

# KEYSTONE RV COMPANY LIMITED WARRANTIES

**Note: The one-year limited warranty provided in your Owner's Manual is superseded by the following limited warranties which apply to recreational vehicles manufactured on or after September 1, 2017.**

## WHAT IS COVERED

*Keystone RV Company, including its divisions Dutchmen and CrossRoads ("Keystone") provides the following limited warranties with this recreational vehicle ("RV") which sets 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 prior to your purchase of the RV.*

### **ONE-YEAR LIMITED BASE WARRANTY:**

The Keystone Limited Base Warranty covers this RV for a period of one (1) year 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 purposes 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 EXTEND TO FUTURE PERFORMANCE. IT ONLY SETS FORTH WHAT KEYSTONE WILL DO IF A DEFECT EXISTS AND DOES NOT GUARANTEE ANYTHING ABOUT THE RV FOR ANY TIME PERIOD.** 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 (1) year coverage period. For the second retail purchaser to receive the unexpired balance of the base warranty coverage as described above, after purchasing the RV you must go to our website at [www.keystonerv.com](http://www.keystonerv.com) and provide Keystone your VIN, name, address, phone, and email address (proof of purchase may be requested). You may also notify Keystone of the transfer by phone at (866) 425-4369 or by email at [ownerrelations@keystonerv.com](mailto:ownerrelations@keystonerv.com).

**PLEASE NOTE:** *The limited one-year base warranty is not part of the separate limited three-year structural warranty provided below with the RV. The Limited Base Warranty will expire on the one-year anniversary date from the 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 LIMITED BASE WARRANTY.**

**KEYSTONE WILL NOT BE RESPONSIBLE OR LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND OR NATURE THAT RESULT FROM ANY DEFECT IN THE RECREATIONAL VEHICLE. 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.**

***Effective only for recreational vehicles manufactured on or after September 1, 2017***

### **THREE-YEAR LIMITED STRUCTURAL WARRANTY:**

The Keystone Limited Structural Warranty covers this RV for a period of three (3) 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, if applicable (this structural warranty item does not cover damages to the cap(s) such as impact, rock chips, dents, scratches or failure to maintain all as addressed in the disclaimers below and elsewhere in this Owner's Manual), and (vi) slide out box exterior sidewalls/end walls/roofs/floors, skeletal framing, decking and roof material installation.

**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 EXTEND TO FUTURE PERFORMANCE. IT ONLY SETS FORTH WHAT KEYSTONE WILL DO IF A DEFECT EXISTS AND DOES NOT GUARANTEE ANYTHING ABOUT THE RV FOR ANY TIME PERIOD.** 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 Structural Warranty may be transferred by the first retail purchaser to a subsequent retail purchaser; however, the Limited Structural Warranty will in no way be extended beyond the three (3) year coverage period. For the second retail purchaser to receive the unexpired balance of the structural warranty coverage as described above, after purchasing the RV you must go to our website at [www.keystonerv.com](http://www.keystonerv.com) and provide Keystone your VIN, name, address, phone, and email address (proof of purchase may be requested). You may also notify Keystone of the transfer by phone at (866) 425-4369 or by email at [ownerrelations@keystonerv.com](mailto:ownerrelations@keystonerv.com).

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

**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 WRITTEN 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 RECREATIONAL VEHICLE. THE DISCLAIMER OF CONSEQUENTIAL DAMAGES IS NOT DEPENDENT UPON THE LIMITED STRUCTURAL 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.**

***Effective only for recreational vehicles manufactured on or after September 1, 2017***

## REPAIR REMEDY

---

If within the stated limited warranty periods as set forth above 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.

*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 (i) pay you the diminution in value damages, or (ii) provide a similar replacement recreational vehicle, 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 that 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 above base and structural limited warranties.*

## HOW TO OBTAIN SERVICE

---

To obtain service please refer to your Owner's Manual where Keystone recommends that you first contact your local selling dealer for warranty service. If you encounter any difficulty obtaining warranty service, please contact the Customer Service Department at Keystone, P.O. Box 2000, Goshen, Indiana 46527. Telephone Number (866) 425-4369 ([www.keystonerv.com](http://www.keystonerv.com) - Customer Service Link).

## 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 base warranty expires (water leaks are covered under the base warranty and not the structural warranty);
- Adjustments to all doors, drawers, locks, latches, slide outs, awnings and window treatments beyond 90 days after retail sale;
- Equipment, products, components, appliances, or accessories not manufactured by Keystone;
- Recreational vehicles used for business, rental, residential, commercial, or disaster relief purposes, or any purposes other than recreational travel and family camping;
- Recreational vehicles 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 misuse, abuse, neglect, theft, vandalism, product modification, improper customer or dealer installation, improper stowing of equipment, overloading or improper balancing of the load, low or high voltage, unauthorized repair or failure to follow instructions supplied with the recreational vehicle;
- 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 die 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;

***Effective only for recreational vehicles manufactured on or after September 1, 2017***

- 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 to the RV 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; and
- Any RV licensed, registered, or primarily used outside the USA or Canada.

## DEFECTS V. 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 and manufacturing specifications and tolerances of Keystone. Defects are covered because Keystone is responsible; 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.

## APPLIANCE AND COMPONENT WARRANTY SERVICE/ADMINISTRATION

---

Appliance and component manufacturer warranties, if any, are separate from the above Keystone Limited Warranties. Keystone administers the separate appliance and component warranties **only** during the Keystone one (1) year base limited warranty coverage period except for tires, batteries, 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 base limited warranty coverage period to Keystone through an authorized Keystone dealer or service center. After the Keystone one-year 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 ABOVE 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 ABOVE 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 ABOVE 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.**

**THE ABOVE LIMITED WARRANTIES GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.**

*Effective only for recreational vehicles manufactured on or after September 1, 2017*