



REV Recreation Group
P.O. Box 1007
Decatur, IN 46733
(800) 435-7345

IMPORTANT SAFETY RECALL
RECALL 190709REV
NHTSA # 19V529
Third Notice – March 2020
THIS NOTICE APPLIES TO YOUR VEHICLE

VIN: «vin»

«YEAR» «PRODUCT_» «MODEL» Unit ID# «UIN»

Dear Valued American Coach Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

REV Recreation Group Inc. has decided that a safety defect relating to motor vehicle safety exists in certain model year 2016 American Coach Heritage, manufactured August 18, 2015 through October 21, 2015, and certain model year(s) 2016-2019 American Coach Eagle, manufactured December 19, 2014 through May 31, 2019.

WHAT IS THE PROBLEM?

On motorhomes affected by this recall, the center mounting plate for the rear air deflector, located at the top of the rear fiberglass cap, was attached to the fiberglass with screws rather than the specified rivets. Under certain circumstances, these screws can become loose, 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?

Please make certain your motorhome is immediately inspected and repaired by contacting an **authorized American Coach servicing dealer**.

For assistance locating an **authorized American Coach servicing dealer**, please call American Coach Owner Relations toll-free at:

(800) 435-7345

WHAT WILL REV RECREATION GROUP DO?

With your continued satisfaction in mind, it is our intention to have these repairs made at your convenience with as little disruption as possible. Effective immediately, American Coach dealers have been supplied with all of the information needed to enable them to inspect, and if necessary, properly secure the deflector to the rear fiberglass cap with new hardware.

The repair should take less than one hour to complete; however, because of service scheduling times, your dealer may need the vehicle for a longer period of time. This service will be performed for you free of charge.

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When you deliver your motorhome for repairs, your dealer will complete a **Repair Order**. Upon completion of the repair, please sign the **Repair Order** and fill out the enclosed self-addressed **Vehicle/Owner Information Update Card** and return it to REV Recreation Group.

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 **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.

If you have paid to have this concern corrected previously, you may be eligible for reimbursement of your cost for that repair. For more information, please contact REV Recreation Group Owner Relations at (800) 509-3417.

For more information regarding this recall, contact:

American Coach Owner Relations – Recall #190709REV

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If you are unable to obtain the specified repair promptly and without charge, please contact American Coach Owner Relations using the above information.

For leased vehicles - Any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you believe that the dealer and REV Recreation Group Inc. have failed or have been unable to remedy the defect without charge or within a reasonable period of time, you may submit a complaint to:

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
Washington, DC 20590

Or call the toll-free Vehicle Safety Hotline at 1-888-327-4236
(TTY: 1-800-424-9153)
or go to <http://www.safercar.gov>

REV Recreation Group Inc. is taking these steps in the interest of your safety. We regret any inconvenience this may cause you.

Sincerely,

REV RECREATION GROUP INC.