

Product Upgrade Bulletin 191010REV



UPGRADE BULLETIN:
191010REV

YEAR(S) AFFECTED:
2016-2019

PRODUCT(S) AFFECTED:
American Eagle, equipped with Option 455, Foil Cabinetry and having the microwave installed below a cabinet

MODEL(S) AFFECTED:
45 A, 45 C, 45 N

SUBJECT:
Shimming the Microwave Mounting to Improve Ventilation

KEYWORDS:
Cabinet,
Cabinetry,
Microwave

ISSUE DATE:
December 2019

© 2019 REV Recreation Group Inc.

The purpose of this Product Upgrade Service Bulletin is to inform all REV Recreation Group dealers about the need to shim the microwave's mounting to allow adequate ventilation on certain 2016-2019 American Coach Eagle Class A motorhomes.

A list of affected vehicles appears at the end of this Bulletin.

NOTE: Model 45 T is not affected by this campaign.

CONDITION:

On motorhomes affected by this Product Upgrade, the microwave, mounted below a cabinet, has insufficient venting. This can allow moisture to collect and condense on the cabinet front.

PROCEDURES:



Dealers are required to obtain Prior Authorization using the A.D.N. warranty portal. Dealers must also call REV Dealer Technical Support before beginning any work and after the unit is in the repair bay. You will receive instructions and any other necessary information.

American Coach 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.

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. Attach a notice "DO NOT USE" to the ignition switch in order to prevent activation of the systems or starting of the motorhome.
3. Block wheels to prevent movement.
4. Open the door of the cabinet mounted above the microwave.

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."

5. With the cabinet door open, measure the distance between the front face of the cabinet (above the microwave) and the front face of the microwave's door. If it is less than 3", the microwave's rear mounting bracket should be shimmed with plywood to allow clearance for proper venting. Refer to the photos in Figures 1 and 2 for examples of a microwave that needs shims added to its rear bracket mounting surface to allow its proper ventilation.



If shimming the microwave's rear mounting bracket is necessary to achieve clearance for proper ventilation, take several clear photos of the installation and attach them to a draft claim in the dealer warranty portal (A.D.N.). Also, call American Coach dealer technical support for confirmation to proceed with repairs.

CORRECTION

6. Remove any materials (e.g., rack, turntable, etc.) from the inside of the microwave and set them aside in an area where they won't get damaged while repairs are performed.
7. Ensure the cooktop is turned OFF and the microwave's power cord is UNPLUGGED.

Important: Proceed with care, as the face of the cabinet can easily scratch or become dented.

8. Place a thick piece of cardboard over the cooktop to protect it while repairs are performed.
9. Open the door of the upper cabinet to the left of the microwave. Move the grommet aside to expose the hole for the microwave cord and plug. See Figures 3 and 4.



Figure 1

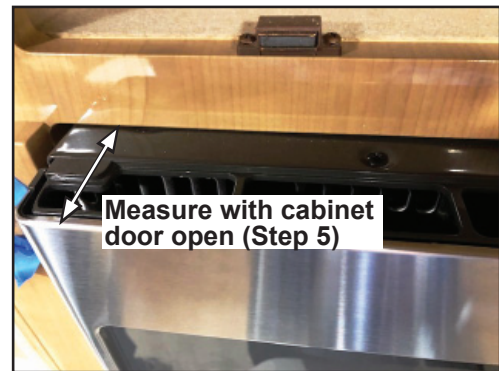


Figure 2



Figure 3



Figure 4

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."

10. Remove the panels from inside the cabinet over the microwave by removing the panel screws. Retain screws for reinstallation. The microwave mounting screws should now be visible - **do not** remove them yet. See Figure 5.

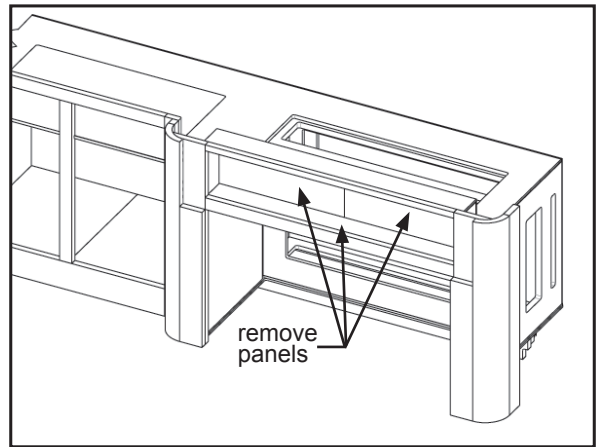


Figure 5

11. **Have an assistant help hold the microwave while it is being uninstalled to avoid dropping it or causing damage.** First, remove its mounting fasteners. Referencing the photo in Figure 3 on the previous page, remove one screw on the side of the microwave (access this screw by opening the cabinet at left). Remove the 3 additional screws from the top of the microwave. Next, carefully remove the microwave from its mounting bracket. Set the bracket and mounting screws aside for later reinstallation.

12. Uninstall the microwave's mounting bracket from the plywood backing attached to the wall by removing its screws. Set the bracket and mounting screws aside for later reinstallation.

13. Obtain two pieces of 16" high x 30 1/2" wide x 3/4" thick plywood. Apply wood glue or construction adhesive to the face of one piece, then stack the second piece directly over it. Secure the two pieces together using 1" long self-tapping screws.



Figure 6

14. Obtain a new piece of black laminate and use contact cement to affix it to one of the long edges of the newly joined pieces of plywood. Use a roller to ensure the laminate properly adheres to the plywood. See Figure 6.

NOTE: Do not use any adhesive other than contact cement to apply the laminate.



Figure 7

15. Use 2" long self-tapping screws to mount the new plywood pieces directly over the original plywood backing for the microwave, creating a 1 1/2" shim that will position the microwave outward, allowing it to properly vent. Refer to Figure 7.

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."

16. Reinstall the microwave mounting bracket using the original screws. The bracket should be aligned with the bottom of the plywood and centered horizontally, as shown in Figure 8.
17. Reinstall the microwave onto its mounting bracket using the original screws. Ensure the power cord is routed through the opening in the side of the cabinet when reinstalling the microwave.
18. Cover the opening for microwave's power cord using the original grommet. Plug the power cord back into the electrical outlet. Refer to Figure 8.
19. Reinstall the panels (removed in Step 10) in the cabinet above the microwave.
20. Return any contents removed from the microwave back into place and close its door.
21. Clean up the area and close the doors for the cabinets.



Figure 8

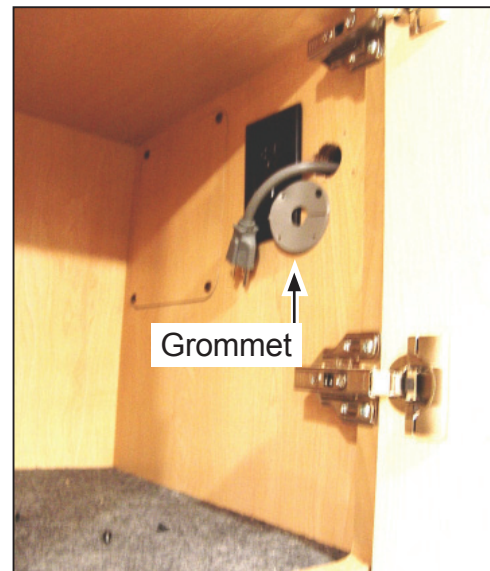


Figure 9



22. Take several photos of the microwave from angles that clearly show its rear mounting bracket has been shimmed. Attach the photos when filing the repair claim.

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."

TOOLS

Driver with bits
Measuring tape
Pencil
Caulk gun
Laminate Roller

PARTS - Obtain Locally

<u>Description</u>	<u>Qty</u>
Plywood - 16" high x 30 1/2" wide x 3/4" thick	2
Self-tapping wood screws , #10 x 1" long	As required (approximately 6)
Self-tapping wood screws , #10 x 2" long	As required (approximately 12)
Black laminate, 1 3/8 x 30 1/2"	1
Wood glue or construction adhesive	As required
Contact cement	As required

WARRANTY LABOR ALLOWANCE:

Upgrade 191010REV, Install Shim for Microwave Mounting

Use flat rate codes:

6089 - 11	Inspected/Not Defective	0.1 hr.	Prior Authorization Required
6088 - 12	Inspected/Defective/Repaired	1.0 hr.	Prior Authorization Required

*If you have any questions concerning this bulletin, contact
American Coach Technical Support: (800) 417-6413*

Service Literature is available at: <http://www.revrvdealers.com>

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."

Product Upgrade Bulletin 191010REV - Affected Unit Serial Numbers

2016 American Coach Eagle

719AG4420742	4UZFCGBG0GCHG1506	719CG4422356	4UZFCGBG1GCHR9718
719AG4420808	4UZFCGBG9GCHD7012	719CG4422859	4UZFCGBG6GCHU9249
719NG4421440	4UZFCGBG2GCHH5715	719CG4422924	4UZFCGBG0GCHT5573
719CG4422012	4UZFCGBG2GCHP4035		

2017 American Coach Eagle

719CH4423233	4UZFCGBGXGCHW7494	719CH4425809	4UZFCGBG3HCJE2929
719CH4423612	4UZFCGBGXGCHY0200	719AH4425887	4UZFCGBG1HCJE4405
719CH4423637	4UZFCGBG2HCHZ3413	719CH4425953	4UZFCGBG3HCJE4406
719AH4424453	4UZFCGBG1HCJB7432	719CH4426022	4UZFCGBG5HCJE4407
719AH4424525	4UZFCGBG9HCJC5861	719CH4426090	4UZFCGBG5HCJE7307
719CH4424581	4UZFCGBG3HCJC7637	719NH4426156	4UZFCGBG7HCJE7308
719CH4424646	4UZFCGBG5HCJC7638	719AH4426218	4UZFCGBG9HCJE7309
719AH4425184	4UZFCGBG8HCJE1730	719CH4426220	4UZFCGBG7HCJE9916
719CH4425325	4UZFCGBG1HCJE1732	719CH4426347	4UZFCGFG9JCJD3099
719CH4425397	4UZFCGBG3HCJE1733	719AH4426421	4UZFCGBG9HCJE9917
719CH4425648	4UZFCGBG1HCJC3053	719AH4426495	4UZFCGBGXHCJF1269
719CH4425697	4UZFCGBGXHCJE2927	719CH4426642	4UZFCGBG2HCJK8380
719CH4425747	4UZFCGBG1HCJE2928		

2018 American Coach Eagle

719CJ4426809	4UZFCGBG2HCJM2165	719AJ4428359	4UZFCGFG7JCJU5224
719AJ4426924	4UZFCGBG4HCJM2166	719AJ4428591	4UZFCGFG0JCJV8932
719AJ4427080	4UZFCGFG4JCJM8758	719CJ4428752	4UZFCGFGXJCJW3751
719AJ4427379	4UZFCGFG1JCJP4086	719AJ4428835	4UZFCGFG6JCJW8753
719AJ4427454	4UZFCGFG1JCJP6632	719CJ4429009	4UZFCGFG8JCJW8754
719CJ4427527	4UZFCGFG9JCJR3257	719CJ4429017	4UZFCGFG3JCJW1288
719CJ4427602	4UZFCGFG4JCJR6793	719AJ4429171	4UZFCGFG3JCJX6535
719AJ4427676	4UZFCGFGXJCJR6796	719CJ4429480	4UZFCGFG6JCJY6427
719CJ4427751	4UZFCGFG2JCJS3924	719AJ4429620	4UZFCGFG5JCKA5836
719CJ4427908	4UZFCGFGXJCJT7330	719AJ4429791	4UZFCGFG7JCKA8740
719AJ4427983	4UZFCGFGXJCJT9904	719AJ4429852	4UZFCGFG9JCKA8741
719CJ4428059	4UZFCGFG5JCJU5223	719AJ4430042	4UZFCGFG1JCKC1645

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."

Product Upgrade Bulletin 191010REV - Affected Unit Serial Numbers

2019 American Coach Eagle

719AK4430104	4UZFCGFG7JCKC4257	719AK4431984	4UZFCGFG3KCKY3991
719CK4430166	4UZFCGFG2JCKD1956	719AK4432040	4UZFCGFG5KCKY3992
719CK4430234	4UZFCGFG9JCKD8676	719AK4432092	4UZFCGFG9KCLD4356
719AK4430371	4UZFCGFG7JCKF2687	719CK4432241	4UZFCGFG2KCLH6481
719CK4430509	4UZFCGFG2JCKF9997	719CK4432286	4UZFCGFG7KCLJ0271
719CK4430581	4UZFCGFG4JCKF9998	719AK4432506	4UZFCGFG0KCLL3083
719AK4430653	4UZFCGFG9JCKJ5998	719AK4432571	4UZFCGFGXKCLL6010
719AK4430799	4UZFCGFG0JCKK9076	719AK4432737	4UZFCGFGXKCLJ4170
719CK4430869	4UZFCGFG8KCKL5192	719AK4432910	4UZFCGFG3KCLP7627
719AK4430942	4UZFCGFG1KCKM0475	719AK4432935	4UZFCGFG9KCLR3931
719AK4431015	4UZFCGFG7KCKN2355	719CK4433062	4UZFCGFG7KCLR3930
719CK4431077	4UZFCGFG0KCKM6767	719AK4433167	4UZFCGFG1KCLS7891
719AK4431165	4UZFCGFG9KCKN2356	719AK4433256	4UZFCGFG7KCLS1237
719AK4431366	4UZFCGFG4KCKR9147	719CK4433484	4UZFCGFG2KCLW0690
719CK4431500	4UZFCGFG6KCKT4168	719AK4433541	4UZFCGFG4KCLW0691
719CK4431549	4UZFCGFG4KCKU3919	719CK4433555	4UZFCGFG6KCLW0692
719CK4431608	4UZFCGFG6KCKV1875	719AK4433695	4UZFCGFG3KCLW3162
719AK4431705	4UZFCGFG8KCKW0786	719CK4433726	4UZFCGFG5KCLW3163

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."