



REV Recreation Group
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Decatur, IN 46733
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IMPORTANT PRODUCT UPGRADE INFORMATION #161103REV November 2016

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

**SUBJECT: IMPORTANT PRODUCT UPGRADE #161103REV
Inspection of Air Inlet Screen and Removal of “Duck Bill” Drain Valve
to Prevent Engine Damage**

REV Recreation Group, Inc., on behalf of its manufacturing center located in Decatur, IN, is contacting the owners of certain model year 2016 and 2017 American Coach brand Class A motorhomes:

2016 American Allegiance	2017 American Dream
2016 American Heritage	2016-2017 American Eagle
2016 American Tradition	

We are notifying the owners of the affected vehicles of the availability of **Product Upgrade 161103REV**. Owners will be advised in their notification letter to contact an authorized REV Recreation Group dealer immediately to have the upgrade performed. Copies of the notification letters to eligible American Coach brand motorhome owners are attached. Owners will not be charged for repairs performed within their vehicle’s base warranty period.

WHAT IS THE ISSUE?

The engine’s air intake plenum (“duck bill”) drain valve may become clogged with debris. **If the engine is started prior to removal of the “duck bill” drain valve, water may enter the engine and cause extensive engine damage, and may render the engine inoperable.**

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 #161103REV** prior to beginning service.

IMPORTANT NOTES:

- **Instruct the customer not to start the engine if the coach has been parked outside for an extended period of time, or in wet weather. Extensive engine damage could occur upon starting the engine if the coach has been exposed to rain or moisture and the repair has not been performed.**
- **Travel to the coach location may be necessary. Contact American Coach Dealer Technical Support for assistance with arranging repairs before setting an appointment with the customer.**

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 #161103REV** 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 #161103REV** campaign.

If you have any questions, please contact American Coach Dealer Technical Support group: (800) 417-6413.

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 #161103REV
Product Upgrade #161103REV Customer Letters