

# Recall Bulletin 180315REV



**RECALL  
BULLETIN:**  
180315REV

**YEAR(S)  
AFFECTED:**  
2018

**PRODUCT(S)  
AFFECTED:**

American Coach  
brand:  
American Dream  
American Revolution

Fleetwood brand:  
Discovery  
Discovery LX  
Pace Arrow  
Pace Arrow LX

Holiday Rambler  
brand:  
Endeavor  
Endeavor XE  
Navigator  
Navigator XE

Monaco brand:  
Marquis  
Signature

**MODEL(S)  
AFFECTED:**  
All

**SUBJECT:**

Inspection /  
Correction  
of HVAC  
potentiometer  
wiring

**KEYWORDS:**  
HVAC, Aurora,  
wiring

**ISSUE DATE:**  
May 2018

© 2018 REV Recreation Group, Inc.

The purpose of this Recall Service Bulletin is to inform all REV Recreation Group dealers about the need to inspect the wiring for the Aurora dash heating, ventilation and air conditioning (HVAC) control panel assembly, and if necessary, either solder the terminals to the back of the HVAC control panel assembly or replace the entire control panel assembly.

A list of affected vehicle serial numbers appears at the end of this Bulletin.

## **CONDITION:**

On motorhomes affected by this recall, the wires attached to the potentiometer on the Aurora brand heating, ventilation and air conditioning (HVAC) system's control panel may become disconnected. If the wires become disconnected and are incorrectly reconnected, a fire may result.

## **CORRECTION PROCEDURE:**



Dealers are required to call REV Dealer Technical Support before beginning any work. You will be instructed at that time whether to follow Procedure 1 (pages 4-5) or Procedure 2 (page 6) of this bulletin, and will be provided any necessary part ordering information.

**American Coach Dealer Technical Support: (800) 417-6413**

**Fleetwood Dealer Technical Support: (800) 816-9825**

**Monaco/Holiday Rambler Dealer Technical Support: (877) 332-9239**

- Read the entire procedure carefully and heed all safety precautions.
- Review the list of affected units at the end of this bulletin to ensure the motorhome you are inspecting is part of this campaign.
- Take a copy of this bulletin with you when servicing the unit.

**READ THIS ENTIRE BULLETIN CAREFULLY BEFORE PROCEEDING**  
If there are any questions after reviewing the entire procedure, contact REV Dealer Technical Support.

1. Park the motorhome on dry, level pavement. Place the transmission into NEUTRAL and set the parking brake. Turn off the ignition and remove the ignition key. Maintain control of keys while work is performed.
2. Block 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."



## WARNING

- **REMOVE JEWELRY BEFORE WORKING WITH THE HVAC CONTROL PANEL.**

3. Locate the HVAC control panel on the dash. See Figure 1. Apply painter's tape to the perimeter of the HVAC control panel to avoid scratching the dash.
4. Bring portable lighting into the unit and turn it on to illuminate the dash area.
5. Shut off both battery disconnects.
6. Locate one of the four holes on the face plate of the HVAC control panel assembly and check to see if the knock-out plugs have been punched out.
  - If the knock-out plugs have been removed proceed to Step 7.
  - If the knock-out plugs have not been removed, use a pair of HVAC control panel removal tools (see Tools list on Page 7) to punch out the knock-out plug on one of the corners on the HVAC control panel. Repeat for the remaining three knock-out plugs. Refer to Figure 2.
7. Slide the pair of HVAC control panel removal tools into face of the HVAC control panel until both have been inserted approximately 2" and/or you hear them "click" into place. See Figure 3.
8. Grab the edges of the HVAC control panel face plate as shown in Figure 4. Gently pull on the face to remove the entire HVAC control panel assembly. Use extreme care when sliding out the HVAC control panel assembly to prevent displacing any of the six purple wires on the back side.



Figure 1



Figure 2



Figure 3



Figure 4

*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."

9. Using caution, completely pull the HVAC control panel assembly out of the opening, exposing the back of the panel and the harness.

- If a white dot is present on the top of the control panel as shown in Figure 5, the panel has already been replaced by Aurora and it may be reinstalled.



**Photo Requirement:** Take photos of the top and back of the controller clearly showing the white dot; submit them with the claim and also keep on file at the dealership.

- If the purple wires on the back of the controller are attached to a round potentiometer, the panel is not defective and it may be reinstalled.



**Photo Requirement:** Take photos clearly showing the round potentiometer and submit them with the claim and also keep on file at the dealership.

- If a white dot is not present on the back of the control panel, **and** if the purple wires on the back of the control panel are attached to a square potentiometer (as shown in Figure 6) , refer to Figure 7 and remove the plug connections (labeled 1 and 2) from the back of the control panel; leave the yellow and purple wires attached to the control panel.

Trace the yellow and purple wires approximately 6" and disconnect the large black connector (labeled 3) from the main harness.

10. Take the HVAC control panel assembly to a well-lit work area for inspection and corrective action as instructed by REV Dealer Technical Support.

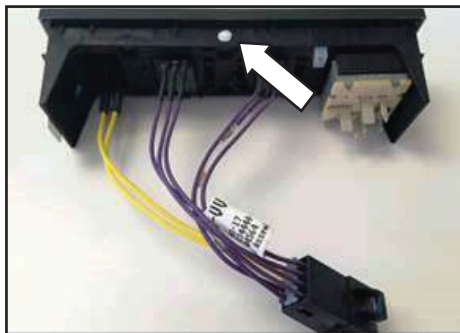


Figure 5

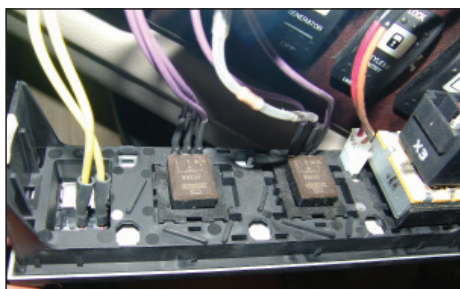


Figure 6

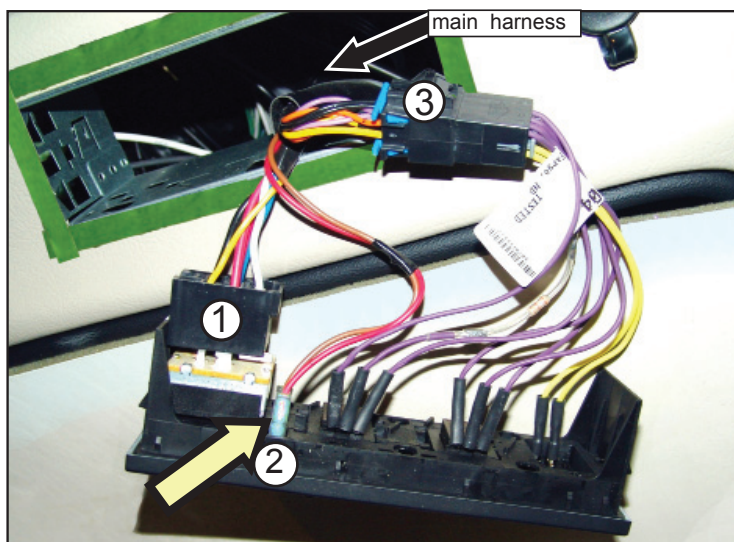


Figure 7

Disconnect connectors indicated by balloons labeled 1, 2 & 3, above

*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."



## Procedure 1 - Soldered Connections

**Perform this procedure only if instructed by REV Dealer Technical Support.**

11. Inspect the back of the HVAC control panel assembly for evidence of burnt components similar to what is shown in Figure 8. If no damage to the components is found, and if all 6 purple wires are connected, take photos, and then proceed to Step 12.



**Photo Requirement:** If the HVAC control panel is undamaged, take photos clearly showing the back of the control panel and attached wires.

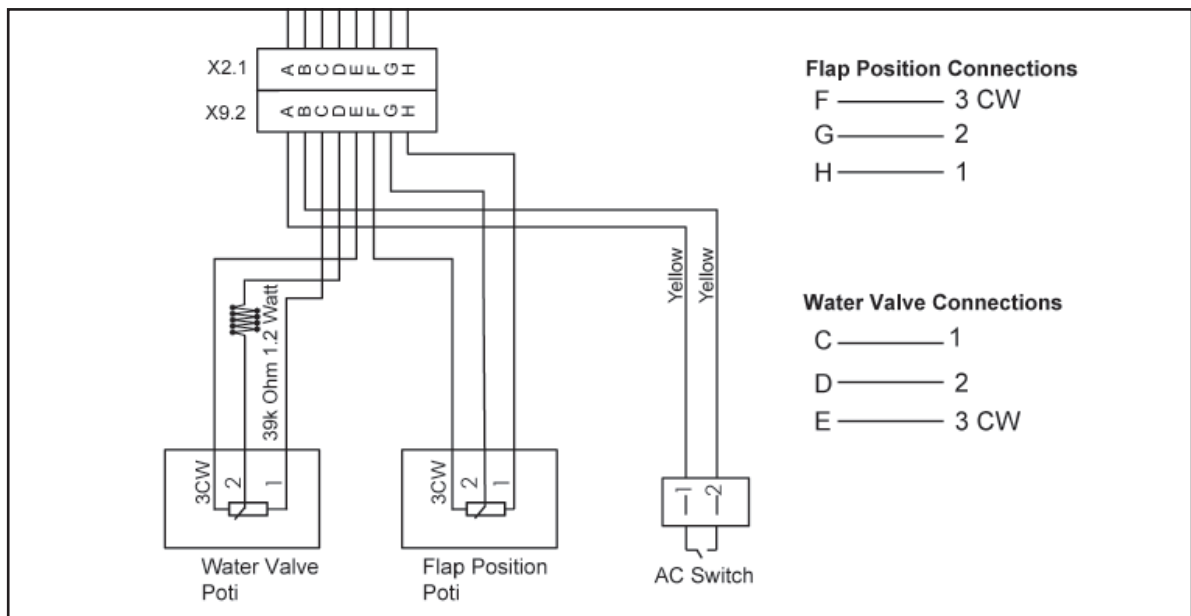
Submit photos with the claim and also keep on file at the dealership.



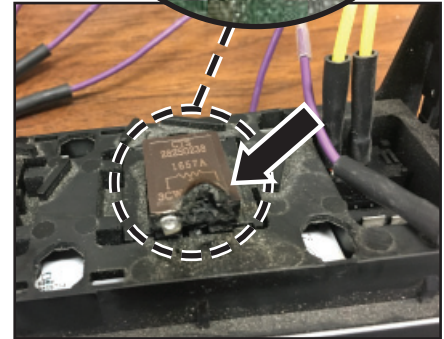
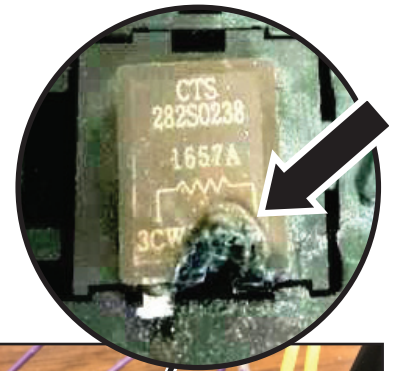
**IMPORTANT:** If any burnt components or incorrectly connected wires are found, contact REV Dealer Technical Support for instructions and to obtain a new Aurora brand HVAC control panel assembly.

**DO NOT REINSTALL A MIS-WIRED OR DAMAGED HVAC CONTROL PANEL ASSEMBLY.**

12. Using the schematic shown on Figure 9, carefully trace all the purple wires to ensure they are connected to the correct terminals.



**Figure 9**



**Figure 8**

*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."

13. Carefully remove one purple wire from the back side of the HVAC control panel and push back the protective sleeve to expose the terminal. See Figure 10.

Note: Protective sleeves may be snug.



### CAUTION

**PROTECT WORK AREA BEFORE SOLDERING TO PREVENT DAMAGE OR BURNS.  
USE EXTREME CAUTION WHILE SOLDERING TO AVOID GETTING SOLDER ON AN  
ADJACENT WIRE.**

14. Reconnect the purple wire to the terminal from which it was removed and solder the termination as shown in Figure 11. Exercise care when soldering the connections and applying heat. Only heat the connection enough to allow the solder to flow over the connection.
15. Allow the soldered termination to cool completely. Slide the protective cover on the purple wire over the soldered connection as shown in Figure 12.
16. Repeat steps 13-15 for the remaining five purple wires.
17. **IMPORTANT:** Refer to the schematic in Figure 9 once again to verify the newly soldered connections for the six purple wires are correct; if so, the HVAC control panel is ready to be reinstalled in the dash.
18. Position the HVAC control panel near the opening from which it was removed. Referring to Figure 7 on Page 3, re-attach the large connector (labeled 3) to the main harness. Reconnect the remaining two connectors to the back of the HVAC control panel. Ensure all connectors snap into place.
19. Reinsert the HVAC control panel assembly into the dash mounting bracket. Push on the HVAC control panel until a click is heard and the HVAC control panel's face plate is flush with the mating component. Refer to Figure 1 on Page 2.
20. Remove the painter's tape from the perimeter of the HVAC control panel.
21. Turn on the battery disconnects and start the engine. Cycle the Aurora HVAC control panel through all possible combinations; time for a minimum of 60 seconds and verify all features operate properly.
22. If there are any questions regarding operation, immediately call REV Dealer Technical Support.

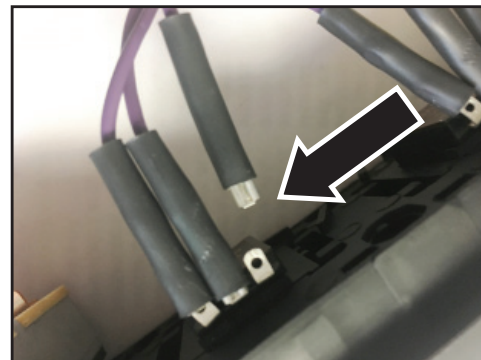


Figure 10



Figure 11



Figure 12

*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."

## Procedure 2 - Control Panel Replacement

Perform this procedure only if instructed by REV Dealer Technical Support and only after performing Steps 1-9, or if damage was found in Step 11.

23. If instructed by REV Dealer Technical Support, replace the existing Aurora HVAC control panel with a new Aurora HVAC control panel, supplied by REV.

**IMPORTANT NOTE:** If you are instructed by REV Dealer Technical Support to replace the original control unit, it must be field destroyed.

24. Position the new Aurora HVAC control panel near the opening in the dash. Referring to Figure 13, attach the large connector (labeled 3) to the main harness. Reconnect the remaining two connectors (labeled 1 and 2) to the back of the HVAC control panel.

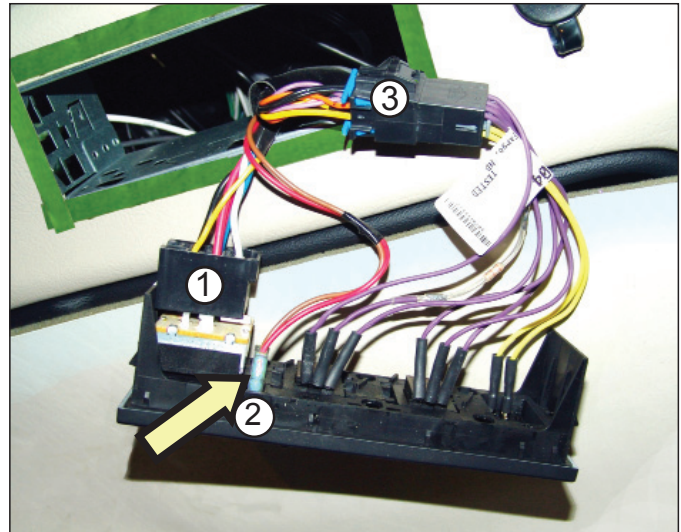


Figure 13

25. Insert the new Aurora HVAC control panel into the dash mounting bracket. Push on the HVAC control panel until a click is heard and the HVAC control panel's face plate is flush with the mating component. Refer to Figure 1 on Page 2.
26. Remove the painter's tape from the perimeter of the HVAC control panel.
27. Turn on the battery disconnects and start the engine. Cycle the new Aurora HVAC control panel through all possible combinations; time for a minimum of 60 seconds and verify all features operate properly.
28. If there are any questions regarding operation, immediately call REV Dealer Technical Support.

*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."

## **TOOLS**

Wheel Chocks

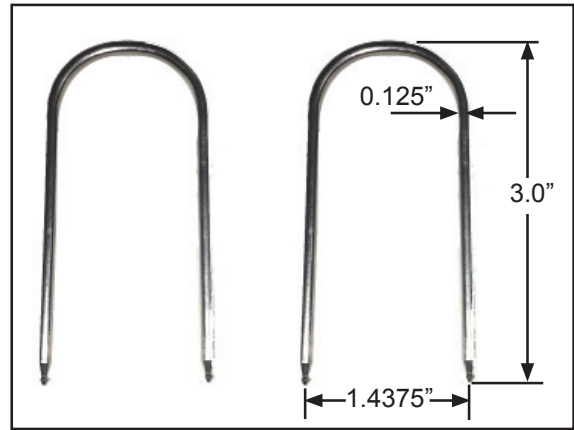
HVAC Control Panel Removal Tools - 1 pair

Note: HVAC removal tools (pictured) are the same tools commonly used for radio removal.

Portable Lighting with Extension Cord(s)

Soldering Iron

Stop Watch or Timer



HVAC Control Panel Removal Tools

## **PARTS**

Part Number

Description

Quantity

10540212

\* Aurora HVAC Control Panel

1

\* Note: A new Aurora HVAC control panel is to be obtained only if instructed by REV Dealer Technical Support.

## **OBTAIN LOCALLY**

Rosin Core Solder, 1/16" dia. 1 roll

Low tack painter's tape (to protect dash while work is performed) approx. 24"

## **WARRANTY LABOR ALLOWANCE:**

Recall 180315REV, Aurora HVAC Control Panel Potentiometer Wiring

Use flat rate codes:

6073 - 11      Inspected/Not Defective      0.1 hr.      Prior Authorization Required

6073 - 12      **Procedure 1 - Wires Soldered**  
Inspected/Defective/Repaired      0.7 hr.      Prior Authorization Required

6074 - 12      **Procedure 2 - Control Panel Replaced**  
Inspected/Defective/Repaired      0.2 hr.      Prior Authorization Required

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

**American Coach Dealer Technical support: (800) 417-6413**

**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."