



REV Recreation Group
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Decatur, IN 46733
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**IMPORTANT PRODUCT UPGRADE INFORMATION #200224REV
May 2020**

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

SUBJECT: Modifying the Wire Harness for the Keyless Entry System

REV Recreation Group, Inc., on behalf of its manufacturing center located in Decatur, Indiana, is contacting the owners of certain model year 2020 American Eagle, American Dream and American Revolution, Class A diesel motorhomes manufactured January 17, 2019 through December 16, 2019.

We are notifying the owners of the affected vehicles of the availability of **Product Upgrade 200224REV**. Owners will be advised in their notification letter to contact an authorized American Coach dealer immediately to have the upgrade performed. A copy of the notification letter to eligible American Coach motorhome owners is 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 keyless entry system may be wired in such a manner that when the LOCK button is pressed on the key fob and the docking lights are on, the fuse located in position P18 (AUX Hot) within the battery control center may fail.

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 #200224REV** 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, with attached photos of the installations, through REV's Dealer Warranty Portal for processing.

Repair claims will be reimbursed in accordance with **Product Upgrade Service Bulletin #200224REV** 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 vehicle. 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 #200224REV** 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 #200224REV
Product Upgrade #200224REV Customer Letter