



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

IMPORTANT SAFETY RECALL
RECALL 190709REV / NHTSA # 19V529
Second Notice - December 2019
THIS NOTICE APPLIES TO YOUR VEHICLE

VIN: «VIN»

Model Year «YEAR» American Coach / «PRODUCT» Model «MODEL»
REV RV Unit Serial Number: «UIN»

Dear Valued American Coach Customer:

This notice is sent to you in accordance with the requirements of the United States National Traffic and Motor Vehicle Safety Act. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

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

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, 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 loose, it may visibly move and/or produce a noise from the rear of the coach due to intermittent contact with adjacent components.

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

To minimize the safety risk until the corrective measures are implemented, please avoid driving at high speeds, on rough or traffic-congested roads, and/or in extreme weather conditions such as high winds.

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, REV RV dealers have been supplied with all of the information needed to enable them to properly secure the rear air deflector to the fiberglass cap with the appropriate rivets. This service will be performed for you free of charge.

The repair should take approximately one hour to complete; however, because of service scheduling times, your dealer may need the vehicle for a longer period of time.

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 American Coach Owner Relations at (800) 435-7345.

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

For more information regarding this recall, contact:
AMERICAN COACH OWNER RELATIONS - RECALL #190709REV
P.O. Box 1007
Decatur, Indiana 46733
(800) 435-7345

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

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.