



RECREATIONAL VEHICLE CUSTOMER SATISFACTION

August 25, 2026

Customer Satisfaction Campaign:

CSC-260814

CUSTOMER SATISFACTION CAMPAIGN

«Owner_name»

«Street»

«Street_2»

«City», «State» «Zip»

«Country»

VIN: «VIN»

Dear «Owner_name»:

At Keystone, your satisfaction and confidence in our products are very important to us. As part of our ongoing commitment to product quality and customer care, we are contacting you regarding a Customer Satisfaction Campaign that may apply to your RV.

We have identified certain models equipped with non-ducted Coleman-Mach air-conditioning ceiling assemblies that may benefit from a modification to the ceiling assembly to improve airflow and cooling efficiency. Keystone is providing this applicable modification to help ensure the A/C system performs as effectively as possible.

Why are you receiving this notice?

Your vehicle may be equipped with a non-ducted Coleman Mach A/C ceiling assembly that could benefit from a change to its current configuration.

If you are experiencing either of the following conditions, further action may be needed:

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

What will we do?

We have included instructions with this notice that explain the recommended changes to the A/C ceiling assembly configuration. If you are comfortable completing the modification yourself, please follow the enclosed instructions carefully.

If you have questions

If you are not comfortable performing the modification yourself for any reason, please contact your authorized Keystone dealer at your earliest convenience to arrange for the modification to be completed at no charge to you.

If you have questions about this customer satisfaction campaign, the recommended modification, or scheduling service with your dealer, please contact Keystone Customer Service by calling 1-866-425-4369.

Thank you for your attention and cooperation in this matter.

Sincerely,

KEYSTONE RV COMPANY

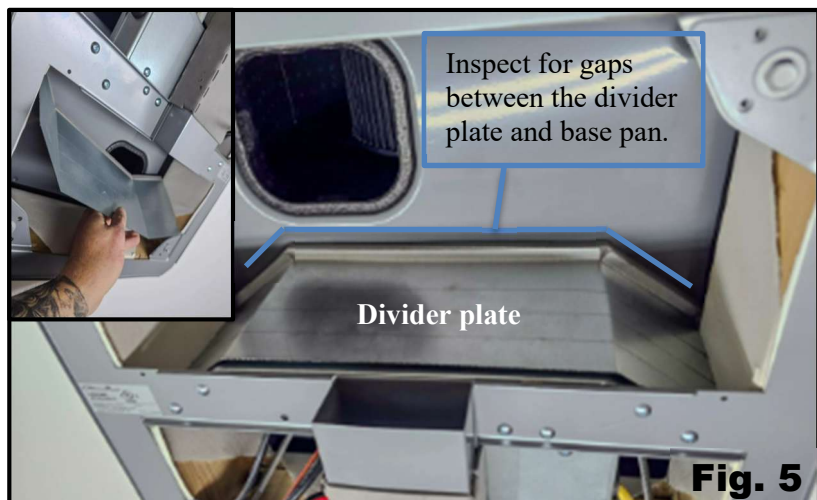
Remedy Overview

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

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



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



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