



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

IMPORTANT PRODUCT UPGRADE INFORMATION #190814REV
September 2019

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

SUBJECT: Inspection/Correction of Rear Air Deflector Fasteners

REV Recreation Group, Inc., on behalf of its manufacturing center located in Decatur, IN, is contacting the owners of certain Class A Diesel motorhomes, equipped with a factory installed rear air deflector:

American Coach Brand:

2015 American Eagle
2015-2016 American Heritage
2015-2016 American Tradition
2016 American Allegiance
2016-2019 American Dream
2017-2018 American Revolution
2020 American Revolution

Monaco Brand:

2018-2019 Marquis
2018-2019 Signature

We are notifying the owners of the affected vehicles of the availability of **Product Upgrade 190814REV**. 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 American Coach and Monaco 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 motorhomes affected by this Product Upgrade, the rear air deflector, mounted to the rear fiberglass cap, was attached with a series of brackets and screws. The brackets used in this application had slots in certain areas where they attached to the cap. Over time, these brackets could shift or slide within the confines of the slots. This movement can cause the rear air deflector to become slightly misaligned.

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 #190814REV** 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 #190814REV** 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 #190814REV** campaign.

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

American Coach Dealer Technical Support: (800) 417-6413
Monaco 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 #190814REV
Product Upgrade #190814REV Customer Letters