

Product Upgrade Bulletin 200915REV



UPGRADE BULLETIN: 200915REV

YEAR(S) AFFECTED:
2021

PRODUCT(S) AFFECTED:

Fleetwood Fortis, manufactured 5/5/2020 - 7/24/2020

Holiday Rambler Invicta, manufactured 5/12/2020 - 5/21/2020

MODEL(S) AFFECTED:

32 RW only

SUBJECT:

Reinforcing the slideout platform bed top

KEYWORDS:

Bed, platform, slide, slideout

ISSUE DATE:

October 2020

The purpose of this Product Upgrade bulletin is to inform REV dealers of the need to inspect, and if necessary, add a section of metal reinforcement to a portion of the platform bed top on certain model year 2021 Fleetwood brand Fortis Model 32RW and certain Holiday Rambler brand Invicta Model 32RW, Class A gas motorhomes. A list of affected vehicle serial numbers appears at the end of this bulletin.

CONDITION:

On motorhomes affected by this Product Upgrade, a portion of the slideout platform bed top, extending out from the bed's platform, may be inadequately supported and could bend near the supported portion of the bed top when excess weight or force is applied to the extended portion.

CORRECTION:

Follow the steps below to inspect, and if necessary, reinforce the platform bed top.



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.

Fleetwood Technical Support: (800) 816-9825
Holiday Rambler Dealer Technical Support: (877) 332-9239

- **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.**

1. Park the motorhome on dry, level pavement with adequate room to extend the platform bed slideout (located on the passenger side). Place the transmission into PARK. Set the parking brake and block the wheels to prevent movement.
2. Turn off the ignition and remove the ignition key. Maintain control of keys while work is performed. Place a sign, "DO NOT USE" in the driver's area.



Figure 1

3. Locate the slideout platform bed. Refer to Figure 1. Lift up or remove the mattress to inspect the platform bed's plywood top for the presence of metal reinforcement strip(s) and to ensure it is level and not bent or otherwise damaged. See Figure 2.

Note: There may be 1 long metal reinforcement strip or 2 half-strips installed at the section split.

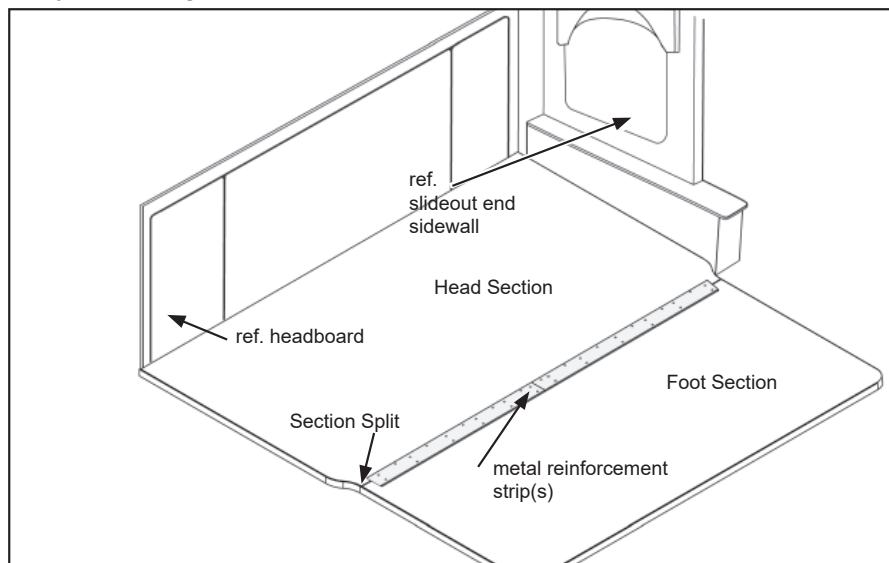


Figure 2



- a. If metal reinforcement strip(s) are installed at the section split on the platform bed's plywood top (as shown in Figure 2), and it is level and undamaged, take a few clear photos of the bed top which clearly show the metal reinforcement strip is installed. **The photos MUST be attached to the claim in REV RV's Dealer Warranty portal in order for the claim to be eligible for reimbursement.** Use the Flat Rate code for "Inspected/Not Defective", as listed on Page 4. No further work is required if the unit was inspected and determined not defective.
- b. If a metal reinforcement strip is not installed and/or if the bed top is unlevel or otherwise damaged, take several photos from close up as well as from a distance. **The photos MUST be attached to a draft claim in REV RV's Dealer Warranty portal.** Contact REV Dealer Technical Support at the appropriate phone number printed on Page 1 for approval to proceed with repairs and to report any damage caused to the bed platform's top due to lack of reinforcement.

Note: You will need to obtain 1 upgrade repair kit per repair. Contact REV RV Dealer Technical Support to arrange for one to be sent out.

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."

REPAIR PROCEDURE

4. Start the vehicle's engine and operate the bedroom slideout to fully extend it.
5. Level the unit using the automatic leveling system.
6. Turn off the ignition and remove the ignition key. Maintain control of keys while work is performed. Place a sign, "DO NOT USE" in the driver's area.
7. Carefully remove the mattress and bed covers and set them aside in a clean and dry, protected area until repairs are completed.
8. Locate the metal reinforcement strips, included in the repair kit. Be sure to orient each strip so the staggered holes are located on the side nearest the headboard. (See the inset in Figure 3.)

Referring to Figure 2 on the previous page, locate the center of the bed top and butt the strips up against each other lengthwise, centering the pair from the left side of the platform to the right side. It may be helpful to use a tape measure and mark the locations with a pencil.

9. Position one of the new metal strips over the bed platform section split; it is to be 5/8" overlap over the outer (head) platform section, and 2 7/8" overlap over the inner (foot) platform section. Repeat with the second metal strip on the opposite side of the bed top. Refer to Figures 2 and 3.
10. Install #6 X 1 5/8" PFH self-tapping screws (included with the repair kit) through the two rows of pre-drilled holes of each reinforcing strip which straddle the section split (total qty. 23 screws). It is very important to ensure the screws pass through the 3/4" plywood and into the aluminum tube.
11. Fasten through the last row of holes in each reinforcing strip and into 3/4" plywood using (qty. 12) #8 X 3/4" PFH wood screws.



PHOTO REQUIREMENT:

Take several photos (from close up and from a distance with a view of the overall installation), that clearly show the newly installed metal reinforcement strip and fasteners. **The photos MUST be attached in REV RV's dealer warranty portal and submitted with the claim in order for the claim to be eligible for reimbursement.**

Use the Flat Rate code for "Inspected/Defective/Repaired", as listed on Page 4.

13. Clean up all shavings and debris.
14. Move the mattress and bed covers back into their original position. This concludes the procedure.

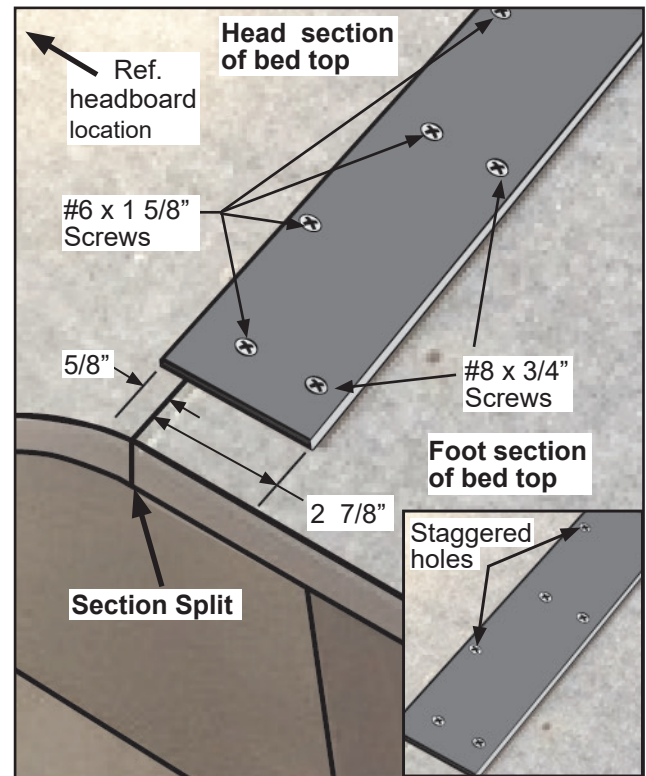


Figure 3

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PARTS

Description

Qty.

Kit, Product Upgrade 200915REV

1

Contact REV RV Dealer Technical Support to Obtain A Kit

Kit Contents:

Metal Reinforcement Strips, qty. 2

Screw, Wood #8 x 3/4" PFH, qty. 12

Screw, #6 x 1-5/8" PFH, qty. 23

TOOLS

Driver with bits

Tape measure

Pencil

Shop vac or cordless hand-held vacuum.

WARRANTY LABOR ALLOWANCE:

Product Upgrade 200915REV - Slideout Platform Bed Top Reinforcement

Use Flat Rate Code:

Time

6099-11 Inspected/Not Defective

0.10 hour

6099-12 Inspected/Defective Repaired

0.30 hour

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