



REV Recreation Group  
P.O. Box 1007  
Decatur, IN 46733  
(800) 509-3417

## **IMPORTANT RECALL INFORMATION #161229REV**

March 2017

**TO: ALL REV RECREATION GROUP DEALER PRINCIPALS,  
SERVICE MANAGERS AND PARTS MANAGERS**

**SUBJECT: RECALL CAMPAIGN #161229REV  
Inspection/Correction of Rear Sway Bar Installation  
2017 Holiday Rambler Vacationer XE & Admiral XE  
2017 Fleetwood Flair & Storm**

REV Recreation Group, Inc., on behalf of its manufacturing center located in Decatur, Indiana, is requesting your assistance in conducting a voluntary recall notification campaign in accordance with the United States National Traffic and Motor Vehicle Safety Act and the Canada Motor Vehicle Safety Act.

REV Recreation Group, Inc., has decided that a safety defect relating to motor vehicle safety exists in certain model year 2017 Holiday Rambler brand Vacationer XE and Admiral XE, and certain Fleetwood brand Flair and Storm, Class A motor homes. We are notifying the owners of the affected units in order to correct the problem. A copy of the letter sent to owners of record is attached for your information.

### ***WHAT IS THE PROBLEM?***

On motor homes affected by this recall, the Hellwig brand sway bar attached to the rear of the chassis during REV motor home production may not have the correct torque specifications applied. This can cause the nuts to come loose and the sway bar to fall. If the rear sway bar falls from the vehicle, it may present a road hazard and a risk of accident and/or personal injury.

### ***WHAT SHOULD YOU DO?***

Owners of the above mentioned motor homes have been asked to contact REV Recreation Group to make arrangements to have the described defect remedied.

### **! IMPORTANT NOTE:**

Due to the need for special tools to achieve the correct torque for the Hellwig rear sway bar's fasteners, only certain dealerships will be equipped to perform repairs. Therefore, a special dealer authorization process for this recall is required by REV. **This process is outlined in the enclosed supplement, titled "Recall 161229REV Authorization Process".**

In the event that you are contacted by a customer, you must verify eligibility by referring to the serial number range listed in the attached **Recall Service Bulletin 161229REV** and obtain authorization from REV prior to scheduling or beginning any repairs.

Once repairs have been completed according to **Recall Service Bulletin #161229REV**, have the customer sign your dealership's **Internal Repair Order**. Warranty labor claims are to be submitted electronically to REV Recreation Group. Customers will not be charged for these repairs.

If you have one of these vehicles in your inventory, you will be mailed a Safety Recall Notice for that specific motor home. REV Recreation Group dealers are required to make repairs to stock units on dealer lots prior to sale or lease.

**Federal Law (Section 154 of the National Highway Traffic and Motor Vehicle Safety Act) of 1966 requires that: If you have received a notice of recall or failure to comply from REV Recreation Group, Inc., or any component manufacturer, you must repair or otherwise correct the defect on vehicles remaining in your inventory according to the notification before selling or leasing the vehicles. Any vehicle lessor receiving this recall notice must forward a copy of the notice to the lessee within ten days.**

Please carefully review this entire package with your parts and service staff to familiarize them with the step-by-step procedure and implement the Voluntary Recall Campaign.

Thank you for helping REV Recreation Group with its continuing efforts to maintain customer satisfaction. If you have any questions, please contact your REV Recreation Group Service Center.

Sincerely,

**REV RECREATION GROUP, INC.**


Attachments: Recall #161229REV US & Canadian Customer Letters  
Recall #161229REV Service Bulletin



# Recall 161229REV Authorization Process

## REV Dealer Network Only

### Instructions for Obtaining Authorization and Recall Part Kits

1.  **Contact REV Dealer Technical Support at (800) 816-9825 to receive authorization and repair kit ordering information before scheduling repairs or beginning any work.**
2. Read all instructions in REV Service Bulletin 161229REV before scheduling or beginning any work. Contact REV Dealer Technical Support at (800) 816-9825 with any questions.
3. Log into the REV Dealer Network portal to file your warranty repair claim.

## Non-REV Dealers Only

### Instructions for Obtaining Authorization, Recall Part Kits, and Warranty Labor Reimbursement

1. Contact REV Dealer Technical Support at (800) 816-9825 to receive authorization and repair kit ordering information before scheduling repairs or beginning any work.
2. A REV representative will send you a copy of a form (pictured below) with your unique Authorization Request Number, issued by REV Recreation Group (see Box 1). A copy of REV Service Bulletin will accompany the form.
3. Read all instructions in REV Service Bulletin 161229REV before beginning any work. Contact REV Dealer Technical Support at (800) 816-9825 with any questions.
4. After completing work, complete the Servicing Dealer sections of the form (Boxes 5-14) and have the owner sign it in Box 15.  
Fax or email a copy of the completed and signed form and a copy of your shop's work order to REV Recreation Group:  
**Fax: (800) 774-5254 Email: DealerSupport@revrvgroup.com**
5. Retain the completed and signed form and a copy of your shop's repair order with your business records.
6. Retain the completed and signed form and a copy of your shop's repair order with your business records.

**You will be reimbursed for labor in accordance with flat rate times and rates authorized by REV Recreation Group.**



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RECALL 161229REV

HELLWIG REAR SWAY BAR U-BOLT REPLACEMENT

This form does not apply to dealers in REV's network

(Hellwig Use Only) Tracking #

This section to be completed by REV RECREATION GROUP			
Box 1	REV AUTHORIZATION #		
Box 2	251311295004		
Box 3	REV Unit #		
Issued by (REV Dealer Support Representative)			
This section to be completed by REV or by Servicing Dealer			
Box 5	Box 6	Box 7	
Ref#	25	Servicing Dealer Name	Work Order #      Date Work Completed (MM/DD/YY)
Box 8	Box 9		NJ
Servicing Dealer Address		Servicing Dealer City / State / ZIP	
Customer Information (this section to be completed by Servicing Dealer)			
Box 10      Owner Name			
Box 11      Owner Street Address		Box 12      Owner City / State / ZIP	
Box 13      Owner Phone Number		Box 14      Owner Email (opt.)	
Box 15      Alternate Phone Number (opt.)		Comments	
This section to be completed by the vehicle owner after completion of repairs.			
Box 16			Owner Signature
Owner Signature indicates that repairs have been completed to satisfaction			