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MEMORANDUM

To: All Keystone Dealers

From: Keystone Customer Service

Date: March 1, 2021

Re: WARRANTY COVERAGE RELATED TO DAMAGE
CAUSED BY GOOSE NECK ADAPTERS

As you all know, Keystone fifth wheels come equipped with a pin box system designed to be used with a conventional fifth wheel hitch system. Sometimes customers use goose neck adapters with the conventional systems. Before Keystone would consider covering under its limited warranty any damage to a fifth wheel caused by or associated with a goose neck adapter, the adapter would need to have been approved by Keystone. Otherwise, the “unauthorized” attachment, in this case the goose neck adapter, would cause an exclusion from warranty coverage.

There are various brands of goose neck adapters in the industry, none of which have ever been “authorized” or “approved for use” by Keystone, except for the Reese Goose Box and the Anderson Ultimate 5th Wheel Connection Goose Neck Adapter. Over the past couple of years we have noticed an increase in the number of frame failures and sidewall damage on fifth wheels that use the Anderson Goose Neck Adapter.

Lippert Components is the leading frame supplier in the RV Industry and has the expertise to evaluate the use of goose neck adapters and the effect of their use on a fifth wheel. We approached LCI and were informed that it has not, and it will not, honor or pay any warranty claims for damage to the front end frame/structure or any parts or components of any fifth wheel, when a fifth wheel is being used with any goose neck adapter, with the exception of the “Reese Goose Box” (having gone through extensive suitability testing by Reese and LCI). **LCI informed us that this policy and warranty exclusion, except for the Reese Goose Box, applies to all brand fifth wheels currently being sold the in RV Industry today, not just Keystone.**

In light of the position being taken by LCI with all fifth wheel brands in the industry and Keystone’s further evaluation of the effects of a goose neck adapter on a fifth wheel, Anderson Goose Neck Adapters are no longer authorized or approved for use on Keystone, Dutchmen or CrossRoads products.

This decision is not a commentary or negative statement regarding the Anderson brand or the quality of the brand. And, this does not mean that an Anderson Goose Neck Adapter cannot be used with a Keystone product. Rather, we are simply stating that if Anderson Adapter is used by a customer with a

Keystone fifth wheel and later damage or loss occurs to the fifth wheel as a result of using the Anderson Adapter, Keystone will not warrant the same or cover the cost of any such damage or loss.

We want to give you some runway to adjust to our updated policy on Anderson Goose Neck Adapters. Therefore, should a dealer/customer encounter a failure on any Keystone, Dutchmen or CrossRoads product which is thought to be affected by the use of the Anderson Ultimate 5th Wheel Connection Goose Neck Adapters installed prior to March 15, 2021, follow the normal process to receive warranty consideration for those claims.

Any Anderson Goose Neck Adapters installed after March 15, 2021, will not be eligible for warranty consideration. Proof of the date of the Anderson installation will be required as part of any claim submission.

For additional assistance, contact a Customer Service team:

<i>Luxury (LX)</i>	<i>Toy Haulers (TH)</i>	<i>Premium (PR)</i>	<i>Light Weight (LW)</i>	<i>Traditional (TR)</i>	<i>Dutchmen (DM)</i>	<i>CrossRoads (CR)</i>
Alpine Arcadia Avalanche Laredo Montana HC Montana	Fuzion/Impact Raptor/Carbon Rubicon Voltage/Endurance Yukon	Cougar Sprinter	Bullet Outback Passport	Hideout Residence Retreat Springdale Summerland	Aerolite Aspen Trail Atlas Coleman Denali Kodiak	Cameo Cruiser Hampton Redwood Sunset Trail Volante Zinger
Phone 866-273-1450 Fax 866-273-1451	Phone 866-273-1452 Fax 866-273-1451	Phone 866-273-1454 Fax 866-273-1451	Phone 866-273-1456 Fax 866-273-1451	Phone 855-895-4422 Fax 866-273-1451	Phone 855-382-4100 Fax 866-273-1451	Phone 844-361-8455 Fax 866-273-1451