



REV Recreation Group
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Decatur, IN 46733
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IMPORTANT PRODUCT UPGRADE INFORMATION #190723REV
September 2019

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

**SUBJECT: Additional Patio Awning Fasteners and Addition of a Center
Awning Support Brace**

REV Recreation Group, Inc., on behalf of its manufacturing center located in Decatur, IN, is contacting the owners of certain Class A Gas and Class C Gas motorhomes, equipped with Carefree Longitude patio awnings:

Fleetwood Brand

2018 Surge	manufactured 09/05/2017 – 12/13/2017
2018 Axon	manufactured 09/14/2017 – 03/27/2018
2019 - 2020 Flair	manufactured 04/26/2018 – 07/17/2019

Holiday Rambler Brand

2018 Altera	manufactured 09/11/2017 – 12/15/2017
2018 Reno	manufactured 09/14/2017 – 03/15/2018
2019 – 2020 Admiral	manufactured 04/26/2018 – 07/23/2019

We are notifying the owners of the affected vehicles of the availability of **Product Upgrade 190723REV**. 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 Fleetwood and Holiday Rambler motorhome owners are attached. Owners will not be charged for repairs performed within their vehicle's base warranty period, or one year from the original mailing date of the owner notification letters, whichever date is later.

WHAT IS THE ISSUE?

On certain motorhomes affected by this product upgrade campaign, incorrect fasteners may have been used to secure some of the Carefree Longitude awning legs to the sidewall of the vehicle. Should this condition exist, there is a possibility of premature failure of the awning and/or its components. This issue will be referenced in the attached service bulletin as "Scenario A".

On certain affected motorhomes (equipped with a Carefree Longitude awning 20 feet or longer), the required center awning support brace may be 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 attached service bulletin as "Scenario B".

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 #190723REV** 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 #190723REV** if performed within the vehicle's base warranty period or one year from the original mailing date of the owner notification letters, whichever date is later.

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 #190723REV** campaign.

If you have any questions regarding this campaign, please contact:

Fleetwood Dealer Technical Support: (800) 816-9825
Holiday Rambler Dealer 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 #190723REV
Product Upgrade #190723REV Customer Letters