



REV Recreation Group
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Decatur, IN 46733
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IMPORTANT PRODUCT UPGRADE INFORMATION #170906REV
December 2017

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

**SUBJECT: Product Upgrade #170906REV – Inspection/Correction of
Mounting Hardware on Power Gear Leveling Jacks**

REV Recreation Group, Inc., on behalf of its manufacturing center located in Decatur, IN, is contacting the owners of certain model year 2016-2018 American Coach brand American Dream, American Eagle, and American Revolution, certain model year 2016-2017 Holiday Rambler Scepter, and certain model year 2016-2018 Monaco brand Diplomat, Class A motorhomes. The affected vehicles were manufactured between February 2, 2016 and April 28, 2017.

We are notifying the owners of the affected vehicles of the availability of **Product Upgrade 170906REV**. 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. Owners will not be charged for repairs performed within their vehicle's base warranty period, or through December 10, 2018, whichever date is later.

WHAT IS THE ISSUE?

On certain motorhomes affected by this Upgrade Bulletin, SAE Grade 5 or 8 bolts should have been used to attach the Power Gear leveling jacks to the jack brackets. If SAE Grade 5 or Grade 8 bolts were not used to install the leveling jacks, the mounting bolts will need to be replaced.

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 #170906REV** 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 #170906REV** if performed within the vehicle's base warranty period.

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 #170906REV** campaign.

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

American Coach Dealer Technical Support: (800) 417-6413
Monaco/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 #170906REV
Product Upgrade #170906REV Customer Letters