



REV Recreation Group
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IMPORTANT SAFETY RECALL INFORMATION #170228REV

April 2017

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

**SUBJECT: RECALL CAMPAIGN #170228REV
Securing the Stationary Interior Step Support Cleats and Solid
Surface Step Treads**

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.

REV Recreation Group, Inc., has decided that a safety defect relating to motor vehicle safety exists in certain Holiday Rambler brand Class A motorhomes, certain Monaco brand Class A motorhomes, and certain American Coach brand class A motorhomes, manufactured January 24, 2014 through April 4, 2017:

Holiday Rambler brand:

Model year 2017 Scepter

Monaco brand:

Model year 2017 Diplomat

American Coach brand:

Model year 2016 American Allegiance

Model year 2016-2017 American Dream

Model year 2015-2017 American Eagle

Model year 2015-2016 American Heritage

Model year 2015-2017 American Revolution

Model year 2015-2016 American Tradition

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 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 step treads of the stationary interior entry steps may have been inadequately secured to the plywood substrate.

If a plywood step support 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.

WHAT SHOULD YOU DO?

Owners of the above mentioned motorhomes have been asked to contact a REV Recreation Group dealer to have the described defect remedied. In the event that you are contacted by a customer, please verify eligibility by referring to the serial number range listed in the attached **Recall Service Bulletin #170228REV** prior to beginning repairs.

Once repairs have been completed according to **Recall Service Bulletin #170228REV**, 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 motorhome. 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 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 #170228REV Customer Letter
Recall #170228REV Service Bulletin