

# Recall Bulletin 170228REV



**RECALL BULLETIN:**  
170228REV

**YEAR(S) AFFECTED:**  
2015-2017

**PRODUCT(S) AFFECTED:**

American Coach:  
MY 2016 Allegiance  
MY 2016-17 Dream  
MY 2015-17 Eagle  
MY 2015-16 Heritage  
MY 2015-17 Revolution  
MY 2015-16 Tradition  
Monaco:  
MY 2017 Diplomat  
Holiday Rambler:  
MY 2017 Scepter

**MODEL(S) AFFECTED:**  
All

**SUBJECT:**  
Securing the Stationary Interior Step Support Cleats and Solid Surface Step Treads

**KEYWORDS:**  
Corian, entry step, step, solid surface, tread

**ISSUE DATE:**  
April 2017

The purpose of this Recall Service Bulletin is to inform REV Recreation Group dealers of the need to inspect, and if necessary, secure the plywood tread support cleats and solid surface treads for the stationary interior entry step assemblies of certain model year 2017 Holiday Rambler brand Scepter, model year 2017 Monaco brand Diplomat, and model year 2015-2017 American Coach brand (model year 2016 Allegiance, model year 2016-2017 Dream, model year 2015-2017 Eagle, model year 2015-2016 Heritage, model year 2015-2017 Revolution and model year 2015-2016 Tradition) Class A motorhomes. A list of affected motorhome serial numbers appears at the end of this Bulletin.

**CONDITION:**

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.

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.

**Note: Read this entire Bulletin before proceeding.**

Follow the steps in the Correction Procedure below to properly secure the plywood step cleats with wood screws, and if necessary, secure the Corian step treads with sealant.

**CORRECTION PROCEDURE:**

1. Park the motorhome on a dry, level, paved hard surface. Place the transmission into Neutral. Engage the parking brake.
2. Turn off ignition and remove the keys. Maintain control of keys until all repairs are performed.
3. Block the wheels to prevent movement.

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*This bulletin is supplied for technical information only and is not an authorization for repairs.*

Federal law (section 154 of the national 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 or any component Manufacturer, you must repair or otherwise correct the defects 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.

"It is impossible to know, evaluate and advise the service trade of all conceivable ways in which service might be done or of the possible hazardous consequences of each way. Accordingly, anyone who uses a service procedure or tool must first assure that neither personal safety nor vehicle safety will be jeopardized by the selected service methods."

4. Open the entry door and open one of the two hinged interior entry steps. See Figures 1 and 2.
5. Install three new 1 5/8" wood screws, spaced equally across the plywood tread support cleat to secure it to the step assembly. See Figure 3. Repeat for the other tread support cleat.
6. Remove the screws from the underside of one of the hinged solid surface step treads. See Figure 3. Repeat for the other step. Save screws for reinstallation.



Figure 1

**Note:** If screws were run in from the top of the Corian step tread, contact REV Dealer Technical Support for special instructions.

7. For each of the two solid surface ("Corian") step treads, gently slide a putty knife between the Corian and the plywood substrate and pry up slightly to determine whether or not silicone was used to fasten them together.
  - a.) If the Corian remains firmly in place, no further work is required on that step tread.
  - b.) If the Corian lifts away from the plywood as you pry up with the putty knife, continue to steps 8-9.
8. If the Corian lifted away from the plywood substrate during the "pry test" in the previous step, apply clear silicone sealant to the top surface of the plywood, position the Corian into proper alignment, reinstall the screws (removed in Step 6), and then clamp to secure the materials together while the silicone cures. Repeat for the other step if necessary.
9. Allow the coach to sit parked 8 hours or overnight to allow the silicone to cure. Do not allow use of the steps during this time. Remove clamps after the silicone sealant has completely cured.

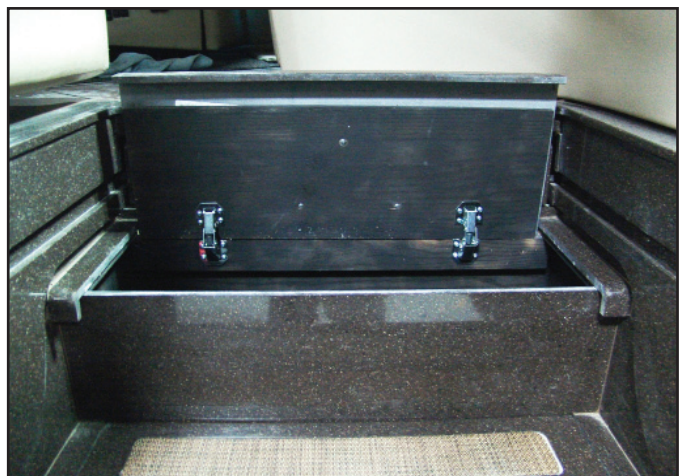


Figure 2

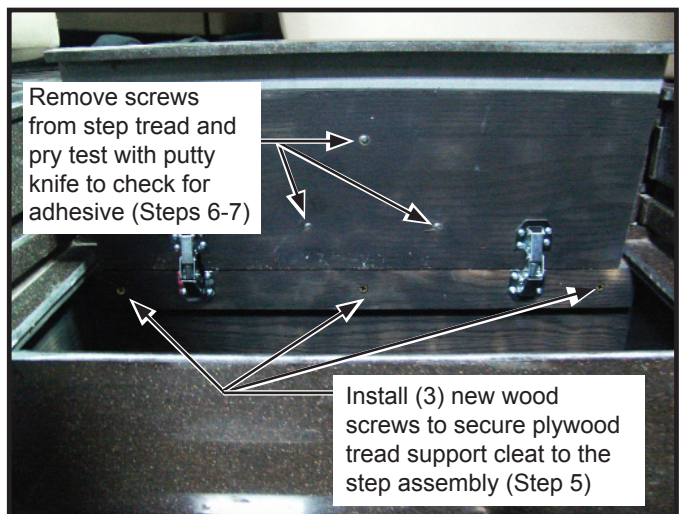


Figure 3

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**TOOLS:**

Caulk gun  
Clamps  
Driver with bits  
Putty knife  
Utility knife  
Wheel chocks

**PARTS:**

Obtain locally or purchase through REV Parts Department:

<u>Part #</u>	<u>Description</u>	<u>Qty.</u>
10089473	Wood screw, 1 5/8" hi low	6
10105841	Clear silicone sealant (if required, See Steps 7-9)	1 tube

**Warranty Labor Allowance:**

Use Flat Rate Codes:

Recall 170228REV Securing the Stationary Interior Step Support Cleat and Solid Surface Tread  
6055 - 12 0.30 hr. Inspected/Defective/Repaired  
Additional 0.20 hour allowed if sealant for solid surface step treads is required  
(See Steps 7-9)

*If you have any questions concerning this bulletin,  
contact Dealer Technical Support:*

**American Coach Dealer Technical Support 1-800-417-6413**  
**Monaco/Holiday Rambler Dealer Technical Support: (877) 332-9239**

*Service Literature is available at: <http://www.revrvdealers.com>*

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