

# Part 573 Safety Recall Report

# 17V-139

**Manufacturer Name :** REV Recreation Group**Submission Date :** APR 10, 2017**NHTSA Recall No. :** 17V-139**Manufacturer Recall No. :** 170228REV**Manufacturer Information :**

Manufacturer Name : REV Recreation Group

Address : 1031 U.S. 224 E

P.O. Box 31 Decatur IN 46733

Company phone : 800 509 3417

**Population :**

Number of potentially involved : 585

Estimated percentage with defect : 60 %

**Vehicle Information :**

Vehicle 1 : 2015-2016 American Coach American Heritage

Vehicle Type : LOW VOLUME VEHICLES

Body Style : ALL

Power Train : DIESEL

Descriptive Information : Class A Motorhomes

Production Dates : FEB 27, 2014 - OCT 21, 2015

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 2 : 2015-2017 American Coach American Revolution

Vehicle Type : LOW VOLUME VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Class A motorhomes

Production Dates : JAN 24, 2014 - MAR 30, 2017

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 3 : 2015-2016 American Coach American Tradition

Vehicle Type : LOW VOLUME VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Class A motorhomes

Production Dates : JAN 27, 2014 - OCT 27, 2015

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 4 : 2017-2017 Holiday Rambler Scepter

Vehicle Type : LOW VOLUME VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Class A motorhomes

Production Dates : MAR 29, 2016 - FEB 22, 2017

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 5 : 2016-2016 American Coach American Allegiance

Vehicle Type : LOW VOLUME VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Class A motorhomes

Production Dates : NOV 24, 2014 - NOV 25, 2015

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 6 : 2016-2017 American Coach American Dream

Vehicle Type : LOW VOLUME VEHICLES

Body Style : ALL

Power Train : DIESEL

Descriptive Information : Class A motorhomes

Production Dates : NOV 20, 2015 - MAR 27, 2017

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 7 : 2017-2017 Monaco Diplomat

Vehicle Type : LOW VOLUME VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Class A motorhomes

Production Dates : FEB 19, 2016 - APR 04, 2017

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 8 : 2015-2017 American Coach American Eagle

Vehicle Type : LOW VOLUME VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Class A motorhomes

Production Dates : FEB 04, 2014 - MAR 24, 2017

VIN Range 1 : Begin : NR End : NR

Not sequential

## Description of Defect :

Description of the Defect : On motorhomes affected by this recall, the horizontally-mounted plywood cleats supporting the hinged solid-surface step tread of two stationary interior entry steps, may have been inadequately fastened to the plywood supporting structure and may detach as a result of step usage.

Additionally, the solid surface (“Corian”) step treads of the stationary interior entry steps may have been inadequately secured to the plywood substrate.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If a plywood cleat detaches from its supporting structure, the solid-surface step tread may become unstable, posing a risk of personal injury.

If a solid surface step tread is inadequately secured to the plywood substrate, it could shift or detach, posing a risk of personal injury.

Description of the Cause : The horizontally-mounted plywood cleats may have been mounted with staples or improper screws. The step treads may have been mounted without silicone to permanently adhere them to the plywood substrate and may have only screws holding them in place.

Identification of Any Warning that can Occur : NR

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

1/20/2017: A REV dealer notified REV RV Dealer Technical Support that a customer reported that a step tread had come loose on a Model Year 2016 American Coach brand American Dream motorhome. REV RV Engineering was immediately notified, and an investigation and stop ship procedure was implemented.

1/23/2017: Quality Control began an internal audit of units at REV's production facility. This audit included American Coach vehicles equipped with a hinged, solid-surface interior step similar to the unit reported January 20th by the REV dealer.

1/31/2017: Based on a review of the production prints, REV RV decided to conduct a field investigation of American Coach vehicles equipped with a hinged, solid-surface interior step.

1/31/2017 - 2/10/2017: All units quarantined as a result of the stop-ship order were repaired with the proper wood screws. REV RV Engineering continued review of the interior step designs on other products.

2/15/2017: REV RV reviewed claim data and product reports in the effort to refine the potential scope of affected units.

1/28/2017: REV RV concluded its research and field investigations and determined that model years 2015-17 American Coach brand motorhomes (all models) shared the step design. REV RV also determined that as of Model Year 2017, Holiday Rambler brand Scepter and Monaco brand Diplomat motorhomes had adopted the American Coach design. Based on this determination, REV RV decided to conduct a voluntary recall of Model Year 2017 Holiday Rambler brand Scepter motorhomes, Model Year 2017 Monaco brand Diplomat motorhomes, and Model Year 2015-17 American Coach brand motorhomes.

4/5/2017: Associates at REV's service facility reported that a vehicle's solid surface step treads were secured with screws but didn't have silicone adhering the solid surface tread to the plywood substrate. Based on this new information, REV decided to expand the affected population to include production through 4/4/17.

## Description of Remedy :

**Description of Remedy Program :** REV Recreation Group will notify owners, and REV RV dealers will install new screws to properly secure the horizontally-mounted plywood cleats to the plywood supporting structure, and will inspect the solid surface step treads and if necessary, secure them to the plywood substrate using silicone sealant.

Pursuant to 49 CFR 573.6 (c) (8) (i), "Reimbursement", REV Recreation Group Inc. will reimburse owners for costs incurred for qualified repairs prior to notification according to REV's General Reimbursement Plan, revised 12/17/2015, and currently on file with the NTHSA.

**How Remedy Component Differs from Recalled Component :** The remedied horizontally-mounted plywood cleats supporting the hinged solid-surface step tread of the stationary interior entry steps will be fastened with proper wood screws. The remedied solid surface step treads

Identify How/When Recall Condition was Corrected in Production : will be properly adhered to the plywood substrate with silicone.

As of February 10, 2017 the horizontally-mounted plywood cleats supporting the hinged solid-surface step tread of the stationary interior entry steps are installed with the wood screws specified by REV RV Engineering.

As of April 5, 2017, the solid surface step treads are properly secure with silicone sealant.

**Recall Schedule :**

Description of Recall Schedule : REV RV intends to conduct a dealer notification by phone and US mail.  
REV RV intends to conduct a customer notification by US mail.

Planned Dealer Notification Date : APR 19, 2017 - APR 19, 2017

Planned Owner Notification Date : APR 21, 2017 - APR 21, 2017

\* NR - Not Reported