



**IMPORTANT PRODUCT UPGRADE INFORMATION #161109REV
December 2016**

**TO: ALL REV RECREATION GROUP DEALER PRINCIPALS
SERVICE MANAGERS
PARTS MANAGERS**

**SUBJECT: PRODUCT UPGRADE #161109REV
Installing a Compressor Delay Timer Relay**

REV Recreation Group, Inc., on behalf of its manufacturing center located in Decatur, IN, is contacting the owners of certain model year 2017 Fleetwood Storm and Holiday Rambler Vacationer XE, Class A motorhomes manufactured prior to DC 17-18 and equipped with Option #690, Neutral Loss Protection.

We are notifying the owners of the affected vehicles of the availability of **Product Upgrade 161109REV**. Owners will be advised in their notification letter to contact an authorized REV Recreation Group dealer to have the upgrade performed. Copies of the notification letters to eligible Fleetwood and Holiday Rambler motorhome owners are attached. Owners will not be charged for repairs performed within their vehicle's base warranty period.

WHAT IS THE ISSUE?

Due to over-sensitivity of the transfer switch, Auto Generator Start will not operate when the air conditioners are set to cool because the transfer switch will not allow the power from the generator through to the motor home. The installation of a compressor delay timer relay will correct this condition.

WHAT SHOULD YOU DO?

In the event that a customer contacts you to request this repair, please verify eligibility by referring to the serial numbers listed in the enclosed **Product Upgrade Service Bulletin #161109REV** prior to beginning service.

When the repairs have been completed to the customer's satisfaction, have the customer and your dealership's representative sign an **Internal Repair Order**. Retain this document with your dealership's records. Submit your repair claim through REV's Dealer Warranty Portal for processing.

Repair claims will be reimbursed in accordance with **Product Upgrade Service Bulletin #161109REV** if performed within the vehicle's base warranty period.

If you have one of these vehicles in your inventory, you will be mailed a **Product Upgrade Notice** for that specific motorhome. You are required to repair or otherwise correct any affected vehicles remaining in your inventory, according to the notification, before selling or leasing the vehicles. Any vehicle lessor receiving the notice is requested to forward a copy of the notice to the lessee within ten days.

Please review this entire package with your Parts, Service, and Sales staff to familiarize them with the step-by-step procedure and implement the **Product Upgrade #161109REV** campaign.

If you have any questions, please contact the appropriate REV Recreation Group Dealer Technical Support group:

Fleetwood Brand Vehicle Technical Support	(800) 816-9825
Holiday Rambler Brand Vehicle Technical Support	(877) 332-9239

Thank you for helping REV Recreation Group with its continuing efforts to maintain customer satisfaction. We appreciate your support.

Sincerely,

REV RECREATION GROUP, INC.

Attachments: Product Upgrade Service Bulletin #161109REV
Product Upgrade #161109REV Customer Letter