

[REDACTED]

SEP 15 2017

Comfort, TX [REDACTED]

September 6, 2017

Administrator  
National Highway Transportation Safety Administration  
1200 New Jersey Avenue, S.E.  
Washington, DC 20590

Reference Recall #170228REV

I am enclosing a copy of my two responses to REV Recreation Group, Inc, with pictures, to the recall referenced above. As noted, I have effected a repair to the two supports for the steps that is probably far superior to whatever they came up with – considering it was their engineers who thought brads would be sufficient to support the step in the first place. I have also had my repair stress tested as noted in my letter to them dated September 6, 2017.

Thank you for your time.

[REDACTED]

Owner, 2016 American Eagle by American Coach  
VIN 4UZFCGBG3GC [REDACTED]

PR

NAM  
10-2-17  
WD

[REDACTED]  
Comfort, TX [REDACTED]

September 6, 2017

American Coach Owner Relations  
P.O. Box 1007  
Decatur, Indiana 46733

Reference Recall #170228REV

I have attached the previous response I sent to you about this recall. I've also attached pictures I took this morning of the repair I made. If your engineers have come up with something more substantial than the repair I effected, please send me detailed pictures of their repair and I'll evaluate whether I'm going to change my repair. By the way, I had two friends, weighing more than 300 pounds total, stand on each step and my repair held up.

Again, please update your records and mark this recall closed for my coach, 2016 American Eagle, 4UZCGBG2GC [REDACTED]. To assist you, I am sending a copy of my previous response as well as the current pictures directly to the Administrator, NHTSA. They may even like my repair more than the one you submitted!?

Thank you.

[REDACTED]

## American Coach Owner Relations – Recall #170228REV

I have received Recall 170228REV that covers the horizontally-mounted plywood cleats supporting the hinged solid-surface tread of the two stationary interior entry steps. I found there to be no indication of the plywood cleats coming loose although I did note your engineers apparently thought brads or staples would be sufficient for the anticipated loads. Obviously that has not been the case. I also note that this recall indicates I must take my coach to a dealer or service center to have it repaired. Since the closest dealer is over 100 miles away and I have no intention of driving the rig to that dealer, assuming I could get an appointment, I evaluated the issue and have repaired it myself.

Picture 1 is the lower step in the raised position and shows how you folks attached it.



Picture 2 is of both steps in the raised position showing the repair I made. Note each plywood cleat now has four 1 ½” screws holding it to the side wall. I also felt another source of support for the plywood cleat would be appropriate so I cut four pieces of ¾” plywood that are exactly the length of the distance between the cleat and the compartment floor. I then screwed two of those support pieces under each of the plywood cleats in the two storage compartments so that the cleat is not only attached to the side with your brads and my screws, but also has support from the bottom with the two plywood support pieces.



I obviously don't know what information REV Group provided their dealers so as to enable them to secure the step more securely than originally manufactured, but I doubt it is more substantial or effective than the repair I have made.

If the reaction to my repair of the "duck bill" is any indication, I suspect this is going to cause great angst at REV Group in that I effected the repair myself and

may prevent you from closing out the recall, but I feel comfortable that my repair is as good, or better, than anything Ancira might have done, at little cost to me and 100 miles not put on my coach, and am closing out the issue.

Thanks for the notification.

[REDACTED]

2016 American Eagle, 4UZFCGBG2GC [REDACTED]



TOP  
STEP



BOTTOM  
STEP



SAN ANTONIO TX 780  
RIO GRANDE DISTRICT  
06 SEP 2017 PM 4 L



ADMINISTRATOR - NHTSA  
1200 NEW JERSEY AVE S.E.  
WASHINGTON, DC 20590

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