



REV Recreation Group
1031 US 224 E
Decatur, IN 46733
(800) 322-8216

IMPORTANT PRODUCT UPGRADE INFORMATION #200915REV October 2020

Dear Valued Holiday Rambler Customer:

REV Recreation Group, Inc., on behalf of its manufacturing center located in Decatur, Indiana, is contacting the owners of certain model year 2021 Holiday Rambler Invicta Model 32RW, Class A gas motorhomes manufactured May 12, 2020 through May 21, 2020.

This notice is sent to inform you of important product upgrade information concerning **your** motorhome.

Why is the product upgrade being offered?

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.

How can you take advantage of this product upgrade?

Please contact an **authorized REV Recreation Group servicing dealer** to schedule the upgrade procedure. The procedure is expected to require less than one hour; however, additional time may be required by your dealer due to service scheduling.

The upgrade is offered free of charge to owners of vehicles still within their base warranty period, or one year from the original mailing date of this letter (whichever is later).

For assistance locating an **authorized REV Recreation Group servicing dealer**, you may call REV Recreation Group Owner Relations toll-free at:

(800) 322-8216

When you deliver your motorhome for service, your dealer will complete a Repair Order. Upon completion of the upgrade procedures, please sign the dealership's Internal Repair Order.

If you have changed your address or sold the motorhome, please take a moment to provide the name and address of the person or dealership you sold it to on the enclosed, postage-paid Vehicle/Owner Information Update Card and return it to REV Recreation Group. This will allow us to update our records, and if necessary, notify the new owner using the information you provide.

Alternately, you may use a smart device and the QR code at right to navigate to the online owner update form, or visit:

<https://www.holidayrambler.com/change-of-ownership>



If you have any questions regarding this **Product Upgrade #200915REV**, contact:

**REV Recreation Group Owner Relations
(800) 322-8216**

REV Recreation Group, Inc. is pleased to offer this Product Upgrade. Your satisfaction and enjoyment of your Holiday Rambler brand recreational vehicle is of great importance to us.

This letter does not constitute an acknowledgment of legal liability.

Sincerely,

REV RECREATION GROUP, INC.