



REV Recreation Group
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Decatur, IN 46733
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**IMPORTANT PRODUCT UPGRADE INFORMATION #191010REV
December 2019**

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

**SUBJECT: Inspection/Correction of Microwave Mounting Position to
Allow Proper Venting**

REV Recreation Group, Inc., on behalf of its manufacturing center located in Decatur, IN, is contacting the owners of certain model year 2016-2019 American Eagle Class A Diesel motorhomes, equipped with foil cabinetry (Option 455).

We are notifying the owners of the affected vehicles of the availability of **Product Upgrade 191010REV**. Owners will be advised in their notification letter to contact an authorized American Coach dealer immediately to have the upgrade performed. Copies of the notification letters to eligible American Eagle 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 microwave, mounted below a cabinet, has insufficient venting. This can allow moisture to collect and condense on the cabinet front.

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

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 #191010REV** 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 #191010REV** 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 #191010REV** campaign.

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

American Coach Dealer Technical Support: (800) 417-6413

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 #191010REV
Product Upgrade #191010REV Customer Letter