Recall Bulletin 170720REV

RECALL BULLETIN:
170720REV

YEAR(S) AFFECTED:
2017-2018

Fleetwood: (Years)
Bounder (2018)
Discovery (2017-18)
Discovery LXE (2017-18)
Flair (2018)
Pace Arrow (2018)
Storm (2018)

Holiday Rambler: (Years)

Admiral XE (2017-18)
Endeavor (2017-18)
Endeavor XE (2017-18)
Navigator (2018)
Vacationer XE (2018)

Monaco: (Year)
Diplomat (2018)

MODEL(S) AFFECTED:
All

SUBJECT:
Inspection/ Correction of Kaper II brand headlamps

KEYWORDS:
Light, headlight, headlamp

ISSUE DATE:
September 2017

© 2017 REV Recreation Group, Inc.

The purpose of this Service Bulletin is to inform REV Recreation Group dealers of the need to inspect, and if necessary, remove and replace the low and/ or high beam headlamp housings on certain Fleetwood brand (model years 2017-2018) Discovery and Discovery LXE; Fleetwood brand (model year 2018) Bounder, Flair, Pace Arrow, and Storm; certain Holiday Rambler brand (model years 2017-2018) Admiral, Endeavor and Endeavor XE, and Holiday Rambler brand (model year 2018) Navigator and Vacationer XE; and certain Monaco brand (model year 2018) Diplomat. A list of affected vehicles appears at the end of this Bulletin.

CONDITION:

On affected motorhomes, the high and/or low beam headlamp lenses may not be made of tempered glass. If the glass is not tempered, it may crack or break.

PROCEDURE:

Follow the steps below to inspect, and if necessary, replace the high and/or low beam headlamp housings. Read the entire procedure as different brand names may require different repair techniques.

Contact REV Dealer Technical Support for Prior Authorization (PAR) and with any questions before beginning any work.

Fleetwood Dealer Technical Support: (800) 816-9825
Holiday Rambler Dealer Technical Support: (877) 332-9239

NOTE: It is possible that some units may have been equipped with one or more defective headlamps, and/or one or more non-defective headlamps. For each headlamp lens that is NOT defective, take a photo and attach it to the claim. Failing to attach photos may result in claim adjustment.

The claim's repair line item description must state specifically which headlamp lenses were replaced: (i.e., driver's or passenger's side, high or low beams) and which headlamp lenses were not defective. Claims missing this information may be denied or have processing delays.

INSPECTION

1. Park the motorhome on a dry, level, paved hard surface. Place the transmission into PARK and set the parking brake.
2. Turn off the ignition and remove the ignition key. Maintain control of keys until all work is completed.
3. Block the front wheels to prevent movement.

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."

NOTE: The lens should never be removed from the housing.
CAUTION: Never look directly into a light or bulb that is illuminated.

4. Inspect each of the (2) high beam and (2) low beam headlamp lenses to determine whether or not it should be replaced.
   a) Headlamp lenses embossed with the "Kaper II" trademark logo as shown in Figures 1 and 2 are defective and will need to be replaced.
   b) Headlamp lenses without the "Kaper II" trademark logo are made of tempered glass and do not require replacement. See Figure 3.
   Photo Requirement: For each headlamp lens found Not Defective, take a photo clearly showing the entire lens area. Submit photos with the claim and also keep on file at the dealership.
   c) Headlamp lenses with **both** the trademark logo and "Kaper II" spelled out are made of tempered glass and do not require replacement.

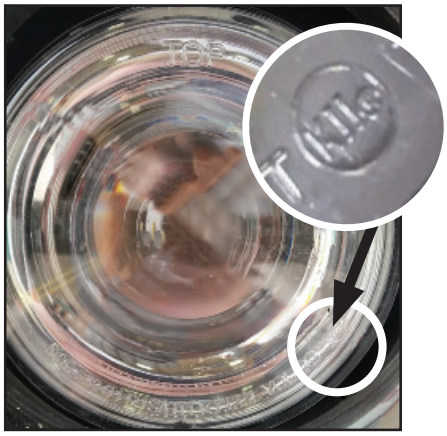

Figure 1
Defective low beam lamp - embossed with "Kaper II" Tradmark logo

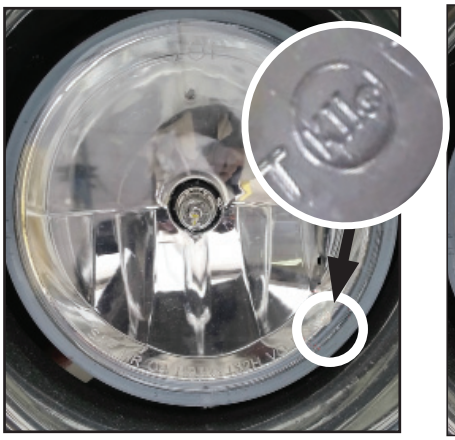

Figure 2
Defective high beam lamp - embossed with "Kaper II" Trademark logo

Figure 3
Headlight not embossed with "Kaper II" Trademark logo, therefore is not defective

Headlight Replacement - READ CAREFULLY

There are two different processes outlined in this bulletin based upon the name brand of motor home being inspected. Identify the brand and follow the appropriate process.

5. a) Gas units: Unlock the locks on both sides of the hood and open the hood.
   b) Diesel units:
   For most diesel units, the generator will need to be extended to gain access to the repair area. Some diesel units may have an electronic switch to extend the generator slide mechanism from the front cap. Otherwise, look under the front of the unit for the generator latch. Depress the small button (lock) on the side of the latch and rotate the latch forward and down. Grasp the front fascia and pull the generator out to extend. See Figure 4. For diesel units that do not have a generator door in the front cap, unlock the hood and use the prop rod to keep it open.

Figure 4
Diesel units may require the generator to be extended to gain access to the repair area

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."

HEADLAMP HOUSING REPLACEMENT INSTRUCTIONS FOR ADMIRAL XE, DIPLOMAT, DISCOVERY, DISCOVERY LXE, FLAIR, PACE ARROW, NAVIGATOR, STORM, AND VACATIONER XE.

(See next page for Bounder, Endeavor and Endeavor XE).

6. Headlamp removal procedure

   Twist the headlamp bulb to disengage it from the headlamp (keeping it attached to its harness). Carefully remove the bulb assembly from the headlamp. Avoid making skin contact with the glass of the bulb. Mark the harness wires (high beam or low beam) to ensure they are reinstalled in the correct location. Reposition the harness as needed to keep the bulb from being damaged while working. **(The original bulb will be installed into the new headlamp.)** Use care while handling to avoid damage or breaking the bulb as it will be reinstalled into the new headlight lens.

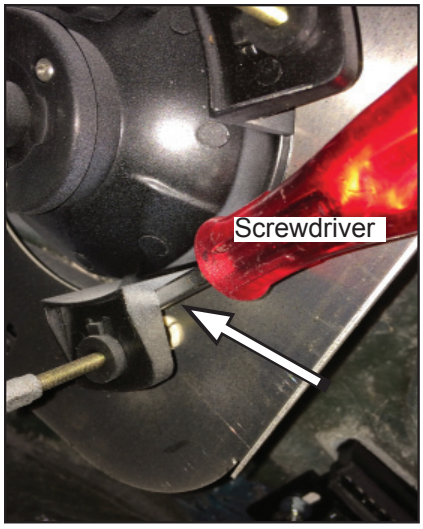

Figure 5

7. Working from the inside of the front cap, pry the headlamp housing from the bracket by using a flat head screwdriver inserted between the metal bracket and the three plastic socket connectors that retain the headlight adjustment screws. See Figure 5. Apply steady and firm pressure and the screws will pop out of the plastic sockets. See Figure 6.

   NOTE: The defective headlamp housing must be returned to REV RV through normally warranty claims processing.

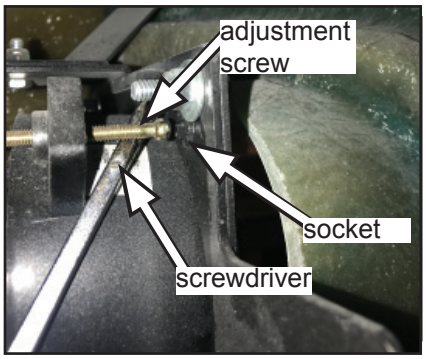

Figure 6

8. Install the new headlamp using the appropriate replacement part. (See Parts List.)

   Note: Replacement headlamp housings will not include a bulb or bulb assembly. The original bulb must remain attached to its harness and reinstalled. Do not replace the bulb.

   Use your hands to apply steady and firm pressure to the housing so all three screws pop into place in the plastic sockets. Visually verify the installation is complete.

9. After completing headlamp installation, reinstall the headlamp bulb into the new headlamp. Lock the bulb assembly connector into the headlamp by rotating it into position.
10. Repeat this procedure as needed for any headlamp housings requiring replacement.
11. After all replacement procedures are complete, the headlamps will require alignment.
12. **For each defective headlamp, return only the lamp. Do not return the bulb.**

Photo Requirement: For each headlamp found Not Defective, take a photo clearly showing the entire lens area. See Figure 3 (Page 2) for an exemplar photo. Submit photos with the claim and also keep on file at the dealership.

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."

HEADLAMP HOUSING REPLACEMENT INSTRUCTIONS FOR BOUNDER, ENDEAVOR, AND ENDEAVOR XE ONLY

13. Bounder, Endeavor and Endeavor XE units have a “bezel” around the front headlamps or a bracket directly bolting the head lamps to the front cap. See Figure 7.

    To remove the bezel, use a 7/16” deep socket or wrench. Loosen and remove the two nuts and washers from the threaded fasteners. (See Figure 7.) Set aside for reinstallation.

    Note: The bezel will remain attached to the LED harness. Cover the bezel with a clean shop cloth while working to prevent damage to the front cap.

    Use a Phillips screwdriver to remove the four screws securing the headlamp to the front cap. Set screws aside for reinstallation of the new lamps. Use care while handling to avoid damage or breaking the headlamp.

Figure 7

14. Twist the headlamp bulb to disengage it from the headlamp (keeping it attached to its harness). Carefully remove the bulb assembly from the headlamp. Avoid making skin contact with the glass of the bulb. Mark the harness wires (high beam or low beam) to ensure they are reinstalled in the correct location. Reposition the harness as needed to keep the bulb from being damaged while working. (The original bulb will be installed into the new headlamp. Do not replace the bulb.) Use care while handling to avoid damage or breaking the bulb as it will be reinstalled into the new headlight lens.

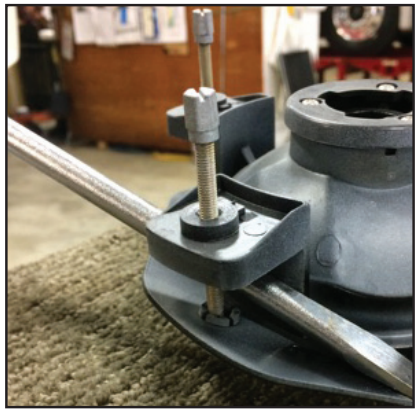

Figure 8

15. Take the light housing assembly to a workbench. Unsnap the three adjustment screws from the plastic socket connector on the back of the headlamp using a long flat screw driver. Apply steady pressure between the light housing arms and the metal bracket. The screws will pop out of the plastic sockets. Refer to Figures 8 and 9.
    Note: Do not attempt to unscrew the adjustment screws.

    The defective headlamp housing must be returned to REV RV through normally warranty claims processing.

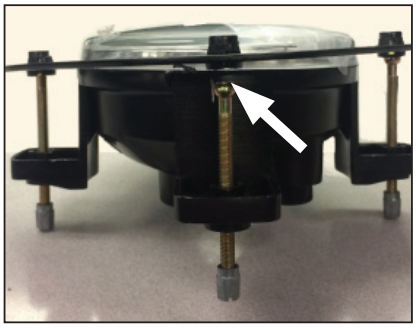

Figure 9

16. Install the new headlamp using the appropriate replacement part.
17. Assemble the new headlamp housing into the original mount. Ensure the marking “TOP” on the face of the lamp’s lens and the “TOP” stamped on the mounting plate are aligned in the same direction. Refer to Figure 10. Align the adjustment screws with the plastic sockets. Use your hands to apply steady and firm pressure to the housing so all three screws pop into place in the plastic sockets. Visually verify the installation is complete.

Figure 10

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.”

HEADLAMP REPLACEMENT INSTRUCTIONS FOR BOUNDER, ENDEAVOR, AND ENDEAVOR XE ONLY (CONTINUED)

18. Place the lamp, with mounting plate, back into the location in the front cap from which it was removed in Step 14. Align and install the four mounting screws and tighten to secure; **avoid overtightening and possibly stripping the threads**.
19. Reinstall the bezel by placing the washer over the threads and securing the nut. Tighten to 6-9 ft-lbs.

THE FOLLOWING STEPS APPLY TO ALL AFFECTED PRODUCTS

20. After completing headlamp installation, reinstall the headlamp bulb into the new headlamp. Lock the bulb assembly connector into the headlamp by rotating it into position.
21. Repeat this procedure as needed for any headlamps requiring replacement.
22. After all replacement procedures are complete, the headlamps will require alignment.
23. **For each defective headlamp, return only the lamp housing Do not return or replace the bulb.**

Photo Requirement: For each headlamp found Not Defective, take a photo clearly showing the entire lens area. See Figure 3 (Page 2) for an exemplar photo. Submit photos with the claim and also keep on file at the dealership.

TOOLS:

9/32” socket and ratchet wrench or 9/32” box or open end wrench
Phillips screw driver
Long flat head screwdriver
Square drive screwdriver
7/16” deep socket or wrench

PARTS:

Part #	Description	Qty.
10410949	High Beam Headlamp without Bulb, Bracket or Pigtail	As required
10410950	Low Beam Headlamp without Bulb, Bracket or Pigtail	As required

Replacement of non-defective bulbs will result in a denied claim. Read all instructions carefully.

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

Fleetwood Dealer Technical Support: (800) 816-9825
Monaco/Holiday Rambler Dealer Technical Support: (877) 332-9239

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

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.”

SPECIAL CLAIM INSTRUCTIONS - applies only to Bounder, Endeavor and Endeavor XE:

If there is 1 defective headlamp lens, submit 0.30 hour to remove and replace the headlamp housing plus 0.10 hour to remove and reinstall the trim bezel. (Total time 0.40 hour; this time includes the initial inspection of all 4 headlights. Use flat rate code 6064-12.)

If there are 2 defective headlamp lenses on the same side (driver or passenger), submit 0.40 hour to remove and replace 2 headlamp housings plus 0.10 hour to remove and reinstall the trim bezel. (Total time 0.50 hour; this time includes inspection of all 4 headlights. Use flat rate code 6064-12.)

If there are 2 defective headlamp lenses on different sides (driver and passenger), submit 0.40 hour to remove and replace 2 headlamp housings plus 0.10 hour per trim bezel to remove and reinstall the bezels. (Total time 0.60 hour; this time includes inspection of all 4 headlights. Use flat rate code 6064-12.)

If there are 3 defective headlamp lenses, submit 0.70 hour; this time includes inspection of all 4 headlights, replacement of 3 headlamp lenses, and removal and reinstallation of both trim bezels. (Use flat rate code 6064-12.)

If there are 4 defective headlamp lenses, submit 0.80 hour; this time includes inspection of all 4 headlights, replacement of 4 headlamp lenses, and removal and reinstallation of both trim bezels. (Use flat rate code 6064-12.)

If any headlamps are replaced, the headlights must be aligned after completing repairs. (Submit flat rate code 6063-13, headlight alignment, as a separate labor operation.) You will be reimbursed 0.40 hour for alignment of all 4 headlights. Do not align headlights if no headlamps were replaced.

The claim's repair line item description must state specifically which headlamp lenses were replaced: (i.e., driver's or passenger's - hi or low beams) and which headlamp lenses were not defective. Claims missing this information may be denied or have processing delays.

For each headlamp found Not Defective, submit photos with the claim and also keep on file at the dealership.

All defective headlamp lenses must be returned to REV Recreation Group for claim reimbursement consideration.

*** For each defective headlamp, return only the lamp. Do not return the bulb.**

STANDARD CLAIM INSTRUCTIONS - applies to all affected products EXCEPT Bounder, Endeavor and Endeavor XE:

Submit 0.10 hour per replaced headlamp, plus 0.20 hour for the initial inspection. (Total time 0.30 hour; this time includes inspection of all 4 headlights. Use flat rate code 6063-12.)

If any headlamps are replaced, the headlights must be aligned after completing repairs. (Submit flat rate code 6063-13, headlight alignment, as a separate labor operation.) You will be reimbursed 0.40 hour for alignment of all 4 headlights. Do not align headlights if no headlamps were replaced.

The claim repair line item description must specify which headlamp lenses were defective and which were not defective.

For each headlamp found Not Defective, submit photos with the claim and also keep on file at the dealership.

All defective headlamp lenses must be returned to REV Recreation Group for claim reimbursement consideration.

* **For each defective headlamp, return only the lamp. Do not replace the bulb.**

See next page for warranty labor allowance flat rate codes and descriptions.

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."

Recall 170720REV Warranty Labor Allowance Flat Rate Codes

6063-11 Inspected/Not defective - Includes inspection of all 4 headlight lenses
PAR - Prior Authorization Required. Photos of all 4 headlights are required
Time: 0.20 hour
File this code if the dealer technician inspected all 4 headlights and determined that none were defective.

6064-12 Inspected/Defective/Repaired - Bounder, Endeavor & Endeavor XE only
PAR - Prior Authorization Required. Photos of all non-defective headlamp lenses are required.
Time: 0.30 hour, R/R 1 headlamp housing. Add 0.10 hour per additional headlamp housing R/R. (Total time includes 0.20 hr. for initial inspection of all 4 headlights plus 0.10 hr. per headlamp housing R/R.)

Additional time consideration:

+ 0.10 hour R/I one headlight bezel (applies if removal of either driver or passenger side bezel is required for headlamp housing replacement) **or**
+ 0.20 hour – R/I two headlight bezels (applies only if removal of both driver and passenger side bezels is required for headlamp housing replacement)

The claim line item description must specify which headlamp lens housings are defective.

Bounder, Endeavor, & Endeavor XE Only					
Flat Rate Code	Headlamp Housing Replacement		Initial Inspection	Trim Bezel R/I - If Required (See Page 4)	Total Time Allowance
	Qty.	Time	Time	Time	
6064-12	1	0.10	0.20	0.10 hr. - R/I Driver or Passenger Side Bezel	0.40
	2	0.20	0.20	0.10 hr. - R/I Driver or Passenger Side Bezel	0.50
	2	0.20	0.20	0.20 hr. - R/I Driver and Passenger Side Bezel	0.60
	3	0.30	0.20	0.20 hr. - R/I Driver and Passenger Side Bezel	0.70
	4	0.40	0.20	0.20 hr. - R/I Driver and Passenger Side Bezel	0.80

6063-12 Inspected/Defective/Repaired - All products except Bounder, Endeavor, & Endeavor XE
PAR - Prior Authorization Required. Photos of all non-defective headlights are required.
Time: 0.30 hour, R/R 1 headlamp housing. (Total time includes 0.20 hr. for initial inspection of all 4 headlights plus 0.10 hr. to replace 1 headlamp housing.)

Additional time consideration: 0.10 hour per additional headlight to R/R the headlamp housing from its mounting bracket. (See procedure for details.)

The claim line item description must specify which headlamp lens housings are defective.

Fleetwood Discovery, Discovery LXE, Flair, Pace Arrow, & Storm; Holiday Rambler Admiral, Navigator, & Vacationer XE; Monaco Diplomat				
Flat Rate Code	Headlamp Housing Replacement		Initial Inspection	Total Time Allowance
	Qty.	Time	Time	
6063-12	1	0.10	0.20	0.30
	2	0.20	0.20	0.40
	3	0.30	0.20	0.50
	4	0.40	0.20	0.60

6063-13 Alignment Following Headlamp Lens Replacement *
PAR - Prior Authorization Required
* Headlight alignment is required only if defective lights were replaced. May only be filed if Flat Rate Code 6063-12 or 6064-12 is also filed on the same claim.
Time: 0.4 hour