



**IMPORTANT PRODUCT UPGRADE INFORMATION #171128REV
December 2017**

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

**SUBJECT: PRODUCT UPGRADE #171128REV
Exhaust Gas Recirculation (EGR) Valve Clearance Enhancement**

REV Recreation Group, Inc., on behalf of its manufacturing center located in Decatur, IN, is contacting the owners of certain model year 2018 Fleetwood Pace Arrow and Holiday Rambler Navigator XE, Class A motorhomes.

We are notifying the owners of the affected vehicles of the availability of **Product Upgrade 171128REV**. 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?

On motorhomes affected by this Product Upgrade, a section of nonstructural tube aluminum, designed as a temporary spacer for assembling the floor support framing during motorhome production, should be removed to provide proper clearance for the exhaust gas recirculation (EGR) valve.

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 #171128REV** 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 #171128REV** 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 #171128REV*** 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 #171128REV
Product Upgrade #171128REV Customer Letters