



REV Recreation Group
1031 US 224 E
Decatur, IN 46733
1-800-509-3417

IMPORTANT PRODUCT UPGRADE INFORMATION #190723REV September 2019

Dear Valued Fleetwood Customer:

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

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

This notice is sent to inform you of important product upgrade information concerning **your** motorhome.

Why is the product upgrade being offered?

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.

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.

How can you take advantage of this product upgrade?

Please contact an **authorized REV Recreation Group servicing dealer** to schedule the upgrade procedure. The procedure is expected to require less than one hour; however, additional time may be required by your dealer due to service scheduling.

The upgrade is offered free of charge to owners of vehicles still within their base warranty period, or one year from the original mailing date of this letter (whichever is later).

For assistance locating an **authorized REV Recreation Group servicing dealer**, you may call REV Recreation Group Owner Relations toll-free at:

(800) 509-3417

When you deliver your motorhome for service, your dealer will complete a Repair Order. Upon completion of the upgrade procedures, please sign the dealership's Internal Repair Order.

If you have changed your address or sold the motorhome, please take a moment to provide the name and address of the person or dealership you sold it to on the enclosed, postage-paid Vehicle/Owner Information Update Card and return it to REV Recreation Group. This will allow us to update our records, and if necessary, notify the new owner using the information you provide.

Alternately, you may use a smart device and the QR code at right to navigate to the online owner update form, or visit:
<https://www.fleetwoodrv.com/change-of-ownership>.



If you have any questions regarding this **Product Upgrade #190723REV**, contact:

REV Recreation Group Owner Relations
(800) 509-3417

REV Recreation Group, Inc. is pleased to offer this Product Upgrade. Your satisfaction and enjoyment of your Fleetwood brand recreational vehicle is of great importance to us.

This letter does not constitute an acknowledgment of legal liability.

Sincerely,

REV RECREATION GROUP, INC.