



Fleetwood RV, Inc.
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Decatur, Indiana 46733
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IMPORTANT PRODUCT UPGRADE INFORMATION #120820FRV
September 2012

Dear Valued Fleetwood Motor Home Customer:

Fleetwood RV, Inc., on behalf of its subsidiary manufacturing center located in Decatur, Indiana, is contacting the owners of certain model year 2013 Excursion brand Class A motor homes. This notice is sent to inform you of important product upgrade information concerning your Fleetwood motor home.

Why is the product upgrade being offered?

The following three procedures are recommended for your vehicle in order to bring it to current manufacturing standards. We are offering these repairs free of charge with your enhanced satisfaction in mind.

1. Addition of an Access Hole for the Generator Oil Drain Plug

Condition: The access hole in the generator support bracket does not align with the oil drain plug.

Correction: A new oil drain plug access hole will be added.

2. Shortening of Screws that Protrude Through the Slide-Out Seal

Condition: Installation screws may protrude through the slide-out room seal.

Correction: Screws that protrude through the slide-out room seal will be trimmed off.

3. Improvement of the Seal for the Engine Cage Housing

Condition: The plywood engine cage housing, located under the bed platform, may have gaps around the engine access lid gasket, allowing heat from the engine to radiate into the bed platform, and causing a rise in the temperature of the immediate area that may be considered uncomfortable.

Correction: Gaps around the engine cage will be sealed, and the original gasket under the engine access lid will be replaced with new bulb seal. Additional hardware will be added as required to equalize clamping force on the engine housing access lid.

What will Fleetwood do?

Fleetwood RV, Inc., has provided dealers all the information necessary to perform the repair procedures.

How can you take advantage of this product upgrade?

This Product Upgrade is free of charge to owners of vehicles within their one-year base warranty period.

Please contact your selling dealer to schedule an appointment to have Product Upgrade #120820FRV performed. If your dealer is not available another Fleetwood dealer may do this work for you.

The upgrade procedures are estimated to require less than two hours of labor; however, the total length of time your motor home will be out of service will depend on the dealer's work schedule.

When you deliver your motor home for service, your dealer will complete a Repair Order. Upon completion of the upgrade procedures, please sign the dealership's Repair Order and fill out the enclosed, stamped, self-addressed Vehicle Information Update Card and return it to Fleetwood.

If you have changed your address or sold the motor home, please take a moment to provide the name and address of the person or dealership you sold it to on the enclosed Vehicle Information Update Card and return it to Fleetwood. 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 **Product Upgrade #120820FRV**, contact:

**Fleetwood Owner Relations
(800) 509-3418**

Fleetwood RV, Inc., is pleased to offer this Product Upgrade. Your satisfaction and enjoyment of your Fleetwood Recreation Vehicle is of great importance to us.

This letter does not constitute an acknowledgment of legal liability.

Sincerely,

FLEETWOOD RV, INC.