



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

**IMPORTANT SAFETY RECALL
THIS NOTICE APPLIES TO YOUR VEHICLE
RECALL 170228REV
NHTSA RECALL CAMPAIGN 17V139
Third Notice – November 2017**

Dear Valued American Coach Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

REV Recreation Group, Inc. (REV) has decided that a safety defect which relates to motor vehicle safety exists in certain American Coach, Class A motorhomes:

Model Year	Product	Model Year	Product
2015-2016	American Heritage	2015-2017	American Eagle
2015-2016	American Tradition	2016	American Allegiance
2015-2017	American Revolution	2016-2017	American Dream

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?

Please make certain your motorhome is immediately inspected and repaired by contacting an authorized REV Recreation Group, Inc. dealer.

WHAT WILL REV RECREATION GROUP DO?

With your continued satisfaction in mind, it is our intention to have these repairs made at your convenience with as little disruption as possible. Effective immediately, REV dealers have been supplied with all of the information needed to enable them to properly secure the step tread’s supporting cleat to the structural plywood, and secure the solid surface step treads with sealant, if required. The repair should take less than one hour to complete; however, because of service

scheduling times, your dealer may need the vehicle for a longer period of time. This service will be performed for you free of charge.

If you have paid to have this concern corrected previously, you may be eligible for reimbursement of your cost for that repair. For more information, please contact REV Recreation Group Owner Relations at (800) 435-7345

When you deliver your motorhome for repairs, your dealer will complete a **Repair Order**. Upon completion of the repair, please sign the **Repair Order** and fill out the enclosed self-addressed **Vehicle/Owner Information Update Card** and return it to REV Recreation Group.

If you have changed your address or sold the motorhome, please take a moment to provide the name and address of the person or dealership you sold it to on the enclosed **Vehicle/Owner Information Update Card** and return it to REV Recreation Group. This will allow us to update our records and if necessary, notify the new owner using the information you provide.

For more information regarding this recall, contact:

AMERICAN COACH OWNER RELATIONS - RECALL #170228REV

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If you are unable to obtain the specified repair promptly and without charge, please contact REV Recreation Group Owner Relations using the above information.

For leased vehicles - Any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you believe that the dealer and REV Recreation Group, Inc. have failed or have been unable to remedy the defect without charge or within a reasonable period of time, you may submit a complaint to:

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
Washington, DC 20590

Or call the toll-free Vehicle Safety Hotline at 1-888-327-4236
(TTY: 1-800-424-9153)
or go to <http://www.safercar.gov>

REV Recreation Group, Inc. is taking these steps in the interest of your safety. We regret any inconvenience this may cause you.

Sincerely,
REV RECREATION GROUP, INC.