



**Keystone RV
Company**

CUSTOMER SERVICE

2425 Davis Drive
PO Box 2000
Goshen, IN 46527-2000

Phone (toll free): (866) 425-4369

OWNER RELATIONS CALL CENTER HOURS OF OPERATION:

Monday through Thursday 9:00 AM - 5:00 PM (ET)
Friday 9:00 AM - 4:00 PM (ET)

Keystone RV Customer Service Retail Manager
Sacha Rienas
Work Phone: 574-537-3937
Email: riens@keystonerv.com

OWNER'S DISPUTE RESOLUTION PROGRAM

Keystone's goal is always to ensure our customers' satisfaction. If you feel that Keystone RV did not fulfill our warranty obligations, you may qualify for a no-cost Voluntary and Independent Dispute Resolution Program, administered by DeMars & Associates.

To file a DRP-RV claim:

- Contact Rylee McCoy, DRP-RV Program Manager, at rmccoy@demarsassociates.com or call 262-549-6700 ext. 1280.
- Submit the DRP-RV Statement of Issues to info@demarsassociates.com or rmccoy@demarsassociates.com.

More info can be found at <https://www.demarsassociates.com/drp>