

Product Upgrade Bulletin 190528REV



UPGRADE BULLETIN: 190528REV

**YEAR(S)
AFFECTED:**
2014-2020

PRODUCT(S) AFFECTED:

Fleetwood Brand:
2014-2020 Discovery
(mfd. 5/31/2013 and later)
2017-2020 Discovery LX
2014-2015 Providence
(mfd. 6/5/2013 and later)

Holiday Rambler Brand:
2016-2020 Endeavor
2016-2018 Endeavor XE

American Coach Brand:
2018 American Revolution
(mfd. 9/13/2017 and later
- manual generator slide
only)

MODEL(S) AFFECTED:

Models Equipped
with a Manual
Front Slide-Out
Generator Tray
(See Affected
Unit List)

SUBJECT:
Inspection/
Installation of
Secondary
Generator Slide-
Out Latch/Catch

KEYWORDS:
Generator, Latch,
Catch

ISSUE DATE:
August 2019

The purpose of this Product Upgrade bulletin is to inform all REV Recreation Group dealers about the need to inspect, and if necessary, add a secondary catch to the manual slide-out generator tray on certain Class A diesel motorhomes:

Fleetwood brand:

2014-2020 Discovery (mfd. 5/31/2013 and later)
2017-2020 Discovery LX
2014-2015 Providence (mfd. 6/5/2013 and later)

Holiday Rambler brand:

2016-2020 Endeavor
2016-2018 Endeavor XE

American Coach brand:

2018 American Revolution (mfd. 9/13/2017 and later)

CONDITION:

On motorhomes affected by this Product Upgrade, the secondary catch system for the manual slide-out generator tray may have not been installed. If the secondary catch system is not present, please follow the steps outlined in this bulletin to install a service kit as a customer convenience.

NOTE: This procedure does not apply to units equipped with a powered slide-out generator tray.

PROCEDURES:



Dealers are required to call REV Dealer Technical Support to obtain Prior Authorization before beginning any work and after the unit is in their bay. You will receive instructions and will be provided any necessary part ordering information.

Fleetwood Dealer Technical Support: (800) 816-9825
Holiday Rambler Dealer Technical Support: (877) 332-9239
American Coach Dealer Technical support: (800) 417-6413

- **READ THIS ENTIRE BULLETIN CAREFULLY BEFORE PROCEEDING AND FOLLOW ALL SAFETY PRECAUTIONS.**
- **Review the list of affected units at the end of this bulletin to ensure the motorhome you are inspecting is part of this campaign.**
- **Take a copy of this bulletin with you when servicing the unit.**
- **PHOTOS WILL BE REQUIRED FOR THE FOLLOWING PROCEDURES. READ PHOTO REQUIREMENTS CAREFULLY. INSUFFICIENT PHOTO DOCUMENTATION MAY RESULT IN CLAIM DENIAL.**
- **If there are any questions after reviewing the entire procedure, contact REV Dealer Technical Support.**





WARNING

- **KEEP CLEAR OF ALL PINCH POINTS WHEN WORKING UNDER A MOTORHOME.**
- **THE LEVELING JACKS SHOULD NOT SUPPORT ANY WEIGHT OF THE MOTORHOME WHILE WORK IS PERFORMED. FAILURE TO FOLLOW THIS WARNING MAY RESULT IN PERSONAL INJURY.**
- **DO NOT WORK UNDER AN ELEVATED MOTORHOME UNLESS IT IS SUPPORTED BY A HOIST OR WITH JACK STANDS CAPABLE OF SUPPORTING ITS WEIGHT.**
- **HEED ALL PRECAUTIONS AND USE APPROPRIATE PERSONAL PROTECTIVE EQUIPMENT TO AVOID INJURY.**

1. Park the motorhome on dry, level pavement. Place the transmission into NEUTRAL and set the parking brake.
2. Turn off the ignition and remove the ignition key. Maintain control of ignition keys while work is performed. Place a sign "DO NOT USE" in the driver's area.
3. Block wheels to prevent movement.

INSPECTION

4. At the slide-out generator fascia at the front of the unit (see Figure 1), look under the coach at the brackets that hold the generator slide-out tray latch. In addition to the latch, there should also be a secondary catch, consisting of a set of metal brackets and a pin with lanyard. Review the photos on the next page (Figures 3 and 5) for the two types you may observe, based on the model year, product description and manufacturing date of the coach you are inspecting.



PHOTO REQUIREMENT

- a) If brackets and a pin with lanyard are found, take several clear photos showing the brackets and pin with lanyard and submit a claim for Inspected/Non-Defective (Flat Rate Code 6081-11).
- b) If **no** brackets and pin with lanyard are found (see Figures 2 and 4 for examples), take several clear photos and then proceed to Repair Procedure, beginning at Step 5.

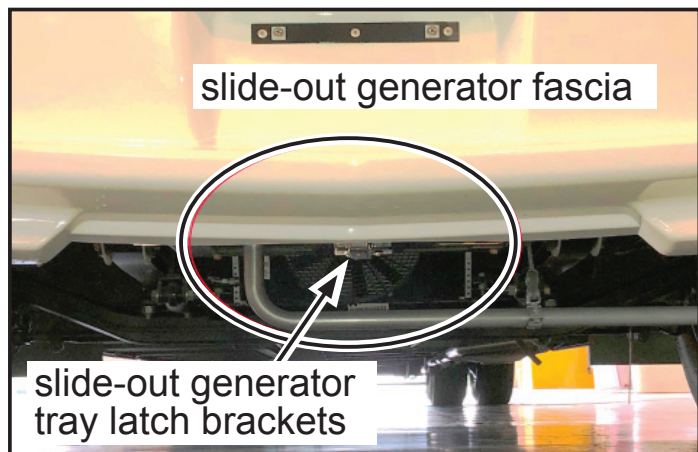


Figure 1

This bulletin is supplied for technical information only and is not an authorization for repairs.

"It is impossible to know, evaluate and advise the service trade of all conceivable ways in which service might be done or of the possible hazardous consequences of each way. Accordingly, anyone who uses a service procedure or tool must first assure that neither personal safety nor vehicle safety will be jeopardized by the selected service methods."

REPAIR PROCEDURE

5. If repairs are required, refer to the following information and photos to obtain the repair kit that applies to the product description and model year of coach on which you are working. Follow Steps 6-13 for Repair Kit A; follow Steps 14-23 for Repair Kit B.

Repair Kit A - Kit Part # 10783686 (Follow Steps 6-13)

Applies to:

- 2014-2016 Discovery (manufactured 5/31/2013 and later)
- 2014-2015 Providence (manufactured 6/5/2013 and later)



Figure 2

Secondary Latch Catch with Pin and Lanyard **Missing**
Upgrade Repair Kit A Installation Required
Follow Steps 6-13

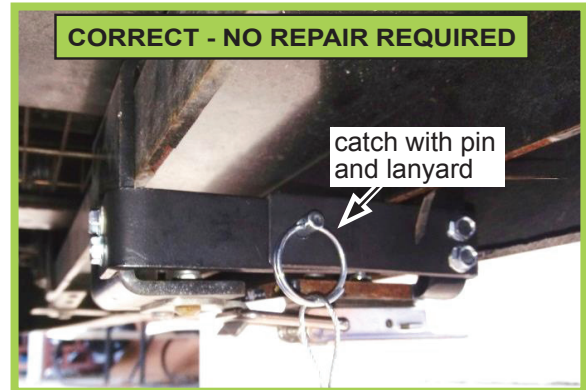


Figure 3

Secondary Latch Catch with Pin and Lanyard Installed
No Further Action Needed

Repair Kit B - Kit Part # 10783687 (Follow Steps 14-23)

Applies to:

- 2016-2020 Endeavor
- 2016-2018 Endeavor XE
- 2017-2020 Discovery
- 2017-2020 Discovery LX
- 2018 American Revolution (manufactured 9/13/2017 and later)



Figure 4

Secondary Latch Catch with Pin and Lanyard **Missing**
Upgrade Repair Kit B Installation Required
Follow Steps 14-23

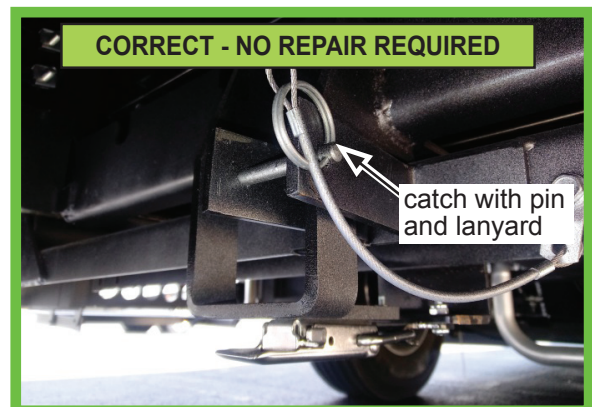


Figure 5

Secondary Latch Catch Installed
No Further Action Needed

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Repair Kit A Installation Instructions

Note: This procedure applies only to model year(s) 2014-2016 Fleetwood Discovery (manufactured 5/31/2013 and later) and model year(s) 2014-2015 Fleetwood Providence (manufactured 6/5/2013 and later). See attached list of affected units.

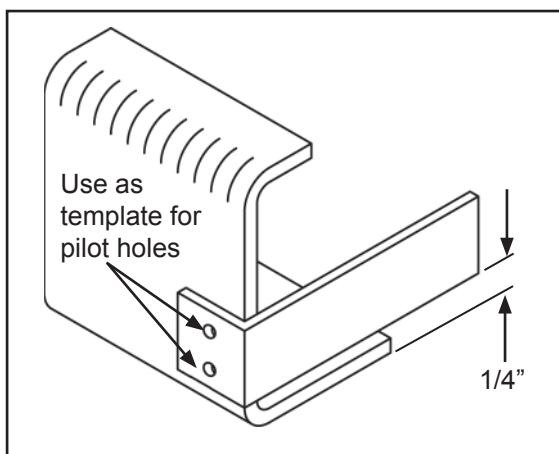


Figure 6



Figure 7

6. Ensure the primary generator latch is engaged and the generator slide-out tray is closed. Place Bracket 1 (from Repair Kit A) 1/4" up from the bottom of the generator slide-out stationary latch/catch mounting pad; use it as a template to mark and drill two 5/32" diameter pilot holes in the rear, vertical surface of the stationary latch/catch mounting pad. Refer to Figures 6 and 7.
7. Using two #10 HWH self-tapping screws, attach Bracket 1 to the fixed generator latch/catch mounting pad using the pilot holes. See Figure 8.

NOTE: Adjust as necessary so that the bracket is parallel with the front-to-rear centerline axis of the coach.

8. While holding Bracket 2 (included in Repair Kit A) aligned with previously installed Bracket 1, mark and drill two 5/32" diameter pilot holes in the side, vertical surface of the movable generator latch mounting pad as shown in Figure 8.

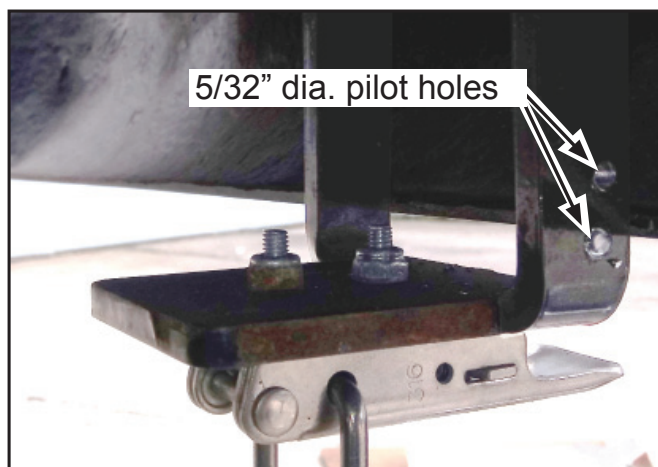


Figure 8

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9. Using two #10 HWH self-tapping screws (included in Repair Kit A), attach Bracket 2 to the movable generator latch mounting pad using the pilot holes drilled in the previous step. See Figure 9.

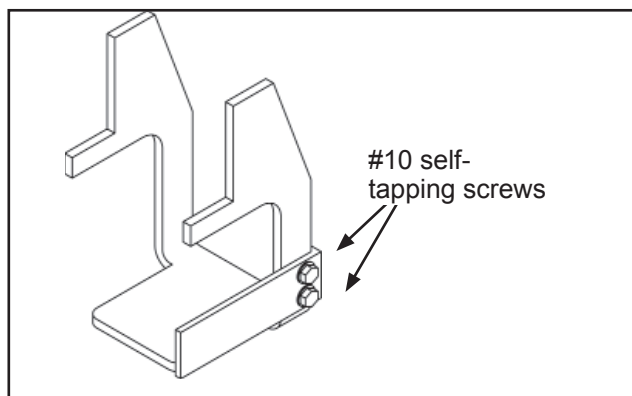


Figure 9

10. On the overlapping bracket, measure 1" in from the end and 1/2" up from the bottom and drill a 5/32" pilot hole thru both brackets; see Figure 10. Using the pilot hole, now drill thru both brackets with a 17/64" drill bit.

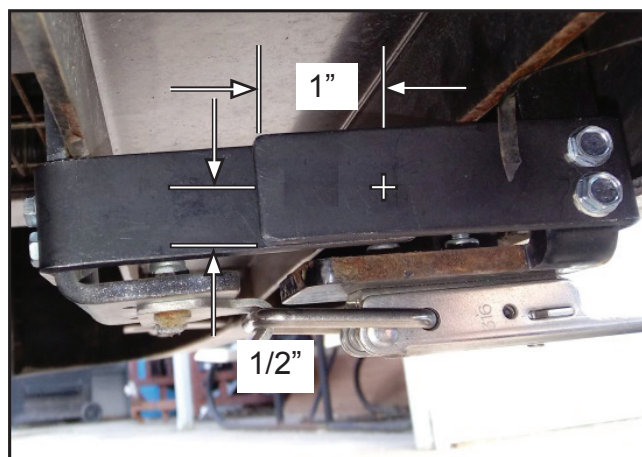


Figure 10

11. Referring to Figures 11 and 12, insert the pin with attached lanyard (included in Repair Kit A) through the pair of aligned holes (created in the previous step) in Brackets 1 and 2. Extend the lanyard towards the doorside of the coach and attach its eyelet to the underside of the generator support frame with a #10 self-tapping screw. Ensure there is minimal slack in the lanyard.

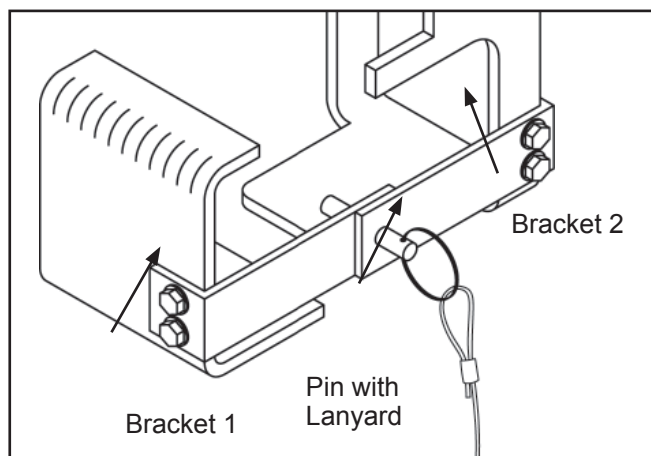


Figure 11



Figure 12

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12. After verifying that the primary latch is properly adjusted to allow minimal movement and the secondary catch is in place, drill a 7/32" hole through the latch/catch mounting pad at the location illustrated in Figure 13.

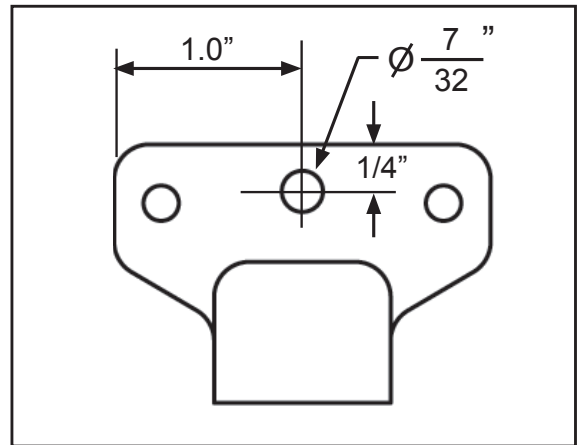


Figure 13

13. Using a rivet gun, install the 3/16" rivet (included in Repair Kit A), as shown in Figure 14. This concludes the installation of Repair Kit A.



Figure 14

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Repair Kit B Installation Instructions

Note: This procedure applies only to model year(s) 2016-2020 Endeavor, 2016-2018 Endeavor XE, 2017-2020 Discovery, 2017-2020 Discovery LX, and 2018 American Revolution, equipped with a manual generator slide-out tray. See attached list of affected units.

14. Release the primary generator slide-out tray latch and fully extend the generator to allow access to the stationary generator latch/catch mounting pad frame. See Figure 15.
15. Measuring from the doorside of the frame, use the brackets, included in Repair Kit B, as a template to mark the locations for the bracket mounting holes. See Figure 16 for the required measurements.
16. Drill four 5/32" diameter pilot holes through the frame at the marks made in the previous step.

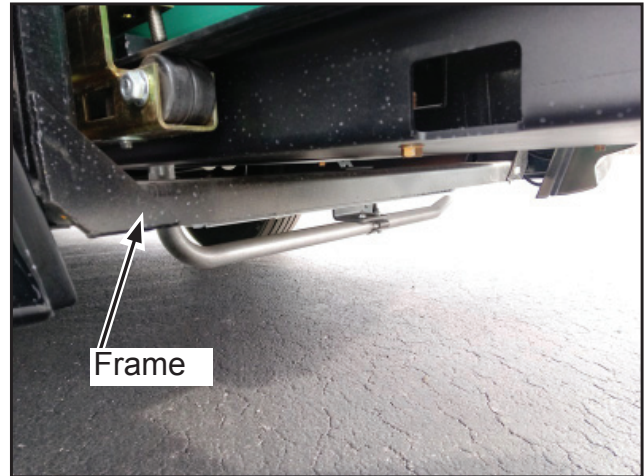


Figure 15

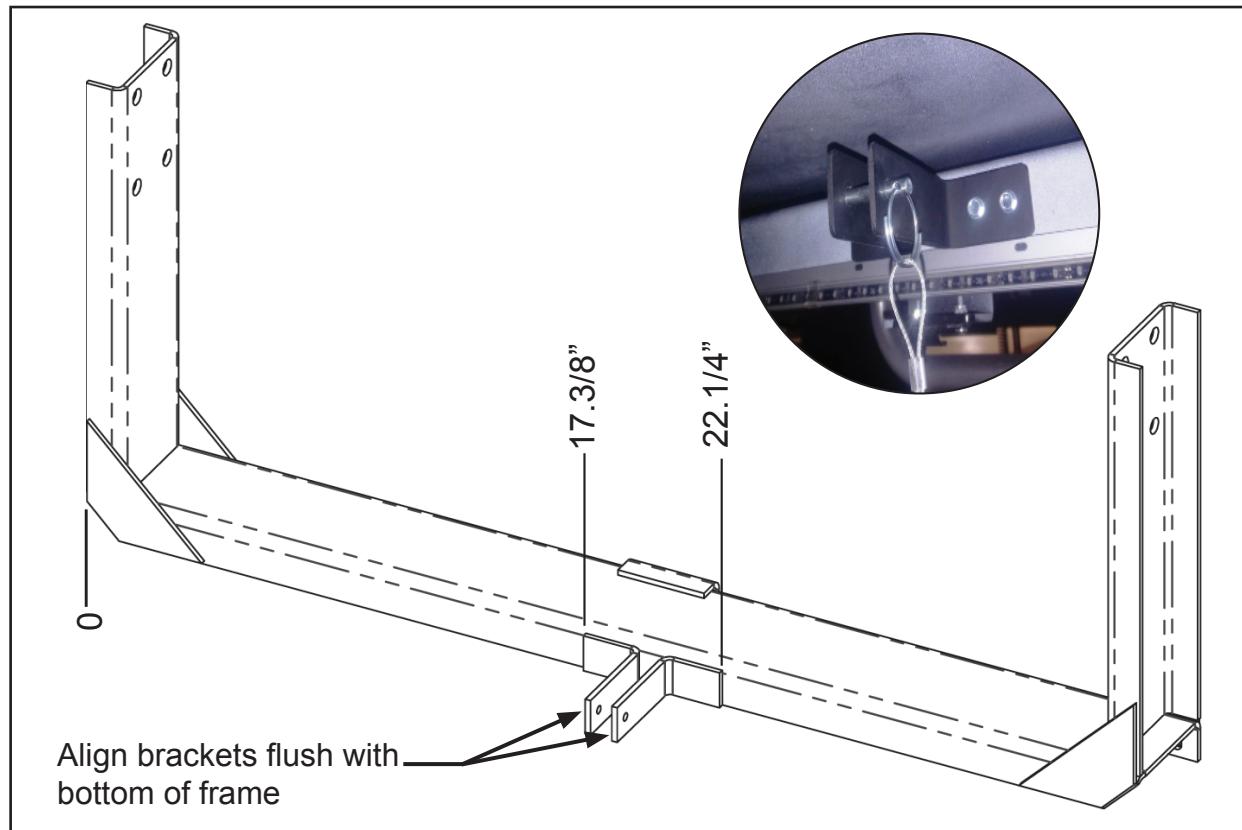


Figure 16

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17. Using the holes drilled in the previous step, attach both brackets to the frame with four #10 HWH self-tapping screws. The brackets should be installed according to the orientation shown in Figure 17.
18. Insert the pin, included in the repair kit, to verify it fits correctly. See Figure 17.
NOTE: It may be necessary to tap the brackets into alignment with a hammer.
19. Remove the pin and close the generator slide-out tray to verify there is no interference with the newly installed brackets. Re-insert the pin to verify it can be installed with the generator slide-out tray closed.
20. Once the fit is verified, remove the pin and reopen the generator slide-out tray. Referring to the orientation shown in Figure 18, pre-drill a 5/32" diameter pilot hole and mount the lanyard's eyelet using a #10 self-tapping screw. Ensure there is minimal slack in the lanyard.
21. Close the generator slide-out tray and engage the primary generator latch. Insert the pin into the newly installed brackets. See Figure 19.
22. After verifying that the primary latch is properly adjusted to allow minimal movement and the secondary catch is in place, drill a 7/32" hole through the latch/catch mounting pad at the location illustrated in Figure 20.
23. Using a rivet gun, install the 3/16" rivet (included in Repair Kit A), as shown in Figure 21. This concludes the installation of Repair Kit B.

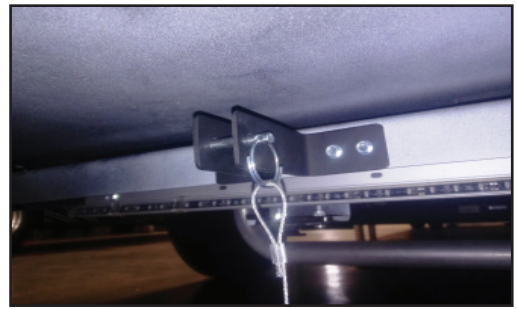


Figure 17

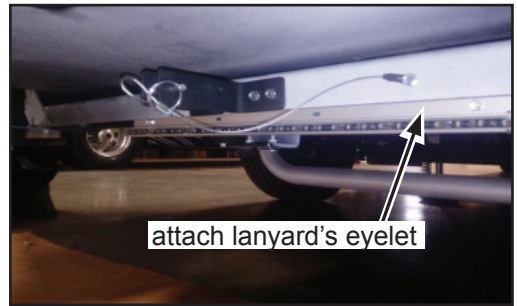


Figure 18

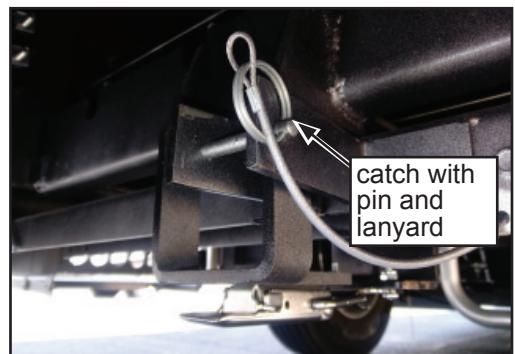


Figure 19

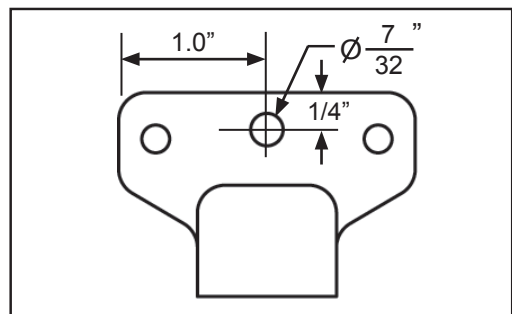


Figure 20



Figure 21

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PARTS

Order only (1) repair kit per repair. Refer to Step 5 to determine whether Kit A or Kit B is required.

Part Number	Description
10783686	Repair Kit A, Upgrade 190528REV Applies to 2014-2016 Discovery and 2014-2015 Providence

Kit Contains:

Lanyard with Pin

Brackets (qty. 2)

Screw-Tek #10 X 1 HWH Pltd. (qty. 5)

Rivet, 3/16" x 3/8" DH/BAPKTR-6D-6BK (qty. 1)



Repair Kit A

Part Number	Description
10783687	Repair Kit B, Upgrade 190528REV Applies to 2016-2020 Endeavor, 2016-2018 Endeavor XE, 2017-2020 Discovery, 2017-2020 Discovery LXE, and 2018 Revolution (mfd. 9/13/2017 and later-manual generator slide only)

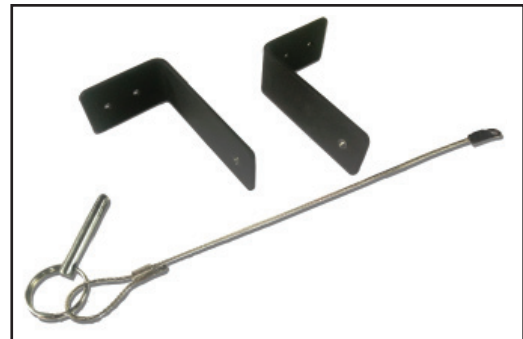
Kit Contains:

Lanyard with Pin

Brackets (qty. 2)

Screw-Tek #10 X 1 HWH Pltd. (qty. 5)

Rivet, 3/16" x 3/8" DH/BAPKTR-6D-6BK (qty. 1)



Repair Kit B

TOOLS

Wheel Chocks	Power Drill with Bits:
Flashlight	5/32" Drill Bit
Hammer	17/64" Drill Bit
Rivet Gun	7/32" Drill Bit
Tape Measure	5/16" Driver Bit

WARRANTY LABOR ALLOWANCE:

Product Upgrade 190528REV - Secondary Generator Slide Latch/Catch Installation

Use Flat Rate Code:

	Time
6081 - 11 Inspected/Not Defective	0.10 hr.
6081 - 12 Inspected/Defective/Repaired	0.40 hr.

If you have any questions regarding this Bulletin, contact:

American Coach Dealer Technical support: (800) 417-6413

Holiday Rambler Dealer Technical Support: (877) 332-9239

Fleetwood Dealer Technical Support: (800) 816-9825

Service literature can be accessed online at: <http://revrvdealers.com>

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