

# Product Upgrade Bulletin 190723REV



**UPGRADE BULLETIN:**  
**190723REV**

**YEAR(S) AFFECTED:**  
2018-2020

**PRODUCT(S) AFFECTED:**

Fleetwood Brand:  
2018 Surge  
2018 Axon  
2019 – 2020 Flair  
  
Holiday Rambler Brand:  
2018 Altera  
2018 Reno  
2019 - 2020 Admiral

**MODEL(S) AFFECTED:**  
All Equipped with a Carefree Longitude™ vertically mounted awning (See Affected Unit List)

**SUBJECT:**  
Inspection/Correction of Longitude™ Awning Components and Mounting

**KEYWORDS:**  
Awning, Vertical Awning

**ISSUE DATE:**  
September 2019

The purpose of this Product Upgrade Service Bulletin is to inform all REV Recreation Group dealers about the need to inspect, and if necessary, install rivets to supplement the existing fasteners attaching the vertically mounted Carefree Longitude™ patio awning to the sidewall on certain Fleetwood and Holiday Rambler brand Class A and Class C motorhomes.

In addition to the fastener inspection, certain vehicles equipped with these awnings and measuring 20 feet and longer may require the addition of a center awning support brace.



Carefree Longitude™ Awning

A list of affected model year 2018 Fleetwood Surge and Axon, model year 2019-2020 Fleetwood Flair, model year 2018 Holiday Rambler Altera and Reno and model year 2019-2020 Holiday Rambler Admiral motorhomes appears at the end of this Bulletin.

## **CONDITION:**

On affected motorhomes manufactured 9/5/2017 - 6/27/2019, incorrect fasteners may have been used to secure the Carefree Longitude™ awning legs to the sidewall. If this condition exists, there is a possibility of premature failure of the awning and/or its components. This issue will be referenced in the following procedures as “Scenario A”.

On affected motorhome manufactured 9/11/2017 - 7/23/2019 and equipped with a Carefree Longitude™ awning 20 feet or longer (measured from the center of the awning legs), the required center awning support brace may have been omitted during awning installation at the factory. Without this support brace, there is a possibility of premature failure of the awning and/or its components. This second issue will be referenced in the following procedures as “Scenario B”.

Refer to the Affected Unit List beginning on Page 7 to determine whether Inspection A, Inspection B, or both inspections are required for the vehicle on which you are working.

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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

- **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.



## PROCEDURES:



### WARNING

- **HEED ALL PRECAUTIONS AND USE APPROPRIATE PERSONAL PROTECTIVE EQUIPMENT TO AVOID INJURY.**

1. Park the motorhome on dry, level pavement. Place the transmission into PARK 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.

### **"Scenario A" – Instructions – Patio Awning Fasteners:**

4. Locate the battery disconnect switch on the inside of the unit adjacent to the entry door. Position all battery disconnects into the ON position.
5. Locate the awning EXTEND/RETRACT switch, also located inside the unit adjacent to the entry door. Extend the awning approximately half way out.
6. Obtain a set of moveable stairs or a ladder that will allow reaching a component that is 8 to 9 feet off the ground. Position the stairs or ladder to allow access to the entire height of the front awning arm.
7. Inspect the fasteners holding the awning leg to the sidewall of the motorhome. If the fasteners are rivets, no repair is needed. Take several clear photos and submit a claim using flat rate code 6085-11, Inspected/Not Defective. If the fasteners are screws, proceed to Step 8.

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8. Using a drill and 7/32" bit with a drill stop set at 3/4", (as to ensure **NOT** drilling all the way through the sidewall), bore holes through the center of the awning arm at the locations shown in Figures 1-4. Clean each newly drilled hole and surrounding area of any chips or debris. Install 3/16" Molly/Oscar rivets in the holes and secure with a rivet gun. Measure the location of the new rivets for reference and replication on the rear arm.

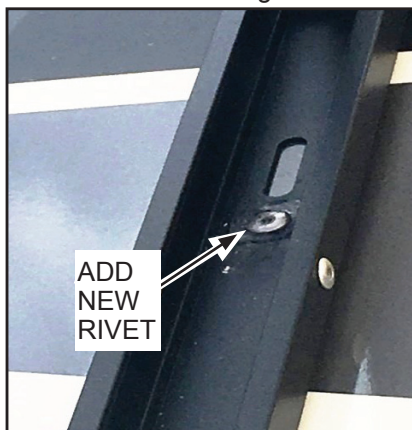
**NOTE:** It is very important that a new hole is drilled through the awning arm and into the sidewall for each new rivet. Do not install any rivets in an existing hole or slot.



**Figure 1**  
Lower Mounting Point



**Figure 2**  
Lower-Mid Mounting Point



**Figure 3**  
Upper-Mid Mounting Point



**Figure 4**  
Upper Mounting Point

9. Cover the rivets with clear silicone.
10. Repeat steps 8 and 9 for the rear awning arm.
11. Using the awning switch cycle the awning to the fully extended position and then fully closed to verify proper function. Correct if necessary. Once proper function is verified, submit a claim using flat rate code 6085-12, Inspected/Defective/Repaired.

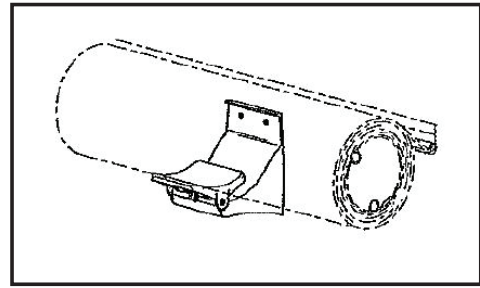
**After completing the steps for Scenario A, proceed only if required to Step 12, "Scenario B" Instructions, "Center Awning Support Brace".**

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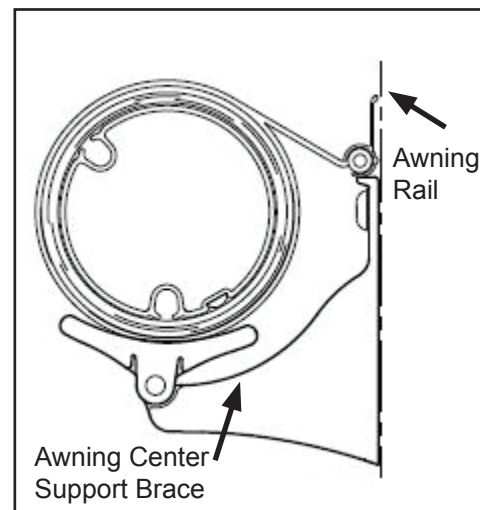
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## **“Scenario B” Instructions – Center Awning Support Brace**

12. With the patio awning fully retracted, inspect the center area of the awning fabric roll tube to see if a center support brace is present. See Figure 5 for clarifying details.
13. If the bracket is present, submit a claim using flat rate code 6086-11, Inspected/Not Defective. If there is no bracket present, proceed to Step 14.
14. Obtain a set of moveable stairs or ladder that will allow the ability to comfortably work at the height of the awning fabric roll tube. Position the stairs or ladder to allow access to the center of the awning fabric roll tube.
15. Using the awning EXTEND/RETRACT switch, located inside the unit adjacent to the entry door, extend the awning to its fully extended location. With the awning extended, raise it to the highest pitch to provide access clearance to attach the center awning support brace components.
16. Measure and mark the center of the awning.
17. Center the support brace on the center line mark and butt the top of the support against the bottom of the awning rail as shown in Figure 6.
18. Using the center awning support brace as a template, mark and drill 7/32” holes at each mounting location. **(Do NOT drill all the way through the sidewall.)**
19. Coat the holes and outside edge of the back face of the support brace with a quality, urethane-based sealant.



**Figure 5**  
**Check for center support brace**



**Figure 6**

**Continued on next page**

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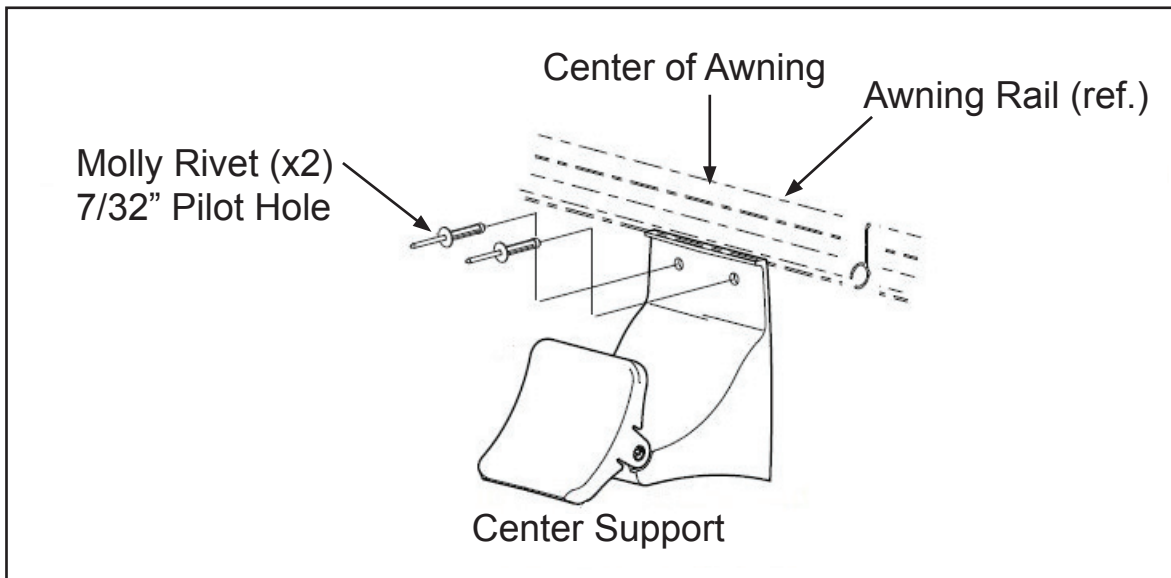


Figure 7

20. Attach the center awning support brace to the motorhome wall with 3/16" Molly/Oscar rivets. Refer to Figures 7 and 8.
21. Retract the awning to the fully closed position to verify proper function. Correct if necessary. If the awning functions as designed, the repair for "Scenario B" is complete. Submit a claim using flat rate code 6086-12, Inspected/Defective/Repaired.



Figure 8

Oscar/Molly style rivet

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