



REV Recreation Group  
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## **IMPORTANT RECALL INFORMATION #190709REV**

August 2019

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

**SUBJECT: RECALL CAMPAIGN #190709REV  
Rear Air Deflector Installation**

REV Recreation Group, Inc., on behalf of its manufacturing center located in Decatur, Indiana, is requesting your assistance in conducting a voluntary recall notification campaign in accordance with the United States National Traffic and Motor Vehicle Safety Act and the Canada Motor Vehicle Safety Act.

REV Recreation Group, Inc. has decided that a safety defect relating to motor vehicle safety exists in certain American Coach brand Class A motorhomes, equipped with a rear air deflector:

<u>Model year</u>	<u>Product</u>	<u>Manufacturing date range</u>
2016-2019	American Eagle	December 19, 2014 - May 31, 2019
2016	American Heritage	August 18, 2015 - October 21, 2015

We are notifying the owners of the affected units in order to correct the problem. Copies of the letters sent to owners of record are attached for your information.

### ***WHAT IS THE PROBLEM?***

On motorhomes affected by this recall, the factory-installed rear air deflector, located at the top of the rear fiberglass cap, may have been installed using screws to attach its mounting plate to the cap instead of rivets as specified. Under certain circumstances, such as when adverse weather or road conditions may cause vibration of the cap or the air deflector, these screws can work loose from the mounting plate, allowing the rear air deflector to flex and possibly become detached from the vehicle.

If the rear air deflector becomes detached from the motorhome, it could present a road hazard which may result in personal injury and/or property damage.

### ***WHAT SHOULD YOU DO?***

Owners of the above mentioned motorhomes have been asked to contact an authorized American Coach dealer to have the described defect remedied. In the event that you are contacted by a customer, please verify eligibility by referring to the serial number range listed in the attached ***Recall Service Bulletin #190709REV*** prior to beginning repairs.

Once repairs have been completed according to ***Recall Service Bulletin #190709REV***, have the customer sign your dealership's ***Internal Repair Order***. Warranty labor claims are to be submitted electronically to REV Recreation Group. Customers will not be charged for these repairs.

If you have one of these vehicles in your inventory, you will be mailed a Safety Recall Notice for that specific motorhome. REV Recreation Group dealers are required to make repairs to stock units on dealer lots prior to sale or lease.



**Federal Law (Section 154 of the National Highway Traffic and Motor Vehicle Safety Act) of 1966 requires that: If you have received a notice of recall or failure to comply from REV Recreation Group, Inc. or any component manufacturer, you must repair or otherwise correct the defect on vehicles remaining in your inventory according to the notification before selling or leasing the vehicles. Any vehicle lessor receiving this recall notice must forward a copy of the notice to the lessee within ten days.**

Please carefully review this entire package with your parts and service staff to familiarize them with the step-by-step procedure and implement the Voluntary Recall Campaign.

Thank you for helping REV Recreation Group with its continuing efforts to maintain customer satisfaction. If you have any questions, please contact your REV Recreation Group Service Center.

Sincerely,

**REV RECREATION GROUP, INC.**

Attachments: Recall #190709REV US Customer Letter  
Recall #190709REV Canadian Customer Letters  
Recall #190709REV Service Bulletin