



REV Recreation Group
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Decatur, IN 46733
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**IMPORTANT PRODUCT UPGRADE INFORMATION #200915REV
October 2020**

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

**SUBJECT: Product Upgrade #200915REV – Installing Reinforcement for
the Slideout Platform Bed Top**

REV Recreation Group, Inc., on behalf of its manufacturing center located in Decatur, IN, is contacting the owners of certain model year 2021 Class A gas motorhomes:

Fleetwood Fortis Model 32RW manufactured 5/5/2020 – 7/24/2020

Holiday Rambler Invicta Model 32RW manufactured 5/12/2020 – 5/21/2020

We are notifying the owners of the affected vehicles of the availability of **Product Upgrade 200915REV**. 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 mailed to eligible motorhome owners are attached.

WHAT IS THE ISSUE?

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.

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 #200915REV** 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 #200915REV** 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 #200915REV** campaign.

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

Fleetwood Dealer Technical Support: (800) 816-9825

Holiday Rambler 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 #200915REV
Product Upgrade #200915REV Customer Letters