

Recall Bulletin 171213REV



RECALL BULLETIN:
171213REV

YEAR(S) AFFECTED:
2018

PRODUCT(S) AFFECTED:

American Coach brand:

American Dream
American Revolution

Fleetwood brand:

Discovery
Discovery LXE

Holiday Rambler brand:

Endeavor
Endeavor XE

Monaco brand:
Marquis

MODEL(S) AFFECTED:
All

SUBJECT:

Inspection /
Correction of
12-Volt Harness
Connectors and
Routing

KEYWORDS:

12-Volt,
connector,
harness, wiring

ISSUE DATE:
February 2018

The purpose of this Recall Service Bulletin is to inform all REV Recreation Group dealers about the need to inspect, and if necessary, install a missing gasket on the large locking pin connectors located on the front bulkhead and/or relocate 12-Volt pin connectors inside the passenger side luggage compartment directly behind the rear wheels.

These pin connector(s) may not be weather-tight. One or both of these concerns affect certain model year 2018 Holiday Rambler Endeavor, Endeavor XE, Fleetwood Discovery, Discovery LXE, Monaco Marquis, and American Coach American Dream and American Revolution Class A diesel motorhomes.

A list of affected vehicle serial numbers appears at the end of this Bulletin.

CONDITION:

On motorhomes affected by this recall, water may intrude inside the 12-Volt harnesses' connectors, either because a pin connector supplied by APC Manufacturing is missing a needed gasket or because of the placement of the connectors, or both.

If water intrudes inside a 12-Volt wire harness pin connector, an electrical short can result, which may result in uncommanded operation of connected 12-Volt systems while the vehicle is in transit, increasing the risk of a crash.

INSPECTION PROCEDURES:

Read this entire document carefully and heed all safety precautions. Failure to comply with all instructions may result in a claim adjustment or denial.

Take a copy of this bulletin with you when servicing the unit.

Dealers will be required to submit a claim (authorization request) for Prior Authorization (PAR) before beginning any work. If there are any questions after reviewing the entire procedure, contact REV Dealer Technical Support.

American Coach Dealer Technical support: (800) 417-6413

Fleetwood Dealer Technical Support: (800) 816-9825

Monaco/Holiday Rambler Dealer Technical Support: (877) 332-9239

1. Park the motorhome on dry, level pavement, in an area where the roof can be accessed. Place the transmission into NEUTRAL and set the parking brake. Turn off the ignition and remove the ignition key. Maintain control of keys while work is performed. Place a sign, "WARNING: DO NOT USE" near the ignition.
2. Block wheels to prevent movement.

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READ CAREFULLY

Before beginning any work, review the list of affected units at the end of this bulletin to ensure the motorhome you are inspecting is included in this campaign. The list is sorted by Brand, Product, and Unit Identification Number. The list also includes a column, "Type Inspection Required." Refer to this column to determine whether the specific unit you are working with needs "Scenario A" Inspection, front bulkhead connectors, "Scenario B" Inspection, routing of 12-Volt wire harness connectors to the Battery Control Center compartment behind the passenger-side rear wheel, or both inspections.

Note: The number of connectors needing inspected varies by product and model. Refer to the associated matrix provided for each inspection, as required.

"Scenario A" - Inspection - Front Bulkhead Connectors

! WARNING

- REMOVE JEWELRY.
- KEEP CLEAR OF ALL PINCH POINTS.
- KEEP CLEAR OF EXHAUST COMPONENTS THAT MAY BE HOT WHEN WORKING UNDER A MOTOR HOME.
- SCREWS MAY BE STICKING OUT OF THE BACK SIDE OF COMPARTMENTS.

1. To access the front bulkhead of most diesel units, the generator will need to be extended. Some diesel units may have an electronic switch to extend the generator slide mechanism from the front cap. Otherwise, look under the front of the unit for the generator latch. Depress the small button (lock) on the side of the latch and rotate the latch forward and down. Grasp the front fascia and pull the generator out to extend. See Figure A-1.



Figure A-1

Note: For diesel units that do not have a generator door in the front cap, unlock the hood and use the prop rod to keep it open.

2. See the Matrix in Figure A-2 for the quantity of two-part locking pin connectors needing inspected for a specific product.

Product Code	Product	# of Bulkhead Connectors
778	American Dream	6
781	American Revolution	6
734	Discovery	6
770	Discovery	5
724	Discovery LXE	6
624	Endeavor	6
633	Endeavor XE	5
634	Endeavor XE	6
680	Marquis	6

Figure A-2

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Location of large 12-Volt harness pin connectors in the front cap, on each side or slightly above, the generator

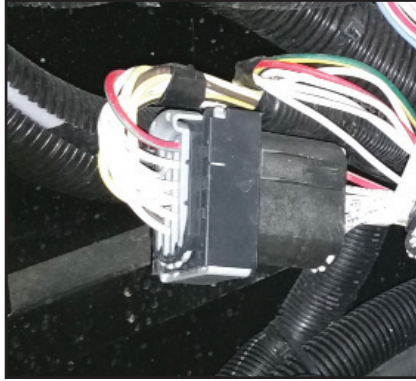


Figure A-3

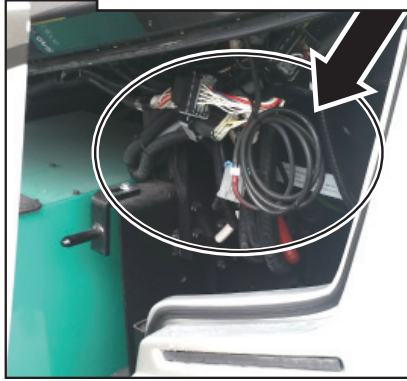


Figure A-4

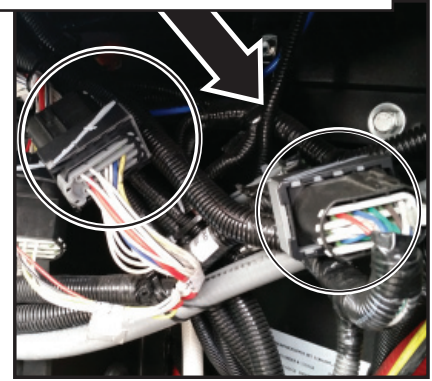


Figure A-5

3. Working from the inside of the front cap, locate the large 12-Volt harness pin connectors (located on each side or slightly above the generator). See Figures A-3, A-4, and A-5.

Note: To locate and gain access to the connectors, it may be necessary to cut wire ties that are holding any bundled harnesses. Use extreme care to avoid damaging any wiring.

4. Using a narrow putty knife, carefully lift the gray lock on the pin connector to unlock it. See Figures A-6 and A-7.
5. Carefully pull apart and separate the pin connector into two halves (male and female).
6. If there is any sign of moisture inside the pin connector, use compressed air to thoroughly remove it before continuing.



Figure A-6

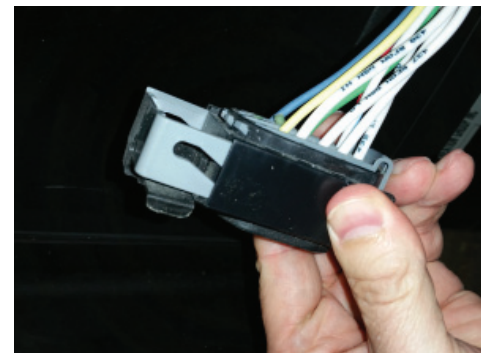


Figure A-7

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- Referring to Figures A-8 and A-9, inspect the female half of the pin connector. A green connector gasket should be installed; if the gasket is missing, install a new gasket from the recall Kit (see Parts list on Page 9).

Note: Only use 1 per connector.

- Inspect the connection for any loose pins. **Add dielectric grease inside the connector.** If any damage to the connector or its pin terminals is found (e.g., bent pins, corrosion, etc.) contact REV Dealer Technical Support.
- Carefully seat and press the 2 halves of the connectors together to ensure no damage is caused to the terminals.
- Once the connector is snapped together, push in the gray lock on the connector to re-engage the connector lock See Figure A-10.
- Reinstall any wire tie(s) that were previously removed to access wire harness and connectors.

This concludes the bulkhead 12-Volt harness pin connector correction procedure.

Attention: Warranty Department: File a claim for “Scenario A,” 12-Volt Bulkhead Harness Connectors, but only if “Scenario A” inspection was required as noted on the affected unit list (Pages 10-20).

Note: If no gasket(s) required replacement, file an inspection-only claim.

If a repair kit was utilized to replace missing gaskets, record how many new gaskets were required and file a repair claim. The “Problem, Cause, Remedy” field of the claim line item must indicate how many gaskets were replaced.

See Page 9 for the proper flat rate code.

Proceed as required to “Scenario B” Inspection, “Routing of 12-Volt Wire Harness 2-Part Connectors to the Battery Control Center Compartment.”

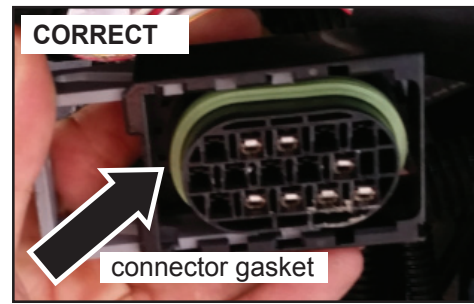


FIGURE A-8

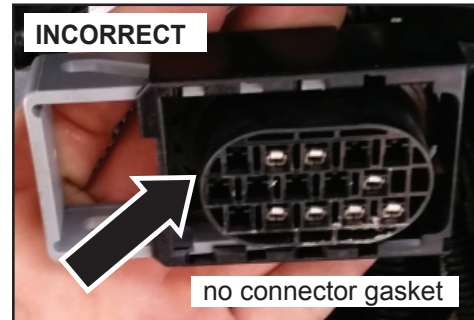


FIGURE A-9

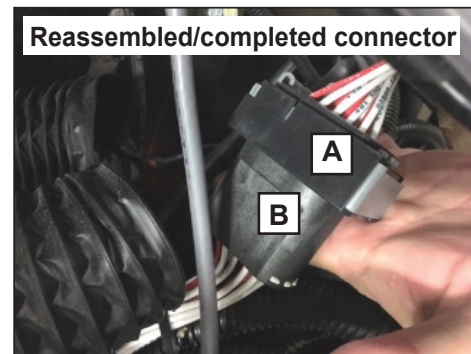


FIGURE A-10

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“Scenario B” Inspection - Routing of 12-Volt Wire Harness 2-Part Connectors to the Battery Control Center Compartment

1. Locate the luggage compartment directly behind the rear wheels on the passenger side of the unit. (The Battery Control Center is located in this compartment). See Figure B-1.

! WARNING

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- KEEP CLEAR OF ALL PINCH POINTS.
- KEEP CLEAR OF EXHAUST COMPONENTS THAT MAY BE HOT WHEN WORKING UNDER A MOTOR HOME.
- SCREWS MAY BE STICKING OUT OF THE BACK SIDE OF COMPARTMENTS.

2. Open the compartment door and at the upper right corner, above the Battery Control Center, there will be a large bundle of wire harnesses. The wire harnesses routed to the inside of this compartment will be covered with spray foam sealer.

Look for the white 12-Volt molded 6-pin or 12-pin connector(s) inside the compartment. See Figure B-2. The connector(s) may not be immediately visible without slightly shifting the wire bundle; use care to ensure the connector(s) are located without damaging any wiring.

3. Refer to Appendix 1 on page 8 for a model-specific matrix listing circuit identification and quantity of pin connector(s) that need to be inspected. The quantity of connectors needing inspected varies by product and model. The circuit list will verify the harness pin connector(s) that may need to be relocated.

Note: To locate and gain access to the white 12-Volt molded pin connector(s), it may be necessary to cut wire ties that are holding any bundled harnesses and to pull auto loom loose away from the spray foam.

- If the 12-Volt molded pin connector(s), specified in the matrix on Page 8, are found on the inside of the Battery Control Center compartment, no repairs are needed and this procedure is complete. File an inspection-only claim for Scenario B, “Routing of 12-Volt Harness Connectors to Battery Control Center”; see Page 9 for the proper flat rate code.
- If the specified connector(s) are not found inside the compartment, continue with Step 4, Correction.



Figure B-1

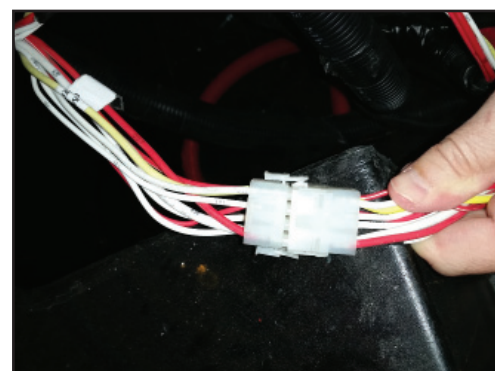


Figure B-2

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“Scenario B” - CORRECTION - Relocating the White Molded Connectors to the Passenger Side Compartment Behind the Rear Wheels

- Using a creeper, go underneath the unit with a trouble light to access the exterior back side of the passenger side compartment behind the rear wheels (Battery Control Center compartment). Locate the wire harnesses and auto loom that are bundled up along the top front, outside of the compartment.

Note: There will be a large amount of spray foam sealer used to seal the wire harnesses that are routed to the inside of this compartment.

- Unbundle the harness and auto loom to inspect for the white, 12-Volt molded pin connector(s) terminating on the outside of the compartment. See Figure B-3.
- From inside the Battery Control Center compartment, locate the large amount of spray foam sealer that was used to seal the opening in the compartment through which the wire harnesses are routed. This will be in the upper right-hand corner above the Battery Control Center. See Figure B-4.
- Carefully dig out the spray foam sealer to find the opening where the wire harnesses are routed through to the inside of the compartment. See Figure B-5.

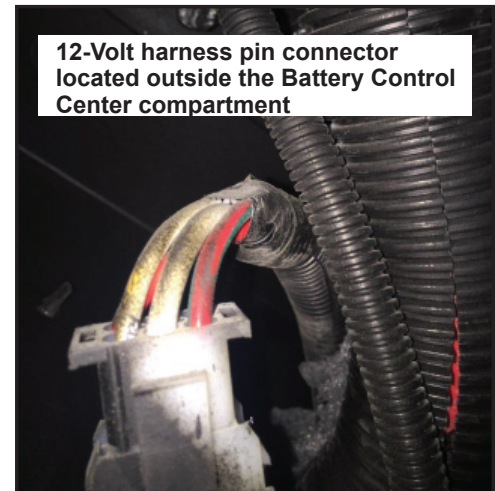


Figure B-3

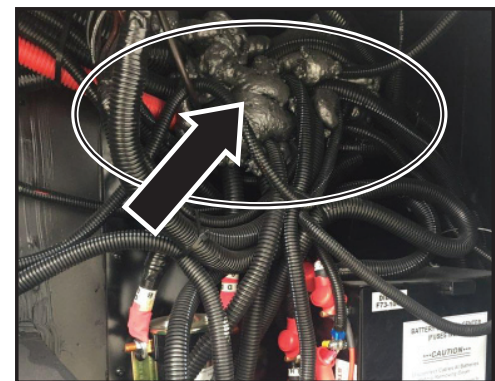


Figure B-4



Figure B-5

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8. Relocate the affected connector(s) through the opening to the inside of the Battery Control Center compartment. See Figure B-6.
9. After the connector(s) are rerouted inside the Battery Control Center compartment, carefully unlock and pull the connector apart, separating it into 2 halves (male and female). See Figure B-7.

If there is any sign of moisture inside the connector, use compressed air to thoroughly remove before continuing.

10. Inspect the connection for any loose pins and add dielectric grease inside the connector. If any of the connector(s) or pin terminals appear damaged, contact REV Dealer Technical Support.
11. Carefully seat and press the two halves of the molded connectors back together, being careful to avoid damaging the terminals and locking them together.
12. Tie the wire harness(es) up securely inside the compartment using nylon wire ties. See Figures B-8 and B-9.
13. Use spray foam sealer to reseat the compartment opening into which the wire harnesses are routed.
14. File a repair claim for "Scenario B: Harness Connectors Routing to Battery Control Center Compartment"; see Page 9 for the proper flat rate code.

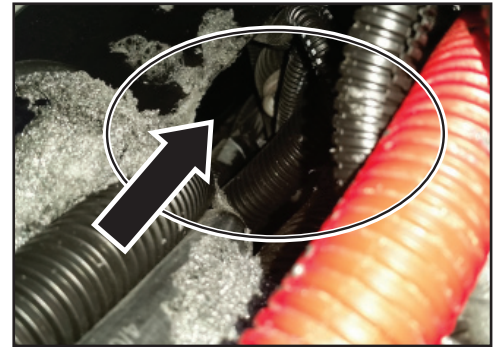


Figure B-6

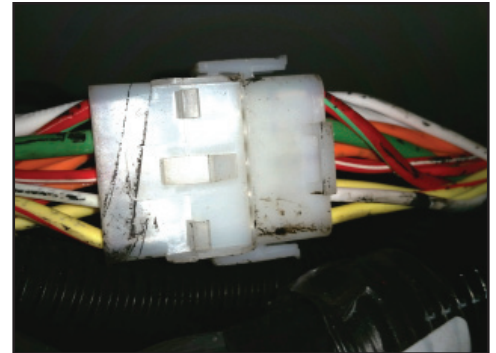


Figure B-7



Figure B-8



Figure B-9

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TOOLS

- Wheel Chocks
- Putty Knife
- Flat Blade screw driver
- Foam Removal tool
- Side cut pliers
- Creeper
- Trouble Light
- Personal Protective Equipment (safety glasses, goggles, gloves etc.)

PARTS

<u>REV Part Number</u>	<u>Description</u>	<u>Quantity</u>
10511031	Kit, Recall 171213REV, 12V Connector Gaskets <i>Kit Contains: Connector Gaskets, (Qty. 6)</i>	1 ea

OBTAIN LOCALLY

Dielectric grease	1 tube
Spray foam sealer	As required
Nylon wire ties	As required
Compressed Air	1 can

WARRANTY LABOR ALLOWANCE:

Recall 171213REV, 12-Volt Harness Connectors and Routing
Use flat rate codes:

“Scenario A”: 12-Volt Bulkhead Harness Connectors

6071 - 11	Inspected/Not Defective	0.40 hr.	Prior Authorization Required
6071 - 12	Inspected/Defective/Repaired	0.50 hr.	Prior Authorization Required

Note: “Problem, Cause, Remedy” field of the claim line item must indicate how many gaskets were replaced.

“Scenario B”: Routing of 12-Volt Harness Connectors to Battery Control Center Compartment

6072 - 11	Inspected/Not Defective	0.10 hr.	Prior Authorization Required
6072 - 12	Inspected/Defective/Repaired	0.50 hr.	Prior Authorization Required

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Fleetwood Dealer Technical Support: (800) 816-9825

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Service Literature is available at: <http://www.revrdealers.com>

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