7/16/2012	4YDT29721A1532756	Sprinter		Pending approval	262.11	262.11				
999999	C1017581	holla	so 1760141	7/11/2012	4YDF29521BR730384	Mountaineer		Processing payment	0.00	140.55				
999999	C1017571	holla	so 1775976	7/11/2012	4YDF31824C2504456	Cougar		Processing payment	0.00	50.95				



“Magnifying glass icon” – on the far right of the Claims table:

“View”-See a PDF of the selected Claim.

“Edit”-Add or delete information.

“Delete”-Delete the Claim from the system (Note: Once a Claim has been submitted, it can no longer be deleted).

“Parts Tag” – To be printed out and placed in the box when returning a required part on Keystones account.

[ack \(3\)](#) | [Denied \(271\)](#) | [Processing payment \(2237\)](#) | [Pending parts return \(2\)](#)

Return determinations and Part Tags will be generated at time of claim processing. RETAIN ALL PARTS until the warranty claim has been processed.

Created by	Reference no.	Created date	VIN	Make	Approved date	Status	Approved amount	Submitted	Check no.	View	Edit	Delete	Part Tag
07820		5/9/2013	4YDF37724DR800560	Raptor		Pending parts return	0.00	204.41					
0580	Hague/16890	4/25/2013	4YDF35828D4701420	Montana	4/25/2013	Processing payment	339.67	339.67	663326				
V2441	Ward	4/19/2013	4YDF39029D4701509	Montana		Requires feedback	19.60	117.60					
V2441	Coyle-16478	4/9/2013	4YDF37021C4702124	Montana	4/16/2013	Processing payment	49.41	49.41	663326				
V2441	Coyle	4/9/2013	4YDF37021C4702124	Montana	4/16/2013	Processing payment	49.41	49.41	663326				
0580	Fagan	4/9/2013	4YDF36528DR800686	Raptor	4/10/2013	Processing payment	303.80	303.80	660083				
0580	Bundy	4/9/2013	4YDF37021C4700972	Montana	4/9/2013	Processing payment	49.00	49.00	660083				
0580	17101/Fagan	4/9/2013	4YDF36528DR800686	Raptor		Requires feedback	0.00	245.96					
0580	Mary Adams	4/9/2013	4YDF26621CE600594	Laredo	4/9/2013	Processing payment	460.60	460.60	660083				
0580	17126	4/9/2013	4YDF39029D4702210	Montana		Draft	0.00	19.60					

Creating a New Warranty Claim

A Claim can be created from an existing approved Pre-Authorization or from the Menu Bar. From a Pre-Authorization, find the Pre-Authorization that needs to be converted into a Claim in the Pre-Authorization table and click on the “Magnifying glass icon” in the “Create Claim” column. All the information from the Pre-Authorization is copied into a Claim so no duplicate entry is needed. Just add the Parts associated with the repair and submit the Claim. NOTE: No additional labor lines can be added to the Warranty Claim.

Pre-Authorizations

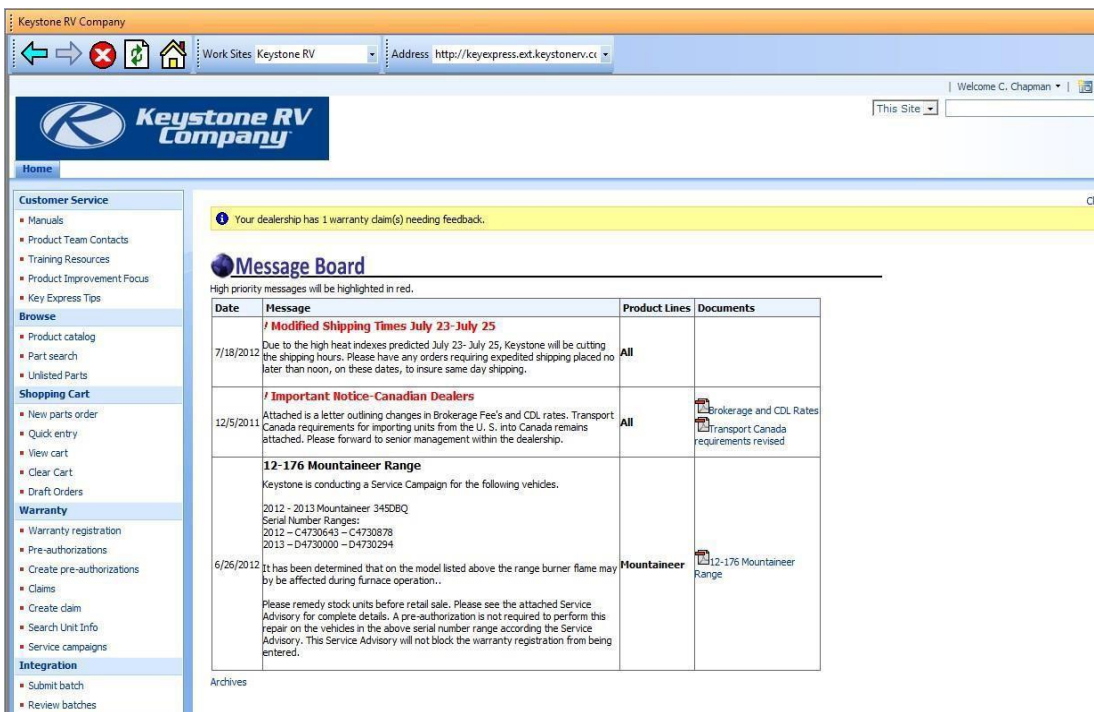
Last 8 of VIN

Refine by: **All** | [Status](#)

[↶](#) [↷](#) [↻](#) [↺](#) [↻](#)

Pre-Authorization	Reference no.	Created by	Servicing Dealer	VIN	Status	Approved date	Created date	Submitted hours	Approved hours	Claim	View	Edit	Delete	Create claim
PA01971379		tripb	999999	4YDT25421J5350061	Draft		3/30/2018				View	Edit	Delete	
PA01971163		gipst	999999	47CT55N25DK173875	Draft		3/30/2018				View	Edit	Delete	
PA01970995		clays	999999	4YDT31427KH930629	Draft		3/30/2018				View	Edit	Delete	
PA01970992		clays	999999	4YDT31B22KD430808	Draft		3/30/2018				View	Edit	Delete	
PA01970989		klemS	999999	4YDF29R27G2502450	Draft		3/30/2018				View	Edit	Delete	
PA01970611		tripb	999999	4YDT29226J5372715	Approved	3/30/2018	3/29/2018	0.50			View	Edit	Delete	Create claim
PA01970375		turnd	999999	4YDF37027HA740241	Draft		3/29/2018				View	Edit	Delete	
PA01970054		clays	999999	4YDT27725JT438694	Draft		3/29/2018				View	Edit	Delete	
PA01969996		turnd	999999	4YDF37022JE780516	Draft		3/29/2018				View	Edit	Delete	
PA01969626		clays	999999	4YDT33021JF815925	Draft		3/28/2018				View	Edit	Delete	

From the Main Menu Bar – Click “Create Claim”



Keystone RV Company

Work Sites: Keystone RV | Address: http://keyexpress.ext.keystonerv.ca

Welcome C. Chapman | This Site

Message Board

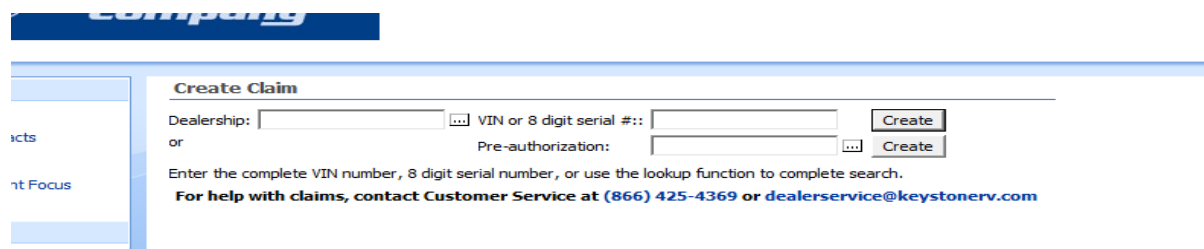
Your dealership has 1 warranty claim(s) needing feedback.

High priority messages will be highlighted in red.

Date	Message	Product Lines	Documents
7/18/2012	Modified Shipping Times July 23-July 25 Due to the high heat indexes predicted July 23- July 25, Keystone will be cutting the shipping hours. Please have any orders requiring expedited shipping placed no later than noon, on these dates, to insure same day shipping.	All	
12/5/2011	Important Notice-Canadian Dealers Attached is a letter outlining changes in Brokerage Fee's and CDL rates. Transport Canada requirements for importing units from the U. S. into Canada remains attached. Please forward to senior management within the dealership.	All	Brokerage and CDL Rates Transport Canada requirements revised
6/26/2012	12-176 Mountaineer Range Keystone is conducting a Service Campaign for the following vehicles. 2012 - 2013 Mountaineer 345DBQ Serial Number Ranges: 2012 - C4730043 - C4730078 2013 - D4730000 - D4730294 It has been determined that on the model listed above the range burner flame may be affected during furnace operation. Please remedy stock units before retail sale. Please see the attached Service Advisory for complete details. A pre-authorization is not required to perform this repair on the vehicles in the above serial number range according to the Service Advisory. This Service Advisory will not block the warranty registration from being entered.	Mountaineer	12-176 Mountaineer Range

Archives

An already existing Pre-Authorization number can be entered here and click “Create”.



Create Claim

Dealership: ... VIN or 8 digit serial #::

or Pre-authorization: ...

Enter the complete VIN number, 8 digit serial number, or use the lookup function to complete search.

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



If no Pre-Authorization exists, a claim can be created from scratch. Enter the last 8 digits or complete 17 digit VIN, click “Create”.

The system will generate a new Claim number and automatically populate most key information.

Populate the “Reference No.” field for any Dealership tracking needed (most Dealers use their internal Repair Order number).

Select the Repair Start Date – The date repairs began, not necessarily when the Repair Order was created or the date the unit was dropped off.

Select the Repair End Date – The date the customer was notified the repairs were complete, not necessarily when the Repair Order was closed.

If the unit is a Stock unit, select the PDI/Stock repair box.

Click “Save” to move to the next screen.

If changes to the claim header are needed, click “Edit claim header”. To begin adding your labor lines, click “Add Root Operation.”



Edit Claim

Claim information	Unit information
Claim: C1022915	VIN: 4YDF32237AF810449
Status: Draft	Owner: CLAUDE R BOUCHARD & CYNTHIA
Pre-authorized: No	Make: Fuzion
Repairing dealer: 999999	Model: FZ32210
Dealer name: Keystone RV Company	Model year: 2010
Reference no.: Example	Retail sale date: 10/24/2009
Repair start date: 6/28/2012	Sold no warranty reg.: <input type="checkbox"/>
Repair end date: 7/19/2012	Warranty expire date: 10/24/2010
PDI/Stock repair: <input type="checkbox"/>	Warranty status: Warranty expired

Labor operations

Line	Operation	Description	Qty	Sub hours	Calculated hours	Labor amt	Sublet	Edit	Parts
Parts									

Root Operation & Sub-Operations

Root Operation should identify the Primary cause of the failure that lead to the warranty repair.

Sub-Operation (s) should itemize any additional steps needed to correct the subsequent damage caused by the Root Failure and/or steps needed to gain access to remedy the Root failure. The description in the Correction field should be detailed and match the sub-Operation codes selected for the Correction.

To create the Root Operation, open the Look Up icon to select the section, component and Root Operation.

Enter the Complaint, Cause, and Correction. *Be specific! (What is the issue, which component, when does it occur, etc.)*. Not only will it help us understand exactly what took place so we can be fair and reasonable in what is approved, this information is pushed back into manufacturing so we can make the product better for you.

Root Operation for Claim C1117260

After operation code is changed, click save button before continuing

Operation

Section: ...
 Component: ...
 Operation: ...

Root operation

Description: Pump - Replace
 Base Hours: 0.30
 Calculated hours: 0.80
 Apvd Hours: 0.00
 Sub hours:
 Sublet: 0.00

Notes

Complaint: *

Cause: *

Correction: *

Sub Operations

Please save your changes by clicking the save button below before adding suboperations

✓	Section	Component	Operation	Description	Hours
<input type="checkbox"/>	33	027	3302706B	Sofa - Hide-a-bed - Replace - Complete	0.50

In the example above, the Root failure is the Water Pump. The repair required additional time based on the lack of access to the Water Pump, not because there was a problem with the Sofa so DO NOT create a new Root Operation for the Sofa. Create a Sub-Operation which will be associated with the Root Failure (the Water Pump).

With detailed explanations and accurate coding, a dealer can expect fair and reasonable payment for warranty work completed. We will also track and correct Quality concerns from this information.

Create a Sub-Operation

After entering the Root Operation and clicking Save, click on “Create Sub Operation,” which is located below the Complaint, Cause and Correction. Select the section, component and operation using the same process as was used for selecting the Root Operation. For each Sub-Operation created, the detailed description in the Correction field should explain why it was created.



Clicking “Save” will update the time allowances for your selected Operation numbers.

Base hours – is equal to the Root Operation Flat Rate time.

Calculated hours – is equal to Base hours plus Sub-Operations entered.

Submitted hours will default to the Base Hours (Flat Rate) but can be changed to the hours being requested for payment. Note: Time in addition to Base Hours (Flat Rate) plus Sub-operations should be justified with a detailed description in the Complaint, Cause & Correction and Sub-Operations.

Root Operation for Claim C1117260

After operation code is changed, click save button before continuing

Operation

Section: ...

Component: ...

Operation: ...

Root operation

Description: Pump - Replace

Base Hours: 0.30

Calculated hours: 0.80

Apvd Hours: 0.00

Sub hours: 0.80

Sublet: 0.00

Notes

For each additional new labor line, add a new Root Operation to the claim.

“Save” – Will update “Flat rate hours all operations” (combines the root and all Sub-Operations)

“Save and Return” - Will return the user to the main screen and:

- Problems will be noted in the yellow header (Photographs, component Model & Serial number, needed, etc.)
- Update and summarize the Labor Line including the Root Operation, Description, Submitted Hours, Calculated Hours (Root + Sub-Operations), Sublet
- Update and summarize the Sub-Operation (Operation, Description, Quantity, Hours)

If there are no Parts to be added and all labor lines are completed:

“Check for Issues” – The system will review the Claim for problems and flag them in the header in the Yellow banners.

“Submit for Approval” – The Claim is sent to Keystone and the status will change to “Part Under Review” or “Pending Approval”

“Save” – Will save the claim to “Draft”

i Warranty expired for VIN '4YDT29R.24CD422363' on 04/28/2013. Claim may not be approved.

i Photographs of this repair are required

Edit Claim

Claim information

Claim: C1117748
 Status: Draft
 Pre-authorized: Yes
 Repairing dealer: 999999
 Dealer name: Keystone RV Company
 Reference no.:
 Repair start date:
 Repair end date: 5/13/2013
 PDI/Stock repair:

Unit information

VIN: 4YDF31827B2504501
 Owner: Harry C. Holtze & Linda L. Holtze
 Make: Cougar
 Model: CG318SAB11
 Model year: 2011
 Retail sale date: 10/12/2010
 Sold no warranty reg.:
 Warranty expire date: 10/12/2011
 Warranty status: Warranty expired

Labor operations

Claim was preauthorized - only limited labor changes allowed.

Line	Operation	Description	Qty	Sub hours	Calculated hours	Labor amt	Sublet	Edit	Parts
1	1204626A	Slide Out In & Out Switch	1	0.2	0.20	0.00	0.00		

Parts

<input type="checkbox"/>	Labor line	Quantity	Item number	Name	Price each	Total markup	Total price	Sub Freight
<input type="checkbox"/>	1	1	278040	Switch - Slideout - w/Wire Harness - Black	15.50	2.33	17.83	0.00

Notes

Add:

Note:

Repair photos / Sublet invoices

Attach file:
Recommended image size of 1024 x 768, please keep under 1Mb

Attached files:

I certify that I have performed these repairs in accordance with Keystone warranty policies. As an authorized dealer representative, I further certify our dealership has the signature of this retail customer for this claim work on file

Parts selection for Claim C1022915

Root operation
Line number: 1
Operation: 3201516A
Description: Batten Strips & Corner Molding - Re

Parts

Item number	Submitted/Claimed Qty	Approved Qty	Name	Model	Serial number	Dealer Price	Submitted Freight	Apvd Freight	Messages
	1					0.00	0.00		Part Return will be determined at time of claim processing

Save Save and return

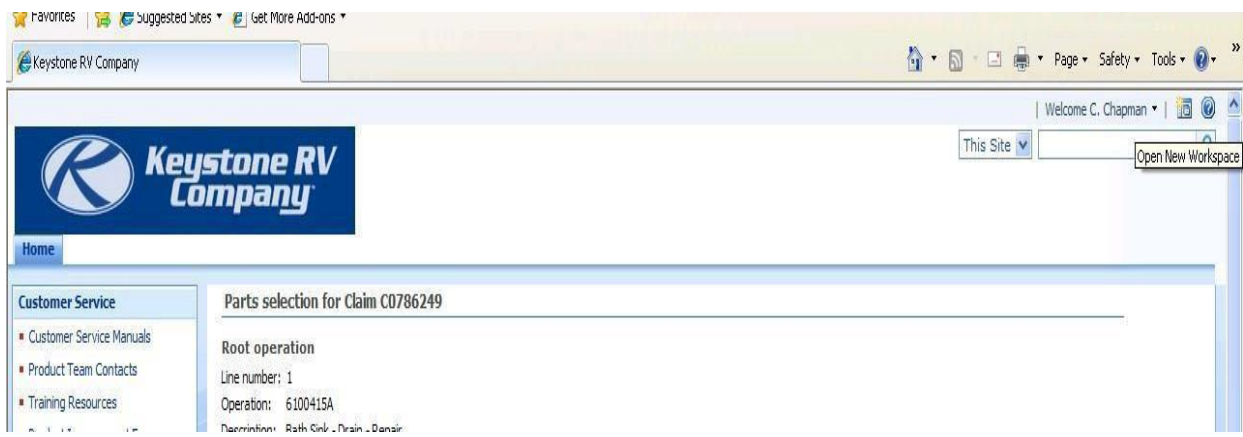
Service parts

Item number	Name	Add
102107	Sealant - Silicone - Translucent - (30/Case)	
106805	Baggage - Door - Thumb Lock Only	
109772	Sealant - Foam - 12 oz - Expanding	
110406	Butyl - Tape - Grey - (25/Case)	
116519	Sealant - Self Leveling - White	
119177	Door - Baggage - Cam Lock - 1 3/8" - CH751	
183850	Foam - Tape - 3/16" x 1/2" x 50' - Black - Polyethylene - w/Rubber Bas	
211107	Warranty Shop Supply - Adhesive and Adhesive Tape	
211110	Warranty Shop Supply - Cabinet Door Hardware	
211111	Warranty Shop Supply - Electrical Connectors and Wire	
211112	Warranty Shop Supply - Fasteners - Screws - Staples - Bolts and Etc.	
211113	Warranty Shop Supply - Insulation	
211114	Warranty Shop Supply - Lumber - 2 x 4's - Sheeting - Etc.	
211115	Warranty Shop Supply - Paint and Paint Supplies	
211116	Warranty Shop Supply - Plumbing Fittings and Pipe	
211117	Warranty Shop Supply - Interior Furniture - Panel Repair Supplies	
211118	Warranty Shop Supply - Steel	
211119	Warranty Shop Supply - Cleaning Supplies	

Parts ordered from Keystone for this unit which have not already been used on a Claim will be displayed in this area for ease in adding to Claims

If you purchased the Part elsewhere please locate the closest matching Keystone Part Number from the Keystone Parts Catalogs to use on your Claim.

To avoid losing your place in Claims, a user can operate multiple "Workspaces". To "Open a new Workspace", Click on the icon at the top right of the page that looks like a camera with a flashbulb.



From this new workspace, select **Product Catalog** from the menu bar. (Remember, the Claims screen is still there, hidden behind this new workspace. Using normal Windows functionality, you can minimize and adjust both screens to see them simultaneously or just continue to use minimize/maximize to get back and forth to the Claims screen).

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- Warranty registration
- Pre-authorizations
- Create pre-authorizations
- Claims
- Create claim
- Search Unit Info
- Service campaigns

Integration

- Submit batch
- Review batches

Parts selection for Claim C0786249

Root operation
Line number: 1
Operation: 61004
Description: Bath S

Parts

Item number

Service parts

Item number N
102107 Se
106805 Ba
109772 Se
110406 Bu
116519 Se
119177 Do
183850 Fo
211107 W
211110 W
211111 W
211112 W
211113 W
211114 W
211115 W
211116 W
211117 W

Keystone RV Company

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- Service campaigns

Integration

- Submit batch
- Review batches

Parts selection for Claim C0786249

Root operation
Line number: 1
Operation: 6100415A
Description: Bath Sink - Drain - Repair

Parts

Item number	Submitted/Claimed Qty	Approved Qty	Name	Model	Serial number	Dealer Pri
	1					

Select the Brand of unit

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Return Goods Authorization

- RGA List

Sales Brochures

Cabana

ENERGY

Cougar High Country

Retreat

ALPINE

Cambridge

EVEREST

Montana High Country

HORNET

AVALANCHE

Challenge

FREEDOM

Hideout

Laredo

BIG SKY

Big Sky

Cougar

Freedom Lite

Hobbi

Montana

BULLET

Dealer Stock Parts

Fusion

HORNET

Hountaineer

Internet Explorer

3:54 PM

Select the Model Year

Product
catalog
group

ALPINE

Home > **Alpine**

2010 Alpine
Adhesive, Appliances, Axles & Tires, Bath & Accessories, Front / Rear Caps, Chassis & Accessories, Decor, Door, Electrical, Fasteners, Furniture, Graphics, Labels, Decals, More...

2011 Alpine
Adhesive, Appliances, Axles & Tires, Bath & Accessories, Front / Rear Caps, Chassis & Accessories, Decor, Door, Electrical, Fasteners, Furniture, Graphics, Labels, Decals, More...

2012 Alpine
Adhesive, Appliances, Axles & Tires, Bath & Accessories, Front / Rear Caps, Chassis & Accessories, Decor, Door, Electrical, Fasteners, Furniture, Graphics, Labels, Decals, More...

2013 Alpine
Adhesive, Appliances, Axles & Tires, Bath & Accessories, Front / Rear Caps, Chassis & Accessories, Decor, Door, Electrical, Fasteners, Furniture, Graphics, Labels, Decals, More...

2014 Alpine
Adhesive, Appliances, Axles & Tires, Bath & Accessories, Front / Rear Caps, Chassis & Accessories, Decor, Door, Electrical, Fasteners, Furniture, Graphics, Labels, Decals, More...

Select the Category and Noun

2014

Home > Alpine > **2014 Alpine**

Adhesive
Adhesive

Appliances
Range, A/C, DVD/VCR, Vent, Fan, Generator, Fireplace, Microwave, Antenna, Refrigerator, Radio, TV, More...

Axles & Tires
Axle, Tire

Bath & Accessories
Bar, Faucet, Holder, Wastebasket

Front / Rear Caps
Cap

Chassis & Accessories
Curtain, Frame, Jack, Underbelly, Cover, Cover, Door, Step, Storage

Kitchen & Accessories
Slide, Faucet

Lighting
Bulb, Lens, Globe, Shade, Light, Lamp

LP & Accessories
Tray, Bottle, Regulator, Hose

Metal
Duct, Trim, Skirt, Box

Plastic
Box, Cap, Fender, Cover, Trim, Tray, Underbelly

Plumbing
Clamp, Fill, Gasket, Shower, Sink, Tank, Line, Fitting
67500-0000 67500-0000 67500-0000 67500-0000

Click on the Part Number to access a list of sub items, prices, vendor part numbers and photos.

Product
catalog
items

Home > Alpine > 2014 Alpine > Appliances > **Microwave**

Hide Images


	325177	Microwave - OTR - Mic/Convection - 30" - Stainless - CFMV154CLS
---	---------------	--

Sub Items are a “Parts of the Part”. Only those which Keystone has ever sold to a Dealer are listed. The Vendor part number is also listed to assist in cross referencing the part if you did not buy it from Keystone.

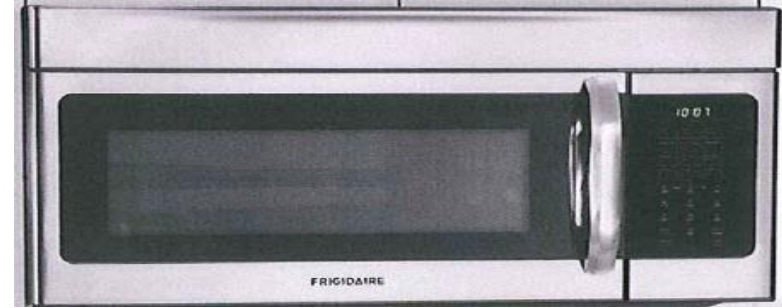
Overview

Item number: 325177
 Description: Microwave - OTR - Mic/Convection - 30" - Stainless - CFMV154CLS
 Vendor part: CFMV154CLS from Midwest Sales & Service
 Quantity: Price: 482.60 Per: Each (EA)

Sub items

Item number	Name	Price	add to cart
331044	Microwave - Turntable Plate - Glass - For CFMV152CLB Frigidaire Mic/Convection	122.2840	
362221	Microwave - Metal Shelf - For OTR Convection Mic - Fits Models CFMV152CLB/CFMV154CLS	117.7430	
362222	Microwave - Metal Rack - Round - For OTR Convection Turntable - Fits Models CFMV152CLB/CFMV154CLS	91.8080	
369379	Microwave - Shelf Clip - Part A - For Removable Rack - 2/Req - Fits CFMV154CLS	3.8000	
369380	Microwave - Shelf Clip - Part B - For Removable Rack - 2/Req - Fits CFMV154CLS	3.8000	

Request Unlisted Part



Return to the Claim and enter the Part Number that most closely matches the Part used in the repair. Enter the price (your cost) and click save. Anytime the price entered exceeds Dealer Cost from Keystone, a yellow warning will appear at the top of the screen. This is not a “Stop”, just a warning that Keystone will be reviewing the associated costs before processing the Claim.

ALL Parts claimed will generate a review by Keystone to determine if the Part must be returned to Keystone (Part Return will be determined at the time of Claim processing). ALL Parts replaced on a Warranty repair must be retained so Part return can be determined. Typically, within 48 hours each Claim will either be reviewed and processed with which the Parts can be disposed of or placed in “Pending Part Return” signifying which parts need to be returned to Keystone and a Parts Tag becomes available.



Part 278040 price should not be greater than sales order price of 13.87

Parts selection for Claim C1117748

Root operation

Line number: 1

Operation: 1204626A

Description: Slide Out In & Out Switch

Parts

✓	Item number	Submitted/Claimed Qty	Approved Qty	Name	Model	Serial number	Dealer Price	Submitted Freight	Apvd Freight	Messages
<input type="checkbox"/>	278040	1	0	Switch - Slideout - w/Wire Harness - Black			15.50	0.00	0.00	Part Return will be determined at time of claim processing
<input type="checkbox"/>		1					0.00	0.00		Part Return will be determined at time of claim processing

Add all Parts needed for each repair line. After all Parts are entered for the specific repair, click the “Save and return” button to return to the main Claim screen. If other labor lines also require Parts, find the appropriate labor line and repeat the procedure to add Parts as needed. After all Parts have been added for all repair lines; review your claim from the main Claim screen. If you have made an error in your Parts, you can edit the entries from the main screen. To adjust quantities, pricing or freight; simply click on the “Magnifying glass icon” in the “Parts” column for that labor line. This will return to you the Parts screen for that repair and you can adjust the information already entered. If you need to delete a Part; locate the “Check” box to the left of the individual Parts line you want to remove. Click the box to display a check mark. Locate the red “X” at the top right side of the Parts box. By clicking on the “X” you will remove any checked lines.

After review, if you need to send additional information to Keystone, type it in the “Notes” section and click the save button. If Keystone needs to ask you for additional info, our note would be displayed here as well. If you need to provide photos of defects or Sublet invoices, use the “Browse” button to find the file on your computer to attach.

Once all part, labor, freight, notes, attachments have been added, click the “I certify...” statement check box.

“Save” – Will save the Claim in “Draft” status.

“Check for Issues” - Is a review for errors that may affect your claim review and approval.

“Submit for Approval” – The Claim is submitted to Keystone and can be seen in “Pending Approval” if labor only or “Under Parts Review” if any Parts were replaced.

Edit Claim

Claim information

Claim: C1117748
 Status: Draft
 Pre-authorized: Yes
 Repairing dealer: 999999
 Dealer name: Keystone RV Company
 Reference no.:
 Repair start date:
 Repair end date: 5/13/2013
 PDI/Stock repair:

Unit information

VIN: 4YDF31827B2504501
 Owner: Harry C. Holtze & Linda L. Holtze
 Make: Cougar
 Model: CG318SAB11
 Model year: 2011
 Retail sale date: 10/12/2010
 Sold no warranty reg.:
 Warranty expire date: 10/12/2011
 Warranty status: Warranty expired

Labor operations

Claim was preauthorized - only limited labor changes allowed.

Line	Operation	Description	Qty	Sub hours	Calculated hours	Labor amt	Sublet	Edit	Parts
1	1204626A	Slide Out In & Out Switch	1	0.2	0.20	0.00	0.00		

Parts

✓	Labor line	Quantity	Item number	Name	Price each	Total markup	Total price	Sub Freight
<input type="checkbox"/>	1	1	278040	Switch - Slideout - w/Wire Harness - Black	15.50	2.33	17.83	0.00

Notes

Add:

Note: _____

Repair photos / Sublet invoices

Attach file:
Recommended image size of 1024 x 768, please keep under 1Mb

Attached files:

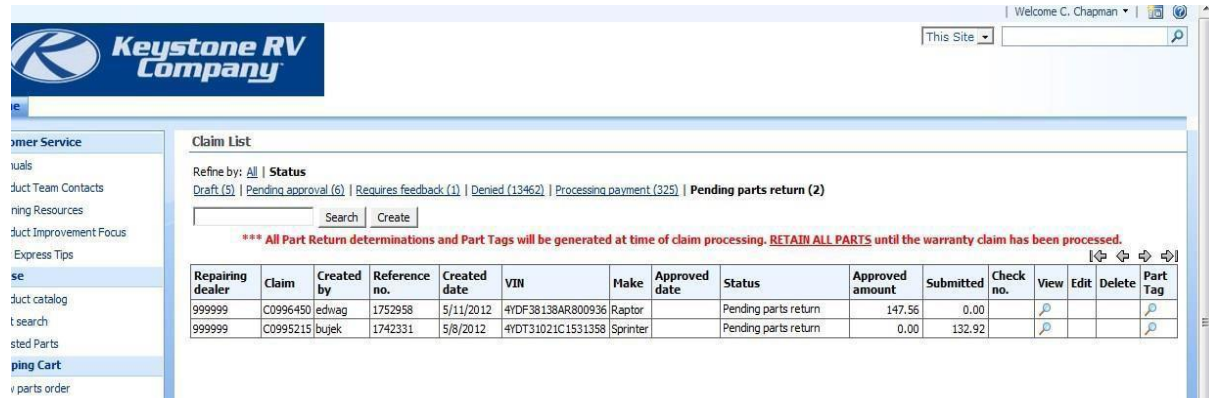
I certify that I have performed these repairs in accordance with
 Keystone warranty policies. As an authorized dealer representative, I further
 certify our dealership has the signature of this retail customer for this claim work on file

Once the Claim has been submitted for Approval you can expect:

- The Status will change from “Draft” to either “Pending Approval” (no Parts on the Claim) or “Under Part Review” (if the Claim has replacement Parts).
- Typically within 48 hours the claim will be acted upon (Approved, Denied, Requires Feedback, etc.) and a decision if a Part Return is required.
- If a reduction or denial occurs, you can expect to see an explanation click on the “Magnifying Glass Icon” in the “View” column and the reason will be in the “Correction” field with identification of who made the adjustment.
- Claims with Part Returns will be processed within 10 business days of the date the Part is received by Keystone.

Part Returns

Within 48 hours of Keystone receiving the Claim, we will determine if a Part return is necessary and the Claim will enter the status “Pending Part Return” and a “Parts Tag” will become available. To print the Part Tag, click on the “Magnifying glass icon” in the “Parts Tag” column.



Claim List

Refine by: [All](#) | **Status**
[Draft \(5\)](#) | [Pending approval \(6\)](#) | [Requires feedback \(1\)](#) | [Denied \(13462\)](#) | [Processing payment \(325\)](#) | [Pending parts return \(2\)](#)

Search Create

***** All Part Return determinations and Part Tags will be generated at time of claim processing. RETAIN ALL PARTS until the warranty claim has been processed.**

Repairing dealer	Claim	Created by	Reference no.	Created date	VIN	Make	Approved date	Status	Approved amount	Submitted	Check no.	View	Edit	Delete	Part Tag
999999	C0996450	edwag	1752958	5/11/2012	4YDF38138AR800936	Raptor		Pending parts return	147.56	0.00					
999999	C0995215	bujek	1742331	5/8/2012	4YDT31021C1531358	Sprinter		Pending parts return	0.00	132.92					

IMPORTANT:

- ***The printed Parts Tag must be put in the box with the Warranty Return Parts***
- ***All return Parts are to be returned to Keystone on Keystone’s UPS account.***
- ***All return Parts should be packaged to prevent damage***
- ***All Parts must be returned in testable condition (do not disassemble)***

Returning Parts on Keystone’s Account

U.S. Small Parts:

From UPS “World Ship”, “Create a Shipment”, the Keystone specific steps are in identified below:

1. “Company or Name”, “Attention” and “Address”:
“Keystone RV Company”, “Part Returns”, “2425 Davis Drive”, “Goshen”, “IN” “46526”

Note: If this is not currently in the address book, enter the information and check “Update Address Book” to save.

2. “UPS Account Number”: **“7R3549”**
3. “UPS Service”: **“Ground”** (Expedited shipping will be billed back to the Dealer unless pre-authorized)
4. “Bill Transport to”: **“Receiver”**

The screenshot shows the UPS WorldShip software interface. The main window is titled "UPS WorldShip" and has a menu bar with "File", "Edit", "Activities", "Tools", "UPS Web Access", "Import/Export Data", "Window", and "Help". Below the menu bar is a toolbar with icons for "PACKAGES", "FREIGHT", "HISTORY", "SHIPMENT", "WORLD EASE", "UPS.COM", "ADDRESS", "REPORT", "UNDO", "VOID", and "CROSS OFF".

The form is divided into several sections:

- Ship To / Ship From / Distribution:** Includes fields for Customer ID, Company or Name (Keystone RV Company), Attention (Part Returns), Address 1 (2425 Davis Drive), Address 2, Address 3, Country/Territory (United States), Postal Code (46526), City or Town (GOSHEN), State/Province/Country (IN), Telephone, Email Address, UPS Account Number (7R3549), and Tax ID Number.
- Service / Options / Detail / Reference:** Includes "Shipment" options (Freight, World Ease, UPS Service: Ground, Saturday Delivery), "Package" information (Package Type, Length, Width, Height, Declared Value, Reference Number 1, Reference Number 2), "Bill Transportation To" (Receiver), "With Return Services", "Weight (lb)" (Package: 0.0, Shipment: 0.0), and "Shipment Cost (USD)" (0.00). There is also an "Electronic Scale Activated" checkbox.
- Shipper:** Includes "Shipper" (WX0165) and "Profile" (UPS).
- Bottom Section:** Includes a "Pkg:" field with a dropdown menu, a "Process Shipment F10" button, and a "Delete Pkg" button.

At the bottom of the window, it says "Your invoice may vary from the displayed rates."

5. "Reference Number 1": Enter **Claim #** "WC XXXXXX" or **RGA #** "RGA XXXXX"
 - a. Required or Dealer could be billed back shipping costs
6. Fill in the remaining required fields as you would for any shipment and complete the shipment.

The "Parts Tag" from Key Express should be in the box with the Part when returned.

If you don't currently have an account with UPS, please go to www.ups.com or call 800/742-5877 to set one up.



U.S. Large Parts (RETURNED BY MOTOR FREIGHT)

Contact CEVA Logistics at 800/-989-9052 or UPS Supply Chain at 574/234-7192. They will manifest the return to Keystone “Freight Collect” on Keystone’s account. The Warranty Claim number or RGA number will be required and the Parts Tag(s) needs to be in the package with the part.

ALL Canadian Returns (Small or Large)

- Submit your Warranty claim or Return Goods Authorization “RGA” on Key Express
- Within 48 hours, a Keystone representative will have reviewed it and if part return is required, a “Parts Tag” will become available and the Warranty claim status will change to “Pending Parts Return” or “RGA” status will change to “Credit Issued Pending Part Return”
- 2 copies of the “Parts Tag” and 2 copies of the “Warranty Claim” or “RGA” will be needed.
 - 1 copy of each will be attached to the part inside the package
 - 1 copy of each will be inserted into an envelope; the envelope marked “FRONTIER” in large print and securely attached to the outside of the package.

Note: There must be one “Parts Tag” and one “Warranty Claim” or “RGA” in the envelope for each part that is in the package.

- Fax or E-mail your request for pick up with the following required information:
 - Weight of the package
 - Dimensions of the package
 - Warranty claim number
 - Copy of the Warranty Claim

Note: This allows Frontier to “Pre-Clear” the package, which will expedite the return process and claim payment

- Send the information to Frontier:
 - via fax: 204/784-4803
 - e-mail to: keystonereturns@frontierscs.com

Note: General questions: Frontier9@frontierscs.com

Frontier will dispatch a local carrier to your dealership to pick up the parts.

- All parts are sent to Frontier’s warehouse location to be transported across the border to Keystone. Note: There is no charge to the dealer for this service.
- Upon receipt, the parts will be inspected for damage, verified to match the part numbers charged on the warranty claim or “RGA” and the warranty claim released for payment. If adjusted or denied, the reason will be stated on the warranty claim or “RGA”.



Notes:

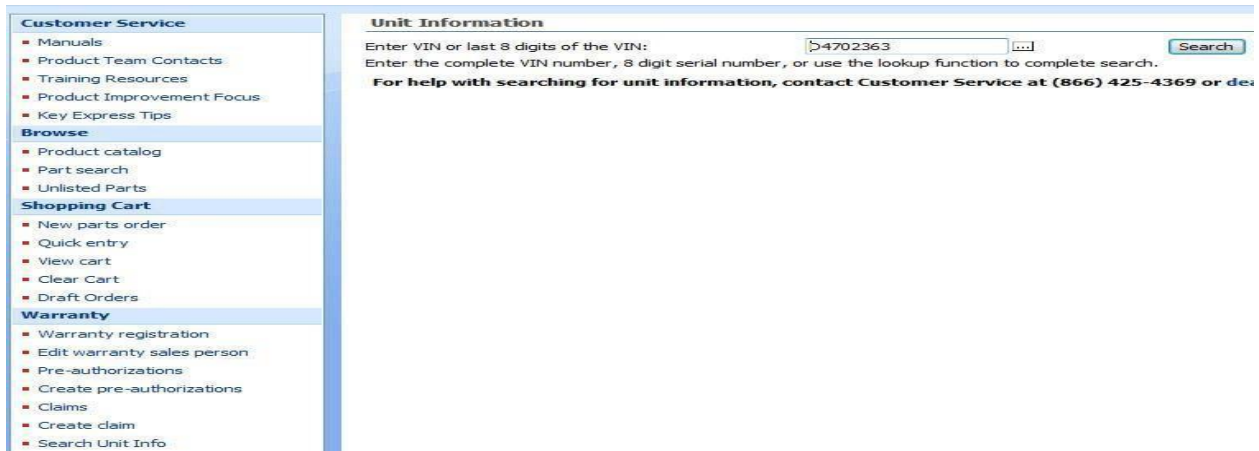
- Damage to shipments from inappropriate packaging is the responsibility of the Dealer
- Expedited shipments will not be accepted unless approved by Keystone in advance
- With every shipment, the Parts Tag from Key Express should be in the box with the part
- All shipments should be returned to:

**Keystone RV, 2425 Davis Drive,
Goshen, Indiana 46526, 574-537-3900**

Safety and Service Campaigns

All Safety and Service Campaigns must be completed with Claims filed on stock units before Claims for other types of work can be submitted to Keystone.

To determine if a unit has an open Safety or Service Campaign, select “Search Unit Info” on the menu bar. Enter the last 8 digits of the VIN and select “Search”.



If the unit has an open campaign, a yellow warning banner will display at the top of the page. For more information about the Campaign(s), click on Service Campaigns.

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Shopping Cart

This unit requires repair or inspection for service campaign 13-193

Unit Details - VIN: 4YDF35825D4702363, M03582RL13

Unit Details | Service campaigns

Basic information

VIN:	4YDF35825D4702363	Hi Gloss Fiberglass Exterior
Serial Number:	D4702363	Moving To Montana Package
Item number:	M03582RL13	Paramount Package
Off Line Date:	3/25/2013	Full Time Living Package
Warranty expire date:		Decor - Montana 2013; Carbon
		40" LCD TV
		Fantastic Vent Fan - Kitchen
		30" Convection Microwave
		6 Point Hydraulic Auto Leveling
		Mor Rvde Hitch Pin

FREQUENTLY ASKED QUESTIONS (FAQ):

How long do I have to submit the claim once the work is completed?

To be eligible for 100% reimbursement, Warranty Claims must be filed within 30 days of the completion of the work. After 30 days, the following reimbursement scale may be applied:

Submission Time	Percentage Payment
0 thru 30 days after completion of repairs	100%
31 thru 60 days	90%
61 thru 90 days	80%
91 thru 120 days	50%
Over 121 days	0%

For Example, if a Dealer submitted a \$1,000.00 Warranty Claim 45 days after completion of the work and assuming it was approved, Keystone will reimburse \$900.00 on the late Claim.

How do I know if Keystone is processing my Warranty Claims timely?

Scan the "Created Date" column and compare it to the "Approved Date" column. Typically, Keystone will review and act upon (Approve, Deny, Requires Feedback, Pending Parts Return, etc.) each warranty claim within 48 hours of submission. If no action has taken place in a reasonable amount of time, feel free to contact the Product Warranty Department and inquire. (Remember, you can expect about a 10-15 day lag on "Pending Part Return" Claim because it won't release for payment until the part is received by Keystone).



Claim List

Refine by: [All](#) | [Status](#)

[Requires feedback \(1\)](#) | [Approved \(1\)](#) | [Denied \(271\)](#) | [Processing payment \(2239\)](#) | [Pending parts return \(3\)](#)

*** All Part Return determinations and Part Tags will be generated at time of claim processing. RETAIN ALL PARTS until the warranty claim has been processed.

Repairing dealer	Claim	Created by	Reference no.	Created date	VIN	Make	Approved date	Status	Approved amount	Submitted	Check no.	View	Edit	Delete	Part Tag
1180	C1117371	K7820		5/10/2013	4YDF37523C4701775	Montana	5/10/2013	Processing payment	98.00	98.00					
1180	C1116635	K7820		5/9/2013	4YDF37724DR800560	Raptor		Pending parts return	0.00	204.41					
1180	C1111807	K0580	Hague/16890	4/25/2013	4YDF35828D4701420	Montana	4/25/2013	Processing payment	339.67	339.67	663326				
1180	C1110106	W2441	Ward	4/19/2013	4YDF39029D4701509	Montana		Pending parts return	19.60	699.68					
1180	C1106482	W2441	Coyle-16478	4/9/2013	4YDF37021C4702124	Montana	4/16/2013	Processing payment	49.41	49.41	663326				
1180	C1106449	W2441	Coyle	4/9/2013	4YDF37021C4702124	Montana	4/16/2013	Processing payment	49.41	49.41	663326				
1180	C1106222	K0580	Fagan	4/9/2013	4YDF36528DR800686	Raptor	4/10/2013	Processing payment	303.80	303.80	660083				
1180	C1106168	K0580	Bundy	4/9/2013	4YDF37021C4700972	Montana	4/9/2013	Processing payment	49.00	49.00	660083				
1180	C1106154	K0580	17101/Fagan	4/9/2013	4YDF36528DR800686	Raptor	5/10/2013	Processing payment	147.00	245.96					
1180	C1106132	K0580	Mary Adams	4/9/2013	4YDF26621CE600594	Laredo	4/9/2013	Processing payment	460.60	460.60	660083				

How do I know if Keystone is paying fairly?

Scan the "Submitted" amount and compare it to the "Approved Amount" and look for variances.

Claim List

Refine by: [All](#) | [Status](#)

[Requires feedback \(1\)](#) | [Approved \(1\)](#) | [Denied \(271\)](#) | [Processing payment \(2239\)](#) | [Pending parts return \(3\)](#)

*** All Part Return determinations and Part Tags will be generated at time of claim processing. RETAIN ALL PARTS until the warranty claim has been processed.

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1180	C1106132	K0580	Mary Adams	4/9/2013	4YDF26621CE600594	Laredo	4/9/2013	Processing payment	460.60	460.60	660083				

How do I know why an adjustment is made and if I disagree, how do I appeal it?

If there is a variance between the "Submitted" and "Approved Amount", click on the "Magnifying glass icon" in the "View" column and any reason for adjustment and the name of the person that made the adjustment will be found in the field shown below:

Claim List

Refine by: [All](#) | [Status](#)

[Requires feedback \(1\)](#) | [Approved \(1\)](#) | [Denied \(271\)](#) | [Processing payment \(2239\)](#) | [Pending parts return \(3\)](#)

*** All Part Return determinations and Part Tags will be generated at time of claim processing. RETAIN ALL PARTS until the warranty claim has been processed.

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Denial Code and Adjustment notes on a Claim part line:

Deny code	Item number	Name	Quantity	Qty Returned	Dealer price	Markup	Part total	Appr Freight	Sub Freight	Sublet	Status
14	338655	Battery - Disconnect - Solenoi	1.00	0.00	47.50	15.00	54.63	0.00	0.00	0.00	Denied
Problem listed below. Per auth- replacement not required.											

Adjustment notes on a claim labor line:

Deny code	Operation	Description	Srvc advisory	Sub hours	Apvd Hours	Labor amt	Sublet	Qty	Base Hours	Status								
	2300101B	Entrance Door - Hinged - Replace Complaint: entrance door bowed Cause: vendor defect Correction: replace entrance door		1.20	1.20	0.00	0.00	1	1.00	Denied								
Per dealer notes																		
<table border="1"> <thead> <tr> <th>Operation</th> <th>Qty</th> <th>Hours</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>2400124K</td> <td>1</td> <td>0.20</td> <td>Die Cut - Less than 3' long - Install</td> </tr> </tbody> </table>											Operation	Qty	Hours	Description	2400124K	1	0.20	Die Cut - Less than 3' long - Install
Operation	Qty	Hours	Description															
2400124K	1	0.20	Die Cut - Less than 3' long - Install															

Adjustment Notes on a Pre-Authorization:

Deny code	Operation	Description	Srvc advisory	Sub hours	Apvd Hours	Labor amt	Sublet	Qty	Base Hours	Status
	2302202A	Compartment Door Complaint: main compartment door ODS wont close Cause: latch and lock do not line up correctly. Correction: move latch and fill in old holes		0.20	0.20	19.60	0.00	1	0.20	Approved
krj-time approved per flat rate msimon										

In most cases, it is a simple misunderstanding that can be resolved with direct communication to the Warranty Department by calling our Toll Free Phone line, dial 3 for Warranty and review your concerns.

Note: Because Key Express is "Real Time", it is not necessary to wait until the Warranty Claim is short paid, appeal these situations as they occur if it is determined you are not in agreement. This will save everybody time, effort and money because issues are worked out before it is booked in your business system.

How long do I have to appeal an adjusted Warranty Claim?

Requests for appeal will be considered for 60 days from the date of the adjustment/denial.

How long do I need to hold Parts that have been replaced under Warranty?

Typically, Claims that have replacement Parts are reviewed and Parts disposition determined within 48 hours of receipt. Claims with Parts in need of return will enter a status of "Pending Parts Return" and a Parts Tag is generated. Once a Claim status becomes "Approved" or "Processing Payment", all other parts being held for that Claim can be disposed of.



I received a debit on a Claim for a “Part Tested Good”, what does that mean?

The Part that was replaced was sent from Keystone to the Vendor who tested the Part and determined it was not defective.

How often can I expect payment of my Warranty Claims?

Keystone processes Claims daily and reimbursement checks are issued twice a month.

Note: Should Keystone experience delays in payment of a Dealer’s Parts account, at the discretion of our Accounting Department, they may choose to “Deduct” Warranty payments to bring the Parts account up to date. Any deductions of Warranty payment due to overdue Parts accounts will be noted on the check payment explanation. All Warranty Claim payment s will be listed by Claim number and unit VIN number on the check payment explanation.

How is a Transportation Damage Claim handled?

Obtain a Pre-Authorization for any Transportation Damage noted on Delivery (except DPU). Once approved, order the needed Parts to remedy the damage and submit the Warranty Claim for reimbursement like any other Pre-Authorized repair.

What do I do if I forgot something (to add a Part, etc.) on a Warranty Claim?

If the Claim has reached a status of “Approved”, “Processing Payment” or “Pending Part Return”, it cannot be modified. If the Claim is any other status, call our Toll Free Phone line, dial 3 for Warranty and they can put the Claim into “Draft” so you can make the necessary modifications and resubmit it. warranty@keystonerv.com

Once I ship a Part Return for a Warranty Claim, how long before the Claim is paid?

Claims with Part returns will be processed within 10 business days of the date the Part is received by Keystone.

Who to contact for assistance with a Warranty Claim or additional training on Claims?

Product Warranty Teams Toll Free or warranty@keystonerv.com

Why can’t I click the PDI/Stock box?

If the unit in question was not originally sold to your location, the system will automatically issue a “Stop” for a Claim being filed for a stock unit you don’t own. To correct it, e-mail warranty@keystonerv.com and we will transfer the unit to your location and which will allow the box to be selected and the Claim filed.



Policy and Procedure Manual

Section 12 Parts Department Overview

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Parts Department Overview

Keystone only sells Parts to our authorized Sales or Service locations. Referral business from retail customers and Non-Dealers in need of Parts can be expected.

Parts acquisition plays a major role in our cumulative ability to service our customers effectively. Our primary goal is to supply you with the right Part the first time and on time. We are committed to proper inventory management to assure the availability of the majority of Parts that are needed on a daily basis. However, certain items, for a variety of reasons, are not practical to maintain in inventory and will require special order from our vendor.

All Parts orders must be placed on Key Express and will be charged to the authorized dealership placing the order including the cost of Part, Freight, Packing (GST, Brokerage for Canadian shipments).





Method of payment is solely determined by our Accounting Department. New accounts typically start with terms of Net 15 days. **IMPORTANT NOTE: INVOICES AND STATEMENTS ARE PAPERLESS AND ONLY AVAILABLE ON KEY EXPRESS.** It will be necessary for someone within your dealership to access your account statement and make sure it is paid up and kept in good standing. Should the account become past due, our Accounting (at their discretion) may deduct monies from Warranty reimbursements to cover the outstanding Parts balance(s), place the account "On-Hold" preventing any further transactions until the account is brought up to date and/or make the account "Pre-Pay" for future transactions.

Disclaimer: We reserve the right to change Parts pricing and substitute Parts at any time without notice. While we encourage our suppliers to keep adequate servicing Parts for reasonable timelines but we will not be accountable should a Part become unavailable or obsolete from a supplier. We also reserve the right to supply Warranty Parts at no charge and to whomever in order to take care of a retail customer.

New Parts Orders

All Parts orders must be placed on Key Express. Verbal or faxed orders will not be accepted. While we do not maintain a "Bill of Materials" list for each VIN produced, Key Express is a "real-time" industry leading on-line ordering system with Parts Catalogs, Part Numbers (98% or more with photos) and proven order accuracy above 97%.

Below we have identified the Key Express menu bar categories that typically are used by the dealership Parts Department:

<ul style="list-style-type: none"> ▪ Key Express Videos ▪ CUSMA/USMCA Documents Browse ▪ Product catalog ▪ Part search ▪ Unlisted Parts Shopping Cart ▪ New parts order ▪ Quick entry ▪ View cart ▪ Clear Cart ▪ Draft Orders Return Goods Authorization ▪ RGA List Your account ▪ View account ▪ Sales orders ▪ Invoices 	 <h3>Message Board</h3> <p>High priority messages will be highlighted</p> <table border="1"> <thead> <tr> <th>Date</th> <th>Message</th> </tr> </thead> <tbody> <tr> <td>7/19/2022</td> <td> <p>July Newsletter</p> <p>The July Newsletter includes Warranty Part Return Process</p> <p>Click here to view Dealer Newsletter</p> </td> </tr> <tr> <td></td> <td> <p>Improved Tech's Dig</p> <p>We have a detailed breakdown of the new STANDARD. Any Keystone, [2017 after has COLOR CODE troubleshooting. This has been every technician has "hands-on" experience with.</p>  <p>After you are in, it can be seen wherever you are.</p> <p>Just one of many ways Keys can help you compete by providing our services more efficiently, so we both "win".</p> </td> </tr> </tbody> </table>	Date	Message	7/19/2022	<p>July Newsletter</p> <p>The July Newsletter includes Warranty Part Return Process</p> <p>Click here to view Dealer Newsletter</p>		<p>Improved Tech's Dig</p> <p>We have a detailed breakdown of the new STANDARD. Any Keystone, [2017 after has COLOR CODE troubleshooting. This has been every technician has "hands-on" experience with.</p>  <p>After you are in, it can be seen wherever you are.</p> <p>Just one of many ways Keys can help you compete by providing our services more efficiently, so we both "win".</p>
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Product Catalog – Catalogs by brand, year, category and noun to look up the Part that needs to be ordered.

Parts Search – Can be utilized to search for a Part by “key word”

Unlisted Parts – When a Part can’t be found in the Catalogs, the order can be submitted by detailed description and Keystone will find and/or assign the Part Number.

- Part Number request (PNR)-If the Part needed is a “Part of a Part” which we have never sold to a Dealer before, it may be necessary to set up a Part Number in order to process the order. The order will not be processed until the new Part Number is received and process typically occurs within 48 hours. Keystone will put a description such as “New Part Number Requested” in the notes field

New Parts Order – Create a new Parts Order

Quick Entry – If the Part Number is already known, this feature allows the user to create an order by entering the Part Number, quantity & Purchase Order without using the Catalogs to find the Part. Typically used for Stock ordering.



View Cart – For each order, a user creates a “Shopping Cart”. This feature allows the user to view the parts in the current “Shopping Cart”.

Clear Cart – If the user attempts to order a Part that doesn’t match the VIN number for the current “Shopping Cart”, this feature allows the user to clear the cart.

Draft Orders – These are orders that have been started but never submitted. These can be intentionally saved by the user (insurance quote) or by default, if the user is idle on the system for more than 15 minutes and automatically logged out, the users order is automatically saved to draft.

RGA List – List and status of all Return Goods Authorizations submitted by the Dealership users.

Sales Orders – List and status of all Parts Orders placed by Dealership users.

Invoices – List of invoices for all Parts ordered by Dealership users.

All parts are ordered through Key Express using one of the features identified above. All non-stock orders should include the VIN number in order for us to provide proper validation of the order which will assist with order accuracy.

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.
- Furniture-Vendor tag, picture of complete, etc.

Order Process

Once the order is submitted to us, it will be visible on Key Express in “Purchase Orders” as an “Open Order” and Keystone will take the following actions:

- Upon order “Confirmation” by our parts representative, the order is immediately visible to the Dealer on Key Express.



At the point of shipment, the "Packing Slip" will be available on Key Express. Once the billing occurs, the "Invoice" will be available on Key Express.

Purchase orders - Sales order: 1984872, Tiara RV Sales, Inc.				
Purchase order		Status: Invoiced		
Purchase order: 1984872		Document status: Invoice		
Name: Tiara RV Sales, Inc.		Deadline:		
Contact: Travis Hudnall		Dealer PO: 100767/Tuttle		
Customer account: 1180		Delivery		
Tracking number:		Mode of delivery: UPS		
		Shipping type: Best way (standard)		
		Delivery name: Ray Tuttle		
		Delivery address: 3790 Lake to Lake		
Items				
Item number	Description	Quantity		
291638	Fender - Skirt - Tandem - White Smooth - ABS w/Korad - Drilled Holes			
Invoices				
Invoice	Date	Invoice amount		
1494247	5/28/2013	57.22		
Packing Slips				
Packing slip	Ship date	Sales quantity	Mode of delivery	Tracking Number
1619721	5/28/2013	1.00	UPS	1269W8670370571629
Confirmations				
Confirmation	Date	Amount		
3751189	5/23/2013	24.61		

Confirmation

From the time we receive the Parts order, it will typically be processed within 24 hours unless there is a problem (missing information, question, etc.). Once confirmed, the order should be viewed by the Dealer for accuracy and will include the following important information:

Bill to - The account that will be invoiced once the order ships.

Deliver to (Ship to) - The name and address of whom the parts will ship to

Date confirmed - Date the order was confirmed

Sales Order number - The order number for this specific order

Salesperson - our Parts person who processed the order

Item number - our Part Number of the item

Description - our description of the item

Quantity - How many items

Unit Price - Cost of each item

Estimated Ship Days - How many days from the date of confirmation we estimate before the item ships.

"Pull" Method - The type of order and where we expect to get the item from

Stock - from one of our Customer Service Parts Warehouses

Plant Pull - from one of our manufacturing plants

Woodshop - item that has to be built by one of our manufacturing plants

Purchase - Ordered from a vendor



Keystone RV Company

Parts & Service
2425 Davis Drive
Goshen, IN 46526

http://www.keystonerv.com

Telephone (866) 425-4369
Fax (574) 534-9057

GST #: 88956 0629RT000

Customer: 1180
Terms Net 15
PO#.: 107744/Camperland
Fax...: 574-262-4358

Salesperson Dori Rogers
Color: Merlot
Retail:

Confirmation

Date: 5/30/2013
Order #.....: 1988623
Salesperson Email rogersd@keystonerv.com
Salesperson Fax .:

VIN.....: 4YDF295294D507672
Approval #

Bill to

Deliver to

Floored using

Deliver via: CEVA

Plant: 4	Item group Montana	Model Year: 2004	Created: 05/29/13			
Item #	Item name	Quantity	Unit price	Dealer price	Est Ship	Method
101147	Fender - Skirt - 76" - K-1120	1.00	42.522	42.52	2	Stocked
247885	Skirt - Metal - 030 28" x 192" - 3"Rad - D-1 - Polar White - Text Poly	1.00	51.452	51.45	2	Stocked

Packing Slip

“Packing Slip” indicates at least part of the order has shipped. The “Ship Date” is the date to freight company took possession and the “Mode of Delivery” shows which freight company has the package. At the end of each day, the tracking numbers for each shipment will be uploaded and visible on Key Express. To see what shipped, click on the Packing Slip number. To track the shipment, click on the tracking number listed and the system will automatically take you to the appropriate website to track the package.

Purchase orders - Sales order: 1984872, Tiara RV Sales, Inc.

Purchase order	Status: Invoiced
Purchase order: 1984872	Document status: Invoice
Name: Tiara RV Sales, Inc.	Deadline:
Contact: Travis Hudnall	Dealer PO: 100767/Tuttle
Customer account: 1180	Delivery
Tracking number:	Mode of delivery: UPS
	Shipping type: Best way (standa
	Delivery name: Ray Tuttle
	Delivery address: 3790 Lake to Lake

Items

Item number	Description	Quan
291638	Fender - Skirt - Tandem - White Smooth - ABS w/Korad - Drilled Holes	

Invoices

Invoice	Date	Invoice amount
1494247	5/28/2013	57.22

Packing Slips

Packing slip	Ship date	Sales quantity	Mode of delivery	Tracking Number
1619721	5/28/2013	1.00	UPS	1Z69W8670370571629

Confirmations

Confirmation	Date	Amount
3751189	5/23/2013	24.61



Each item contained in the shipment will be itemized with the quantity ordered and quantity Delivered. If a quantity of an item could not be filled complete, a "Balance" will be indicated. This triggers a "Back Order" which Keystone will automatically order the remaining quantities and ship them at a later date.

Bill to

Packing slip

Number: 1619721
 Date.....: 5/28/2013
 Page.....: 1
 Sales order.....: 1984872
 Purchase Order.....: 100767/Tuttle
 Your ref.:
 Sales Advisor: Lisa Sutter
Mode of delivery.....: UPS
 Terms of delivery.....: Shipping Point
 Parts Terms.....: N15
 VIN: 4YDF32029A2503446
 Plant.....: 2
 Item group.....: Cougar
 Model Year.....: 2010
 Color.....: Sedona Suede
 Created date: 5/28/2013

Ship To

Item #	Description	Ordered	Delivered	Balance	Line Pull	Price	Est Ship
291638	Fender - Skirt - Tandem - White Smooth - ABS w/Korad - Drilled Holes	1.00	1.00		Stocked	24.61	2

Invoice

"Invoice" indicates accounting has posted the invoice (Total cost of parts, Freight, Packaging, and GST/HST/Brokerage fees for Canadian shipments) to the Dealer's Parts account. If open account, terms are Net 15 days.

Click on the Invoice to open. The lower right hand corner of the Invoice will list the Freight costs associated with the shipment.

Purchase orders - Sales order: 1984872, Tiara RV Sales, Inc.			
Purchase order	1984872	Status:	Invoiced
Purchase order:	1984872	Document status:	Invoice
Name:	Tiara RV Sales, Inc.	Deadline:	
Contact:	Travis Hudnall	Dealer PO:	100767/Tuttle
Customer account:	1180	Delivery	
Tracking number:		Mode of delivery:	UPS
		Shipping type:	Best way (standa
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		Delivery address:	3790 Lake to Lake
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Item number	Description	Quan	
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Invoice	Date	Invoice amount	
1494247	5/28/2013	57.22	
Packing Slips			
Packing slip	Ship date	Sales quantity	Mode of delivery
1619721	5/28/2013	1.00	UPS
			Tracking Number
			1269W8670370571629
Confirmations			
Confirmation	Date	Amount	
3751189	5/23/2013	24.61	



Subtotal.....:	24.61
Discount.....:	(0.00)
Freight.....:	32.61
GST.....:	0.00
Total.....:	57.22

Requires Feedback

During order validation, if we determine we need additional information to be able to complete the order, we will put the order in “Requires Feedback”. Some examples of situations when this feature will be used are:

If we have a question about some aspect of the order (size, color, shipping type, etc.).

If the Part selected is being substituted with another Part Number and we need your acknowledgement of a Part Number change.

If the Part selected is No Longer Available (NLA) to confirm cancellation of the order.

At the time of log-in to Key Express, you will be notified of any Purchase Orders in Requires Feedback.

i Your dealership has 1 purchase order(s) needing feedback.
i Your dealership has 3 warranty claim(s) needing feedback.
i Your dealership has 1 warranty pre-authorization(s) needing feedback.

Message Board

High priority messages will be highlighted in red.

Date	Message
	/ RVDA/RVIA Technician Certification Scholarship Program Keystone RV Company is pleased to announce a scholarship program to

To see what the question is, select Requires Feedback, Yes, and click on the Sales Order in question.

Purchase orders

Refine by: [All](#) | [Status](#) | [Requires Feedback](#) | [DPU Ready](#)

[No \(4236\)](#) | [Yes \(1\)](#)

Sales order	Created by	Account	Dealer PO	VIN	Cr
2038829	yodep	999999		4YDF33220ER800847	8/

The question/problem will be documented in the “Notes” field. Put your response in the “Add” field and click “Submit Feedback” to send it back to Keystone.

Delivery address: 3260 Cassopolis St
El

Items

Item number	Description	Quantity	Est. Shi Date
362983	Cabinet - Door - CHSA - 16" x 64 3/4" - 3.5" Grid - Full Glaze - Cherry - Montana Cherry	1.00	8/28/20
106320	Door - Roller - Pocket Door	6.00	8/28/20
362835	Glass - Mirror - 10" x 60" - Clean Cut - Safety Back	1.00	8/28/20
219363	Latch - Security Door Lock - 1 1/4" - Black	3.00	8/28/20

Add:

Notes: 8/27/2013,06:56:09 am,yodeb: please advise do you need this NDA

It is very important the Dealer is monitoring and responding to Requires Feedback or orders will be delayed or cancelled.

Orders in “Requires Feedback” status will generate three contacts with the Dealer (call, e-mail, etc.) within three business days for the information needed to complete the Parts Order. If after three days the requested information is not provided, the order will be cancelled. (Note: The order can be reinstated at a later date should the information become available).



Order Types

We have four order types:

Stock – The Part is in the Customer Service Warehouse. Typically ships within 48 hours.

Plant Pull – The Part can be pulled from one of our manufacturing plants. Typically ships within 48 hours.

Woodshop – This is a special Part which requires one of our manufacturing plants to build it. Typically ships within 5 days. Examples would be Cabinets, Dinette Bases, etc.

Purchased – This Part must be acquired from the supplier. Typically ships within 8 days, however, lead times vary by supplier.

We will automatically post a reconfirmation for any order that the “Order Type” changes (i.e. your order is found to be temporarily out of stock and must be purchased). The only visible difference on a reconfirmation is the estimated shipping date.

Note: Orders are NOT held until the order is complete. Parts are shipped as they become available.

Should the level of service outlined above not meet the needs of the Dealership or consumer for a particular order, please notify us immediately and we will do our best to accommodate your needs.

Quotes

Dealers need to make a reasonable effort to look up the parts needed for any Quote in the Parts Catalogs on Key Express. A “Draft” order can be created and saved. If you have made an attempt to locate the part needed in the catalog and it cannot be found, you may place a manual Identification order on line with description of part needed. Please keep in mind orders submitted with part numbers will move through the system quicker than those submitted without. If you need assistance with an estimate on freight please contact a Parts Advisor.

Shipping Methods

Our primary shipping methods are United Parcel Service (UPS) for smaller packages and motor freight for larger. All motor freight shipments will be assessed a \$50.00 crate fee, regardless of the size, weight or value. The motor freight carrier may vary based on the best rate available to your destination.

Expedited Shipping

ALL shipments are designated for normal delivery unless the Dealer changes the “Delivery Type” on the Parts order to specify expedited shipping. Other Delivery Types can be selected by the Dealership (Next Day Air, 2nd Day Air, 3rd Day, DPU, etc.) and will be billed to the Dealership accordingly.



Important Note: Selecting expedited shipping is not a guarantee the order will ship the same day the order is submitted. We will make every effort to ship the same day the order is received.

- All plant and motor freight expedited orders received by 1:00pm E.S.T. Monday-Friday will ship same day.
- All stock (UPS) expedited orders received by 3:30pm E.S.T. will ship the same day Monday-Thursday. Stock (UPS) expedited orders received by 2:30pm E.S.T. on Friday will ship same day.
- Indiana Dealer Pick-Up Orders can be picked up until 3:30pm E.S.T. at the Keystone Customer Service Warehouse.
- Oregon Dealer Pick-Up Orders can be picked up until 2:30pm Pacific Time at the Keystone Customer Service Warehouse.
- All orders through Oregon will need to be received by 1:00pm Pacific Time.

Some possible situations when we may not be able to accommodate same day shipping:

- The order has incomplete information.
- The part is not readily available in one of our Parts Warehouses or is not on hand in a plant.
- The part requires specialized packing or manifesting through the shipping company.

Expedited Shipping for Warranty Parts - Our limited warranty reimburses for normal shipping unless Pre-Authorization is requested and approved for anything expedited. Typically, only an “emergency” or a part that affects the use, value or safety of the unit, will be considered for reimbursement of expedited shipping under Warranty.

Dealer/Driver Pick-Up (DPU)

When the order is complete and ready for pickup, the order will be staged in DPU Ready on Key Express

Purchase orders

Refine by: [All](#) | [Status](#) | [Requires Feedback](#) | **DPU Ready**

[No \(5764\)](#) | [Yes \(13\)](#)

The order will be staged and become visible in “DPU ready” (on Key Express) and can remain for up to 15 business days before it is automatically shipped at the Dealer’s expense per the normal ground shipping methods.

Drop Shipping

May be available by request or we may use in order to meet an order deadline, however, it is not our preferred method of shipping because:

- We no longer have control of the transaction to assure we meet established shipping commitments
- Many vendors have no method to supply us shipping or tracking information



- Many vendors have no way to assure critical shipping information is included on the packaging (our Sales Order number, Dealer Purchase Order number, etc.)

Residential Deliveries

A Dealer may request that a part be delivered directly to a residential customer. Keystone is willing to assist a Dealer with this request; please keep in mind each carrier will assess a residential delivery fee and prices may vary.

Receiving Parts

Visible Damage

The exterior of all packages should be inspected at the time of receipt. If you are unsure whether the contents have been compromised ask the driver to allow for inspection. If the driver will not allow inspection, sign for the package and add subject to inspection.

Claims for packages with visible damage will NOT be honored if the goods are signed for as received in good condition.

Since notification to our parts department from the freight company may be delayed, the Dealer must contact the Parts Team to initiate a Re-Order. Credit is requested by the Dealer filing for a Return Goods Authorization (RGA).

Concealed Damage

Within 24 hours of receipt, all packages should be opened and inspected for concealed damage. We will consider Claims for hidden damage up to 24 hours from the time a package arrives at the Dealership. Should you find a package with hidden damage within this timeline, contact the appropriate team to initiate a Re-Order. Credit is requested by the Dealer filing for a Return Goods Authorization (RGA).

Parts Received Defective

Should they be found defective, submit an RGA for credit and re-order a replacement part (see RGA). We will consider requests for return goods on parts received defective for 90 days from the date the parts were received. Parts should be tested prior to installation; therefore, labor reimbursement would not be reimbursable.



Return Goods Authorization (RGA)

We will consider requests for return goods for 90 days from the date the Parts were received.

If the RGA being requested is a current plant or stock part we may consider a return past 90 days up to 6 months if the Dealer is willing to pay the freight to return and only receive part credit.

RGA's must be submitted on Key Express. Select "Invoices" from the Menu Bar, Select the Invoice which the RGA needs to be created for. Click on "Create RGA".

Invoices - Invoice: 1536701, 1180

Invoice		Delivery	
Invoice account:	1180	Delivery name:	Alaska Performance RV
Sales order:	2034823	Delivery address:	9820 Artic Blvd
Date:	8/12/2013		Anchorage, AK 99518
Invoice:	1536701		
Voucher:	SI02051571		
Requisition:	101383/Alaska Perfor		
Currency:	USD		
Invoice amount:	150.22		
Total misc. charges:	113.55		
Sales tax:	0.00		
Total discount:	0.00		

[← ← → →]

Item	Description	Quantity	Unit price	Line discount	Amount
273594	Fender - Skirt - 11" x 69" - w/Keystone Logo - Black - Injected	2.00	18.3350	0.00	36.67

Show invoice copy

Create RGA



For "Issue", describe in detail the reason the RGA is being requested (Need 14 x 35- Received 15 x 44, right size, wrong color photo attached of what is needed, etc.), select the Quantity, attach photo (if applicable) and click "Submit for approval".

Sales order: 2034823
 Invoice: 1536701
 Site: OR

VIN: 4YDT19F27AN20078E
 RGA #: RGA051959

Issue:

Item number	Item name	Quantity	Invoice Qty
273594	Fender - Skirt - 11" x 69" - w/Keystone Logo - Black - Injected	0.00	2.00

Notes

Add:
 Note:

Parts Photo (if requested)

Attach file:
Recommended image size of 1024 x 768, please keep under 1Mb
 Attached files:

We will process the request within 48 hours and disposition will be available in Key Express as seen here:

Returned Goods Authorization List

Refine by: [All](#) | **RGA Status**

[Credit Issued \(182\)](#) | [Credit Issued Pending Parts \(1\)](#) | [Credit Denied \(63\)](#) | [Cancelled \(4\)](#)

- Credit Issued**-Credit has been issued and the Part does NOT require return.
- Credit Issued Pending Part Return**-Credit has been issued and the Part DOES require return. Print out the Parts Tag by clicking on the "Magnifying glass icon" in the "Parts Tag" column in the RGA Table. See Warranty Parts or RGA return shipments on page 15-18. (Note: if the Part is not returned within 90 days of the credit being issued, the account will be debited)
- Credit Denied**-The request is not eligible for credit. Note: Reason will be noted on the RGA in the Notes field. This can be seen by clicking on the "Magnifying glass icon" in the "View" column in the RGA Table.
- Cancelled**-The request for RGA has been cancelled by the Dealer.



Returned Goods Authorization List

Refine by: [All](#) | [RGA Status](#)

[Credit Issued \(182\)](#) | [Credit Denied \(64\)](#) | [Cancelled \(4\)](#)

RGA #	Customer account	Invoice	Sales order	Created by	Created date and time	RGA Status	View	Edit	Cancel	Parts Tag
RGA051388	1180	1523627	2021828	W2441	7/26/2013 01:59:36 pm	Credit Denied				

Types of Return Goods

Regardless of the reason for the RGA, we do not automatically reorder Parts; your Dealership must place a new Parts Order called a "Re-Order".

Parts Shipped in Error

Upon approval, RGA Credit for the cost of the Part and Freight is issued.

Parts Ordered in Error/Cancellation

Stock Parts –RGA credit for the Part, but if return required, it would be at the Dealer’s expense.

Purchased Parts – RGA credit will be considered if the Part is a current active Part being used within any of our manufacturing plants or the supplier will honor the return. Cost to return the Part at the Dealer’s expense.

If a Part Return is required:

It is the responsibility of the dealer to properly repack the parts and return them with a copy of the Return Goods Authorization in the box.

Failure to include a copy of the Return Goods Authorization can cause unnecessary delays in issuing credit.

The parts must be returned in new, unused and sellable condition or we reserve the right to refuse to honor the Return Goods Authorization.



Re-Orders

Whether the Part was ordered wrong, pulled wrong, packaged wrong, damaged in shipment, your dealership must submit for credit by filing an RGA and "Re-Order" the part. The order process is the same except **document the notes field "Re-Order from Sales Order xxxxxx"** referencing the original Sales Order number. Add any further information/photos that will assist us with why it is not correct. For Example: Right size-wrong color, Received 16 x 12, need 12 x 12, etc.

We automatically escalate a Re-Order processing, pulling, packing in front of normal orders. In addition, in the case of the wrong part, the Parts Advisor will inspect the part before packing to assure we have it right this time. Expedited shipping at our expense may be available for warranty situations upon request if the part affects the use, value or safety of the unit.

Returning RGA Parts

IMPORTANT:

- ***The printed Parts Tag must be put in the box with the Warranty Return Parts***
- ***All return Parts are to be returned to us using Keystone's account number for our preferred carriers.***
- ***All return Parts should be packaged to prevent damage***
- ***All Parts must be returned in new, unused and sellable condition.***

Returning Parts on Keystone's Account

U.S. Small Parts:

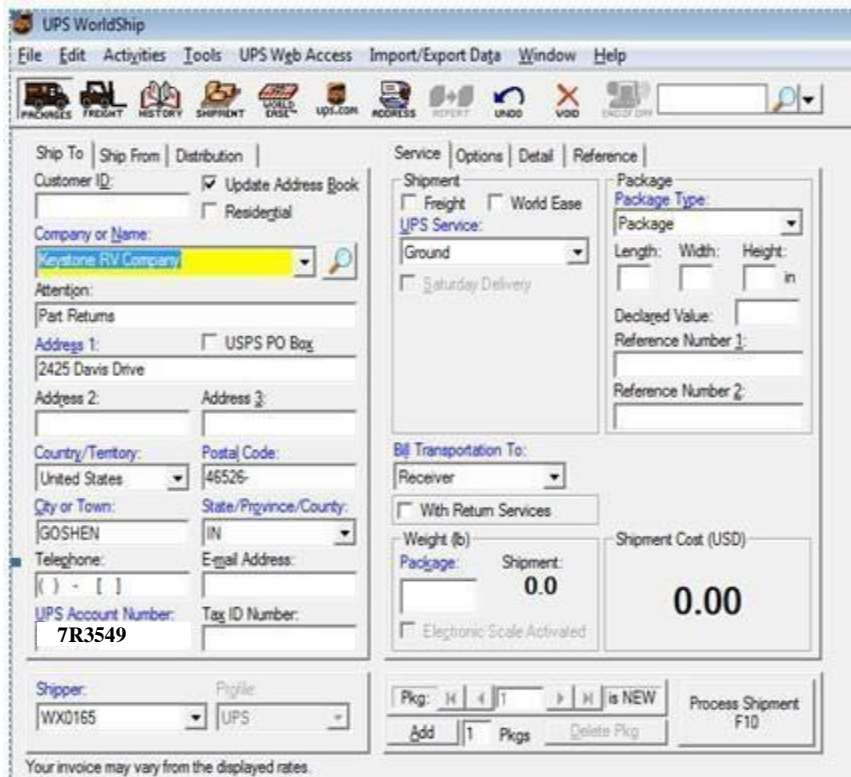
From UPS "World Ship", "Create a Shipment", the Keystone specific steps are in identified below:

1. "Company or Name", "Attention" and "Address":
"Keystone RV Company", "Part Returns", "2425 Davis Drive", "Goshen", "IN" "46526"

Note: If this is not currently in the address book, enter the information and check "Update Address Book" to save.

2. "UPS Account Number": **"7R3549"**

3. “UPS Service”: **“Ground”** (Expedited shipping will be billed back to the Dealer unless pre-authorized)
4. “Bill Transport to”: **“Receiver”**



The screenshot shows the UPS WorldShip software interface. The main window is titled "UPS WorldShip" and has a menu bar with "File", "Edit", "Activities", "Tools", "UPS Web Access", "Import/Export Data", "Window", and "Help". Below the menu bar is a toolbar with icons for "PACKAGES", "FREIGHT", "HISTORY", "SHIPMENT", "EASE", "UPS.COM", "ADDRESS", "REPORT", "UNDO", "VOID", and "END OF DAY".

The interface is divided into several sections:

- Ship To / Ship From / Distribution:** Includes fields for Customer ID, Company or Name (Keystone RV Company), Attention, Address 1 (2425 Davis Drive), Address 2, Address 3, Country/Territory (United States), Postal Code (46526), City or Town (GOSHEN), State/Province/County (IN), Telephone, Email Address, UPS Account Number (7R3549), and Tax ID Number.
- Service / Options / Detail / Reference:** Includes "UPS Service" (Ground), "Saturday Delivery" checkbox, "Transportation To" (Receiver), "With Return Services" checkbox, "Weight (lb)" (0.0), and "Electronic Scale Activated" checkbox.
- Package:** Includes "Package Type", "Length: Width: Height" (in), "Declared Value", "Reference Number 1", and "Reference Number 2".
- Shipping Cost:** Shows "Shipment Cost (USD)" as 0.00.
- Shipper:** Shows "Shipper" (WX0165) and "Profile" (UPS).
- Bottom Bar:** Includes "Pkg: 1", "is NEW", "Process Shipment F10", and "Add 1 Pkgs Delete Pkg".

At the bottom of the window, it says "Your invoice may vary from the displayed rates."

5. “Reference Number 1”: Enter **Claim #** “WC XXXXXX” or **RGA #** “RGAXXXXX”
 - a. Required or Dealer could be billed back shipping costs
6. Fill in the remaining required fields as you would for any shipment and complete the shipment.

The “Parts Tag” from Key Express should be in the box with the Part when returned. If you don’t currently have an account with UPS, please go to www.ups.com or call 800/742-5877 to set one up.

U.S. Large Parts (RETURNED BY MOTOR FREIGHT)

Contact CEVA Logistics at 800/-989-9052 or UPS Supply Chain at 574/234-7192. They will manifest the return to Keystone “Freight Collect” on Keystone’s account. The Warranty Claim number or RGA number will be required and the Parts Tag(s) needs to be in the package with the part.



ALL Canadian Returns (Small or Large)

- Submit your Warranty claim or Return Goods Authorization “RGA” on Key Express
- Within 48 hours, a Keystone representative will have reviewed it and if part return is required, a “Parts Tag” will become available and the Warranty claim status will change to “Pending Parts Return” or “RGA” status will change to “Credit Issued Pending Part Return”
- 2 copies of the “Parts Tag” and 2 copies of the “Warranty Claim” or “RGA” will be needed.
 - 1 copy of each will be attached to the part inside the package
 - 1 copy of each will be inserted into an envelope; the envelope marked “FRONTIER” in large print and securely attached to the outside of the package.

Note: There must be one “Parts Tag” and one “Warranty Claim” or “RGA” in the envelope for each part that is in the package.

- Fax or E-mail your request for pick up with the following required information:
 - Weight of the package
 - Dimensions of the package
 - Warranty claim number
 - Copy of the Warranty Claim

Note: This allows Frontier to “Pre-Clear” the package, which will expedite the return process and claim payment

- Send the information to Frontier:
 - via fax:204/784-4803 Attn. Keystone Returns
 - e-mail to: keystonereturns@frontierscs.com

Note: General questions: Frontier9@frontierscs.com

- Frontier will dispatch a local carrier to your dealership to pick up the parts.
- All parts are sent to Frontier’s warehouse location to be transported across the border to Keystone. Note: There is no charge to the dealer for this service.

Upon receipt, the parts will be inspected for damage, verified to match the part numbers charged on the warranty claim or “RGA” and the warranty claim released for payment. If adjusted or denied, the reason will be stated on the warranty claim or “RGA”.



Policy and Procedure Manual

Section 13

Safety & Service Campaigns

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Service Campaign.....	13-4



Safety & Service Campaigns

Safety Campaign

A Safety Campaign is a “Safety Recall” which the National Highway Traffic Safety Administration (NHTSA) monitors and the failure can lead to an increased risk of vehicle crash, property damage and/or personal injury. It is against Federal and State Laws to sell a unit with an open Safety Campaign; therefore, attempting to register the unit as retail sold will be blocked until the Safety Campaign has been completed.

When a Safety or Service Campaign is released, Keystone notifies our Dealer network three (3) ways:

- 1) Key Express Message Board – Each person that logs into Key Express will first see the “Message Board” and a Safety Campaign is visible as seen in the example below.

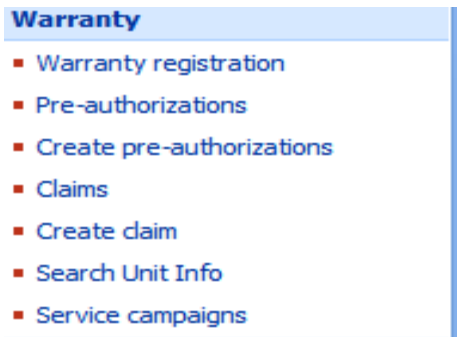
4/26/2013	<p>! 13-193 Dometic Awning Motor Recall</p> <p>Keystone is conducting a voluntary RECALL notification campaign in accordance with the National Highway Transportation and Safety Act.</p> <p>Notice: Do not deliver or transport these units until the recall remedy has been performed. Check serial number on Key Express to verify the recall is open. Some vehicles were repaired before they left Keystone.</p> <p>Notice: A vehicle with a recalled awning motor must not be transported. Therefore for retail sold units we will pay reasonable service calls to go to the unit location. Sample retail letter attached. Keystone will work in cooperation with authorized Dometic Service Centers when necessary to complete the recall on retail sold units.</p> <p>Note: This recall campaign is being administered by Keystone. Do NOT order parts or submit claims to Dometic for Keystone vehicles. Please record and submit the 8 digit Dometic awning serial number on the Keystone claim.</p> <p>Please see the attached Safety Advisory for complete list of models and serial number ranges included.</p> <p>It has been decided Dometic 9100 Power Awnings and Weather Pro Awnings manufactured between February 13, 2013 [306XXXXX serial #] through April 9, 2013 [314XXXXX serial #] and installed on Keystone vehicles indicated in the identified population may have a certain electric motor design that is subject to damage. If the motor is damaged, the awning may unfurl unexpectedly either in transit or while parked leading to an increased risk of vehicle crash, property damage and/or personal injury.</p> <p>Federal law requires stock units to be repaired before retail sale. Please see the attached Safety Advisory for complete details.</p>	All	 13-193 Dometic Awning Motor Safety Advisory  13-193 Recall Retail Letter-USA
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- 2) The key service personnel at the dealership whom have a log in to Key Express will receive an e-mail notification.
- 3) Keystone mails a letter with a list of all affected units that Keystone sold the Dealership to the Service Manager.



When a new Safety Campaign is seen posted to the Message Board on Key Express, a Dealership representative should immediately follow these steps to insure any units in inventory are remedied prior to sale:

Record the assigned Campaign number (for example 13 – 193) and click on “Service Campaigns” from the menu bar



Click on the Campaign number

Service Campaigns

The following service campaigns represent issues that we have identified as potential problems. Some require inspection only while others including repair instructions and VIN numbers of affected units.



Date	Campaign	Name	Affected units
4/26/2013	13-193	Dometic Power Awning Motor Recall	See attached Safety Advisory for a complete list.
3/8/2013	13-190	Raptor 3712TS Propane Hose	2007 - 2009 Raptor 3712TS Fifth Wheels Serial Number Ranges: 2007 7R800007 - 7R802973 2008 8R800010 - 8R802291 2009 9R800054 - 9R800678
3/7/2013	13-188	Vantage Roof Tape	2012 Vantage 25RBS, 29RLS, 32FLS, 32SQB 2013 Vantage 19UL, 25RBS, 29RLS, 32FLS, 32RES Serial Number Ranges: 2012 CF300000, CK300001 – CK3000357 2013 DK300000 – DK300143
2/28/2013	13-191	Progressive Dynamics PD4590 Power Center	2013 Montana Fifth Wheels Serial Number Range: D4701739 - D4702032 2013 Fuzion Fifth Wheels Serial Number Range: DF811312 - DF811489

After clicking on the campaign number:

- A brief description of the Safety Campaign will be visible.
- PDF versions of the letter mailed to retail owners and the Safety Campaign repair information is available to view or print.
- At the bottom of the screen, a list of the affected units sold to your Dealership and the status of the Recall/Campaign for each unit (see the example on the next page):



Campaign Information

Service campaign:	13-193	Affected units:	See attached Safety Advisory
Name:	Dometic Power Awning Motor Recall		
Post Date:	4/26/2013	It has been decided Dometic 9 manufactured between Febru: 2013 [314XXXXX serial #] and population above may have a	
NHTSA recall num:	13V-155	Problem Description: damage. If the motor is dama; transit or while parked leading damage and/or personal injury	
Canada recall num:	2013-129		
Produced on:	06/06/2008 to 04/15/2013		

Repair Instructions

Documents: [13-193 Dometic Awning Motor Safety Advisory](#)
[13-193 Recall Retail Letter-USA](#)

Repair operation: 7119342B

Inspection operation:
 The remedy is to replace the awning motor with one supplied by Keystone. Please see attached ; Advisory for complete details.

Remedy:
 Notice: A vehicle with a recalled awning motor must not be transported. Therefore for retail sold we will pay reasonable service calls to go to the unit location. Sample retail letter attached. Keys; will work in cooperation with authorized Dometic Service Centers when necessary to complete the on retail sold units.

Affected Units

The units listed below are ONLY the units that were sold to your dealership.



VIN	Status	Item number	Model year	Retail sale date
4YDF34524E4730011	needs inspection/repair	MR345DBQ14	2014	
4YDT31224E3100159	needs inspection/repair	SG312RLGL14	2014	
4YDT32223ET410065	needs inspection/repair	PP3220BH14	2014	
4YDF29521D4731003	was repaired on 04/22/2013	MR295RKD13	2013	
4YDF29521EE760030	was repaired on 04/22/2013	AV295RL14	2014	
4YDF29523EE760031	was repaired on 04/22/2013	AV295RL14	2014	
4YDF30320EA740015	was repaired on 04/22/2013	HM303RK14	2014	

Any VIN's that show **"needs inspection/repair"** still need to be inspected/repared.

- If no **"Retail sale date"** is populated, the unit should be in your inventory and needs to be remedied immediately, prior to retail sale. If the **"Retail sale date"** is blank and your location DOES NOT have this unit in inventory, please contact Keystone Customer Service immediately.



- If a “**Retail sale date**” is populated, Keystone will be mailing a notification directly to the retail customer. No action by the dealership is required, however, contacting these customers to prompt them into action is recommended.

Any VIN’s that show “was repaired on xx/xx/xxxx”, regardless of the “**Retail sale date**” status, have been inspected/repaired and no further action is needed.

Service Campaign

A Service Campaign is a product issue that is more likely to occur but will not lead to increased risk of crash or personal injury. Management of a “Service Campaign” is handled just like a “Safety Campaign” within Key Express except at Keystone’s discretion, it may not require inspection/repair prior to warranty registration.



Policy and Procedure Manual

Section 14

Labor Rate Policy

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Labor Rate Policy

Overview

All Keystone Dealers and Service Centers have an approved Warranty Labor Rate. This is typically established when the Dealership/Service Center becomes a Keystone representative and then is maintained during the scope of the partnership. Many factors are considered when establishing a new Warranty Labor Rate or reviewing an application for a Warranty Labor Rate Adjustment. Some of these factors are:

- Providing to any owner of a Keystone product timely warranty repair without charge to the retail owner under the terms of the limited warranties whether the product was purchased from the Dealer or from another Keystone Dealer
- The Dealers overall market area
- Labor rates specific to the dealer's market area
- Dealers service facilities, equipment and capabilities
- Applicable state laws
- Documented consumer complaints

Important Notes:

- A Dealership's Warranty Labor Rate cannot exceed the Dealership's posted Retail Labor Rate for service work paid for by a retail customer.
- Keystone will consider applications for an adjustment in Warranty Labor Rate only once per calendar year from the date of the last adjustment.
- Upon receipt, Keystone reviews applications and will respond within 15 business days from receipt. A confirmation will be sent to verify the date and amount Keystone RV recognizes as your approved Warranty Labor Rate.

Warranty Labor Rate Adjustment

To request a Labor Rate adjustment:

1. Complete and submit a "Labor Rate Change Request Form"
2. Complete and submit a "Dealer Service Agreement"

Please return the completed forms via email, mail or fax to:

Mail: Keystone RV
ATTN: Warranty Manager
PO Box 2000
Goshen, IN 46527-2000

Fax: 866-273-1451

Email: warranty@keystonerv.com



KEYSTONE
RV COMPANY

CROSSROADS Dutchmen

LABOR RATE CHANGE REQUEST FORM

DEALER NAME _____

ADDRESS _____

CITY _____ STATE _____ ZIP _____

SERVICE MANAGER _____

PHONE NUMBER _____

EMAIL ADDRESS _____

POSTED LABOR RATE FOR NON-WARRANTY WORK *\$ _____

REQUESTED WARRANTY RATE _____ *\$ _____
(*Canadian-Use Canadian \$'s)

The information listed on this form is true and factual to the best of my knowledge:

Signature _____ Print Name _____

Title _____ Date _____

KEYSTONE COMPANY USE ONLY

DATE/YEAR OF LAST ADJUSTMENT _____

APPROVED _____ RATE APPROVED \$ _____

EFFECTIVE DATE _____ APPROVED BY _____



KEYSTONE RV DEALER SERVICE AGREEMENT

Timely and quality warranty service is extremely important to Keystone. The following terms and conditions regarding service supplement any current dealer agreement between Keystone and the undersigned dealer ("Dealer") and have been established for all current and/or potential Keystone dealers.

1. It is specifically acknowledged by both Keystone and the Dealer that the *only warranty, expressed or implied*, is the Keystone limited one-year base and limited three-year structural warranties provided with the Keystone recreational vehicle when first retail sold.
2. The Dealer agrees to:
 - a. Provide to any owner of a Keystone product timely warranty repair without charge to the retail owner under the terms of the limited warranties whether the product was purchased from the Dealer or from another Keystone Dealer; and
 - b. If unable or unwilling to execute the terms of 2.a., dealer consents to Keystone setting up service center(s) or engaging mobile RV service technicians in order to provide such service to owner(s) of any Keystone units in the Dealer's territory/market area.
3. The Dealer will maintain adequate service facilities, preferably staffed with trained and certified technicians equipped to perform competent, efficient service to Keystone products in a good and workmanlike manner.
4. The Dealer will be responsible for providing a pre-delivery inspection and demonstration "walk-through" of the Keystone product prior to delivery to the retail customer. This would include instructing the customer on the operation of the units systems and components.
5. The Dealer service department will immediately advise the Keystone Customer Service Department if a warranty repair is beyond the Dealer's capability or if a controversy develops with a Keystone customer concerning warranty service.
6. A 15% parts mark-up from the Keystone dealer selling price will be allowed (unless directed otherwise by state law) when the warranty claim is submitted in accordance with the P&P Manual.
7. Keystone will reimburse the dealer for warranty service in accordance with the P&P Manual.
8. Registration of the unit with Keystone should be done within 5 working days from the date of the delivery.
9. All open safety and service advisories must be remedied prior to the retail sale delivery of the trailer.

AGREED TO BY:

Dealer: _____ Date _____

Name- _____
[Print Name and Title]



Policy and Procedure Manual

Section 15

Owner Relations

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Contact Us.....	15-1



Owner Relations

Overview

We are a “Wholesale” manufacturer and you as the Dealer, are the “Retailer” who will administer all Parts, Service & Warranty transactions for your customer.

We understand today’s customer expectations and demands are higher than ever. Our best hope to exceed these expectations is for both of us to excel at communicating.

For your Dealership, as our customer, we are here to support you and your needs in maintaining your relationship with your customer. If the Dealership/Manufacturer partnership is communicating properly:

- There should never be a need for a retail customer to contact us directly.
- At no time should a Dealership refer a customer directly to us without the Dealership first contacting the appropriate Parts or Service Representative first.

As our “Front-Line”, we rely & trust your Dealership to be our “eyes and ears”, provide us with clear, concise evaluations that identify the defect so we can make good decisions that are fair and reasonable to all parties based on the facts. Almost always, we will need to hear your assessment before we can help a retail customer.

Contact Us

We understand that certain customers will demand or take it upon themselves to contact us directly. When that happens, we have a dedicated Owner Relations staff that handles all inquiries with retail customers. They work closely with our Parts/Service Representatives, as well as our Dealer network, to assure we assist you in addressing your customers concerns to the best of our ability.

Should a retail customer wish to contact us direct, the Owner Relations Department can be reached at:

Phone: 866-425-4369
E-mail: ownerrelations@keystonerv.com
Mail: Keystone RV
PO Box 2000
Goshen, IN 46527
Facsimile: 574-534-9057



Policy and Procedure Manual

Section 16

Key Express

Overview.....	16-1
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Warranty.....	16-4
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Overview

KEY EXPRESS is a “Real-Time” Web based portal available 24/7 which **ALL** Service/Parts transactions are executed through. In addition, Key Express has a wealth of information to assist the Dealership in handling the day to day Service for your customers.

We issue one user name and password to an “Administrator” that the Dealership selects. The Dealership Administrator is responsible to:

- Create all new users within the Dealership and assign their security rights (including other Administrators)
- Provide a user their log in information or change passwords if they lose or don't remember
- Disable a user's log in (if they leave the Dealership)
- Re-assign securities

Key Express is located at www.keystonerv.com. Click on “Dealers Only’ and select “Key Express”. All User Names and Passwords are case sensitive. Users are issued a 5 digit User Name that will require the file extension (@kxd.ext) to be added. Example- W6939@kxd.ext User Names can't be changed but passwords can using the following criteria- 1 capital letter, 1 lower case letter, 1 number, minimum 6 digits and don't use any part of your name.

Key Express Features

Below, we will provide a brief description of the features available on Key Express or provide direction to the section of the manual where it is already provided.





Customer Service

Manuals-

To view this FTP site in File Explorer: press Alt, click **View**, and then click

05/18/2016 04:44PM	Directory	CUSTOMER SERVICE MANUALS
05/24/2016 11:18AM	Directory	Vendor Manuals

Customer Service Manuals-Access to all our current Keystone Customer Service Manuals

To view this FTP site in File Explorer: press Alt, click **View**, and then click **Open FTP Site in File Explorer**.

[Up to higher level directory](#)

06/07/2017 12:00AM	1,823,626	Crossroads Owners Manual 2018 Revision 6-7-2017.pdf
06/07/2017 12:00AM	1,247,089	Dutchmen Owners Manual 2018 Revision 6-7-2017.pdf
04/15/2015 12:00AM	375,413	Key Express Administrator guide.pdf
10/03/2006 12:00AM	1,574,314	Key Express Manual.pdf
10/15/2012 12:00AM	945,348	Key Express Tips for Authorizations.pdf
06/07/2017 12:00AM	1,267,621	Keystone Owners Manual 2018 Revision 6-7-2017.pdf
03/14/2018 12:00AM	71,468	March 2018 Updates.pdf
03/14/2018 12:00AM	2,597,669	March Flat Rate 2018.pdf
04/15/2015 12:00AM	695,897	Parts process.pdf
03/30/2018 04:02PM	12,269,750	Policy & Procedure 3-30-2018.pdf
04/15/2015 12:00AM	349,071	Registering a Sold Unit for Warranty.pdf
03/14/2018 12:00AM	107,510	Service Q and A.pdf
06/11/2014 12:00AM	567,747	SPIFF Manual 4-10-2013 A.pdf
08/08/2016 12:00AM	268,288	Thumbs.db

Vendor Manuals-Hundreds of Vendor Service Manuals, Troubleshooting Manuals, Installation Manuals and Owners Manuals.

Simply drill down or back through the categories to find the applicable manual. See the screen shot on the next page:



To view this FTP site in File Explorer: press Alt, click View, and then click O

[Up to higher level directory](#)

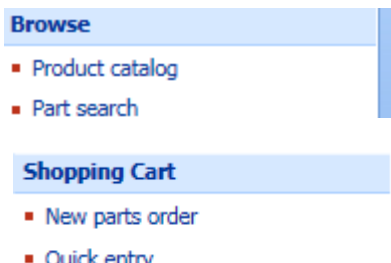
04/08/2016 12:00AM	Directory Appliances
11/22/2011 12:00AM	Directory Axles and Tires
08/22/2014 12:00AM	Directory Chassis and Accessories
11/22/2011 12:00AM	Directory Decor
08/03/2015 12:00AM	Directory Door
11/17/2015 12:00AM	Directory Electrical
02/16/2016 12:00AM	Directory Exterior
04/12/2013 12:00AM	Directory Furniture
07/17/2013 12:00AM	Directory Hardware
11/22/2011 12:00AM	Directory Lighting
11/22/2011 12:00AM	Directory LP and Accessories
09/06/2012 12:00AM	Directory Outback Loft
09/14/2015 12:00AM	Directory Plumbing
02/04/2016 12:00AM	Directory Quick Tips
02/15/2013 12:00AM	Directory Rubber
11/22/2011 12:00AM	Directory Safety
11/22/2011 12:00AM	Directory Slideout and Accessories

Product Team Contacts-listing of your key phone numbers, fax numbers, e-mail addresses and contact names.

Training Resources-Keystone specific and/or product specific technical, troubleshooting and training information.

Product Improvement Focus-Direct communication link between Dealership Service and the Keystone Product Teams to communicate product related issues; product quality, repair questions.

Key Express Tips-Any Message Board posting that was related to how to use Key Express is stored here.



Browse & Shopping Cart are described in detail in Section 12.

- Warranty**
- Warranty registration
- [Edit warranty sales person](#)
- Pre-authorizations
- Create pre-authorizations
- Claims
- Create claim
- Search Unit Info
- Service campaigns

Warranty

Pre-Authorizations and Create Pre-Authorizations are described in detail in Section 10. Claims and Create Claims are described in detail in Section 11. Service Campaigns are described in detail in Section 13.

Warranty Registration-Once a stock unit is retail sold and the customer has taken full possession by driving it off the lot, the Dealership should register the new owner here within 3 business days. **Units with an open Safety or Service Advisories can't be registered until the Campaign is completed, Warranty Claim filed and approved by us.**

Warranty Registration

VIN or 8 digit serial number:

VIN search must be 8 to 17 characters, or use the lookup function to complete search.

For help with vehicle registration, contact Customer Service at (866) 425-4369 or dealer

|← →|

VIN	Serial Number	Model year	Description
4YDT19929ET413802	ET413802	2014	register now

Click on Warranty Registration, utilize the search functionality to find the VIN, click “Register Now”, and fill in the fields.

Note: Dealer Salesperson is a required field whether the unit is eligible for a Sales Incentive (Spiff) or not. Contact your Administrator if the applicable Salesman is not available in the list.

Search Unit Info-This feature allows you to check for Open Campaigns, validate the Warranty expiration, view a floor plan, determine a décor color, and view an Option List and more.

i This unit requires repair or inspection for service campaign 13-196

Unit Details - VIN: 4YDT23522DT412960, PP235EXP13

Unit Details

Service campaigns

Basic information

VIN: 4YDT23522DT412960
 Serial Number: DT412960
 Item number: PP235EXP13
 Off Line Date: 11/15/2012
 Warranty expire date: 3/15/2014
 Unit Decor: Rattan
 Model year: 2013

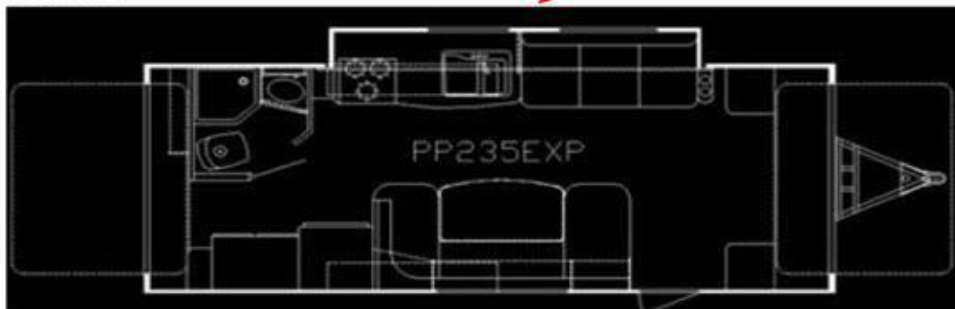
Decor - Passport 2013: R
 19" Television
 Privacy Shades
 Exterior Package
 Interior Package
 Intro Discount
 Front Diamond Plate
 Outside Speakers
 EZ Lube Hubs
 AM/FM/CD/DVD Player
 Patio Awning
 Microwave
 6 Gallon Gas/Electric Water
 Tub Surround
 Spare Tire Kit
 Cable TV Hookup
 Exterior Shower
 TV Antenna w/ Booster
 13.5 BTU Air Conditioner
 State Seal: blank/none
 Winterization
 RVIA Seal - Go Camping

Unit configuration:

Technical specifications

RV Type: TT
 Mfg. plant: 701
 Front axle weight rating: 3,000
 Front axle tires: ST205/75R14C
 Rims: 14x6
 Tire Pressure: 50
 Fresh water capacity: 24.00
 LP gas capacity: 9.52
 Shipping weight: 4,144
 GVWR: 6,000

Floor Plan



Return Goods Authorization

- RGA List

Return Goods Authorization (RGA) is described in detail in Section 12.

Your account

- [View account](#)
- [Purchase orders](#)
- [Invoices](#)
- [Message Board](#)
- [Change Password](#)

Your Account

Purchase Orders and Invoices are described in detail in Section 12.

View Account-A user can make changes to their contact information and password. An Administrator can change passwords, add/disable users and change user security.

Adding a User-click "add contact person", record the User name and Temporary Password. Complete all fields and select the Security Rights you wish the user to have access to and click "Add User".

Address

17400 Hackberry Dr
Goshen, IN 46526

Contact information

Telephone: (574) 535-2100

Mobile phone:

Fax: (574) 535-2190

Internet address: www.keystonerv.com

E-mail:

[Hide inactive users](#)

Search

Name/Cust No. Search

Contact persons

[Add contact person](#)

Account Number

Add file extension so
user name is:

R2977@kxd.ext

User name **R2977**
 Name
 Title
 Phone
 Extension
 Fax
 E-mail
 Temporary Password **Ei5zyq**

Fill in User Information

Note: Title selection and e-mail address is
critical in order receive e-mails regarding
urgent matters.

**Case Sensitive
Password**

(Can be changed)

- Register dealer vehicles
- Order dealer parts
- View dealer warranty claims
- Dealer administrator
- Register group vehicles
- Order group parts
- View group warranty claims
- Group administrator
- View Unit Invoices

Select User Security:
("Group" only applies to
dealerships with multiple
locations)

Disable a User It is the Dealership's responsibility to "Disable" a user that is no longer with the dealership or is no longer in a position to need access to Key Express. Locate the user in question using the search functionality and click "Disable User" to disable.

Search

Contact persons

[Add contact person](#)

Cust	Contact	Title	Phone	E-mail	Web Login	Enabled	Change Password	Enable/Disable
999999	R. Deisler	Service Manager	866-425-4369	deisr@keystonerv.com	W6939	<input checked="" type="checkbox"/>	Change Password	Disable user





Keystone will not be responsible for any previously employed Dealership personnel that access information on Key Express, create, modify or cancels transactions on Key Express because they were not disabled upon termination of their relationship with the Dealership.

Change Password a user can change their own or an Administrator can change any user (should they forget/lose) using the following criteria- 1 capital letter, 1 lower case letter, 1 number, minimum 6 digits and don't use any part of your name.

Message Board will be the first thing all users see when they log in to Key Express. Most all communications are posted through the Message Board so it is vital all users read it. While it may not always affect you or your department, it may be necessary to forward critical information to other departments in the Dealership that may not frequent Key Express like the Parts and Service Departments.

Message Board

High priority messages will be highlighted in red.

Date	Message	Product Lines	Documents
12/26/2013	! Warranty Parts Return Process This is a reminder that all defective warranty parts, if being called back by Keystone, should be returned on Keystone's UPS account. Please refer to the attachment for complete instruction.	All	 Part Returns to UPS .4.23.2012._1_
1/10/2014	Atwood Refrigerator Troubleshooting Worksheet For assistance in troubleshooting and expediting the approval process on Atwood refrigerator issues, please utilize the attached diagnostic form and submit to KEYSTONE RV with your authorization request. Note: This form needs to be attached to a pre-authorization request and should not be sent direct to Atwood.	Bullet, Hideout, Passport	 Atwood Refrigerator Checklist
11/12/2013	Unit Loads Suspended Unit loads will be suspended 12/6/13 and will resume 3/3/14, weather permitting. All orders placed after 12/6/13 will not be unit loaded.	All	

[Archives](#)

Keystone designates how long a message will be visible, the urgency (High Priority in Red), what product lines are affected and attaches any applicable documents for review. When a posting is no longer visible on the message board, it is stored and accessible in the Archive for a significant period of time.

Integrated Dealer Systems (IDS)

IDS is a business management software broadly used throughout the RV industry by Dealers. Keystone has partnered with IDS to integrate the IDS G2 version of their software with Key Express. This integration allows a Dealership using this software to submit Pre-Authorizations, Warranty Claims, Parts Orders and register newly sold units into Key Express electronically so duplicate entry is not needed.