

Part 573 Safety Recall Report

23V-833

Manufacturer Name : REV Recreation Group

Submission Date : DEC 08, 2023

NHTSA Recall No. : 23V-833

Manufacturer Recall No. : 231205REV



Manufacturer Information :

Population :

Manufacturer Name : REV Recreation Group

Number of potentially involved : 259

Address : 1031 U.S. 224 E

Estimated percentage with defect : 100 %

P.O. Box 31 Decatur IN 46733

Company phone : 800 509 3417

Vehicle Information :

Vehicle 1 : 2016-2023 American Coach American Eagle

Vehicle Type : LOW VOLUME VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : American Eagle motor homes built from January 2015 through October 2023 could potentially have the rear cap air deflector loosen and partially detach.

Production Dates : JAN 15, 2015 - OCT 19, 2023

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : As a result of turbulent conditions near the rear cap, the air deflector bracket hardware may start to fail and become loose allowing the air deflector to detach.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Should the rear air deflector become disconnected from the motorhome, it could present a road hazard which may result in personal injury and/or property damage.

Description of the Cause : Due to the turbulence in this area while driving at highway speed, the air deflector hardware and fasteners may work loose and may disconnect over time.

Identification of Any Warning that can Occur : If the rear air deflector were to come loose, it may visibly move and/or produce a noise while in motion.

Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

9/2023 - Complaint was reported that a rear deflector became loose & needed repaired on an American Eagle motor home. REV RV contacted the service repair facility. The root cause of how the deflector became loose was unknown & not actionable. Engineering was made aware of the issue to consider & study possible root cause.

10/31 - During a service appointment inspection on an American Eagle motor home, the rear air deflector brackets & fasteners were loose, & the air deflector was becoming detached.

11/1 - As part of the service appointment REV removed the hardware for engineering to perform testing to determine if turbulence could have caused the mounting hardware & fasteners to become loose.

11/6 - A stop ship was implemented at the manufacturing facility on American Eagle's pending analysis. Motor homes built in late October had not been shipped & were inspected.

11/9 - An investigation was conducted & determined that a more robust mounting may be required on the service unit. Bracketry hardware was showing signs of fatigue.

11/14 - REV reviewed field data & inspected like products with the same deflector design. REV considered the previous American Eagle recall (19V529 - 190709REV) relating to the air deflector to determine the possibility of increased investigation scope. Visual inspections of recalled/repaired air deflectors in service inventory were showing signs of fastener fatigue.

11/20 - REV Engineering completed testing on a prototype attachment design. The new robust design & material was approved by Engineering to be installed on units in stop ship status & also approved to be up-fitted on field units.

11/30 - REV RV Leadership & Engineering met to discussed the specifications of the unit that failed & concluded that their safety committee should consider a voluntary safety recall on American Eagle built between January 15, 2015, through October 19, 2023.

12/5 - Safety committee met & decided to proceed with this voluntary safety recall.

Description of Remedy :

Description of Remedy Program : REV RV Engineering designed, tested, and approved a new robust air deflector attachment hardware bracket and fasteners. The new approved bracket hardware design was installed on plant inventory of American Eagle motor homes.

REV RV will notify current owners and dealers of this recall campaign. An authorized REV RV Dealer or Service Center will need to perform the remedy. Technicians will be provided technical instructions by REV RV to install new bracket hardware and fasteners which will securely attach the rear air deflector.

How Remedy Component Differs from Recalled Component : The remedy includes adding 3 large black hardware brackets and robust fasteners required to repair the recalled population

Identify How/When Recall Condition was Corrected in Production : On November 20, 2023 – REV RV validated the newly designed robust hardware brackets were added on American Eagle motor homes still in REV RVs plant inventory. The design was also implemented into the current manufacturing process.

Recall Schedule :

Description of Recall Schedule : REV RV will notify owners and dealers of the recall campaign. The repairs will be made free of charge. REV RV will reimburse owners that have previously paid for a repair that is within the scope of this defect under the recall upon presentation of a paid receipt.

Planned Dealer Notification Date : JAN 29, 2024 - JAN 29, 2024

Planned Owner Notification Date : FEB 03, 2024 - FEB 03, 2024

* NR - Not Reported