

Recall Bulletin 200728REV



RECALL BULLETIN:
200728REV

YEAR(S) AFFECTED:
2019-2020

PRODUCT(S) AFFECTED:
Pace Arrow
manufactured
January 11, 2019 -
February 28, 2020

MODEL(S) AFFECTED:
All (See unit list)

SUBJECT:
Inspection /
Correction of
Battery Hold-
Down Mounting
Hardware

KEYWORDS:
Battery,
hold-down,
mounting,
hardware

ISSUE DATE:
September 2020

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The purpose of this Recall Service Bulletin is to inform all REV Recreation Group dealers about the need to inspect, and if necessary, remove the metal hold-down brackets and fasteners securing the auxiliary batteries and replace them with non-metallic hold-down spacer brackets and different fasteners, on certain model year 2019-2020 Fleetwood Pace Arrow Class A diesel motorhomes manufactured January 11, 2019 - February 28, 2020. A list of affected motorhomes appears at the end of this Bulletin.

CONDITION:

On motorhomes affected by this recall, the auxiliary batteries, located inside the interior step compartment, were secured in place with metal hold-down brackets fastened with carriage bolts and standard nuts. The carriage bolt may fail to maintain proper torque over an extended time, allowing the nuts to loosen and creating the potential for the metal hold-down bracket to shift or move and make contact with the battery terminals.

If the battery hold-down metal brackets' mounting hardware becomes loose, the bracket may contact the battery terminal, posing the risk of a fire which could result in property damage, personal injury or death.

INSTRUCTIONS:



Dealers are required to call REV Technical Support before beginning any work and after the unit is in their bay. Prior authorization is required to be submitted. Failure to follow these instructions could result in a denied claim.

Fleetwood Dealer Technical Support: (800) 816-9825

- **READ THIS ENTIRE BULLETIN CAREFULLY BEFORE PROCEEDING AND FOLLOW ALL SAFETY PRECAUTIONS.**
- **Review the list of affected units at the end of this bulletin to ensure the motorhome you are inspecting is part of this campaign.**
- **Take a copy of this bulletin with you when servicing the unit.**
- **PHOTOS WILL BE REQUIRED FOR THE FOLLOWING PROCEDURES. READ PHOTO REQUIREMENTS CAREFULLY. INSUFFICIENT PHOTO DOCUMENTATION MAY RESULT IN CLAIM DENIAL**
- **If there are any questions after reviewing the entire procedure, contact REV Dealer Technical Support.**

INSPECTION:

1. Park the motor home on a paved, level surface. Place the transmission into NEUTRAL and engage the parking brake. Retract the entry step.

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Federal law (section 154 of the national 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 or any component Manufacturer, you must repair or otherwise correct the defects 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.

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2. Turn off the ignition and remove the ignition key. Maintain control of the ignition key until all repairs are completed. Attach a notice, "Do Not Use", to the ignition switch in order to prevent activation of the systems.
3. Block wheels to prevent movement.
4. With the exterior entry step retracted and auxiliary battery disconnect off, open the entry door. Access the auxiliary battery compartment by removing the (4) screws from the second interior step's riser and tread using a wide, flat blade screwdriver. Set all (4) screws aside for later reinstallation.



Figure 1

⚠ WARNING

BEFORE BEGINNING INSPECTION:

- REMOVE JEWELRY BEFORE WORKING NEAR BATTERIES OR ELECTRICAL WIRES.
- UNPLUG THE MOTOR HOME FROM SHORE POWER.
- TURN OFF THE GENERATOR, DISABLE THE AUTO-GEN START SYSTEM (IF EQUIPPED) AND TURN OFF THE INVERTER/CHARGER.
- TURN OFF THE AUXILIARY BATTERY DISCONNECT.
- BATTERIES CONTAIN EXPLOSIVE GASES; USE EXTREME CARE WHEN WORKING NEAR BATTERIES. DO NOT SMOKE OR HAVE OPEN FLAMES. AVOID CREATING SPARKS AROUND WET CELL BATTERIES.
- ENSURE NO METAL TOUCHES THE BATTERY TERMINALS DURING THIS PROCEDURE.

5. Inspect the auxiliary batteries, wiring and mounting hardware for any signs of arcing or damage. Also inspect the hardware securing the battery hold-down brackets:
 - If the battery hold-down mounting hardware consists of L-shaped bolts, rectangular **plastic** spacer brackets, washers, and locking nuts (as shown in Figure 2), the installation is correct and no further action is required.
 - If **metal** battery hold-down mounting brackets are installed and/or carriage bolts or non-locking washers were used as fasteners to secure the battery hold-down hardware, the installation is defective and these components will need to be removed and replaced by a kit containing new plastic spacers, L-shaped bolts, flat washers, and locking nuts.

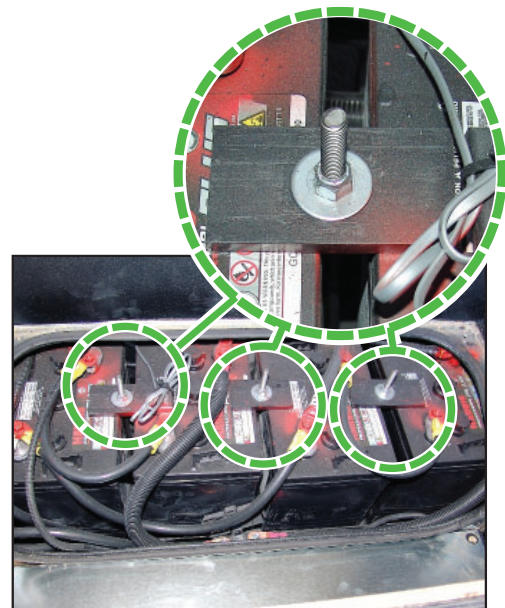


Figure 2 - Correct Battery Hold-Down Installation With Plastic Spacer Brackets Shown



PHOTO REQUIREMENTS: See next page for requirements.

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PHOTO REQUIREMENTS (continued from previous page)

Inspected/Determined Defective Units (as described in Step 5): Take several photos of the battery compartment area which clearly show that incorrect hardware (carriage bolts, non-locking washers and/or a metal hold-down bracket) were used as battery hold-down hardware. Also take photos of any arcing or damage. **The photos MUST be attached to an authorization Request (PAR);** contact REV Dealer Technical Support for approval to proceed with the Correction Procedure, beginning with Step 6, below.

For Inspected/Not Defective Units (Plastic spacer brackets, bolts, washers and locking nuts used as mounting fasteners): Take several photos of the battery compartment area which clearly show these components are installed and no arcing or damage to the batteries or their wiring was found. **The photos MUST be attached to the claim in A.D.N.** Use the Flat Rate code for "Inspected/Not Defective", as listed on Page 4. No further work is required if the unit was inspected and determined not defective.

CORRECTION PROCEDURE:

WARNING

BEFORE BEGINNING REPAIRS:

- USE INSULATED TOOLS WHEN WORKING ON ELECTRICAL SYSTEMS.
- COVER THE BATTERIES TO PREVENT CONTACT.
- ENSURE ALL ADDITIONAL WARNINGS AND PRECAUTIONS IDENTIFIED ON PAGE 2 ARE ALSO FOLLOWED.

Note: The batteries do not have to be removed in order to complete repairs; however, cover the battery terminals prior to beginning work and use insulated tools and personal protective equipment (e.g., gloves) to prevent accidental contact with battery terminals or wiring.

6. Locate the battery hold-down hardware on top of the batteries. Carefully remove and discard the nuts and washers securing the bolts. Also remove and discard the metal spacers.
7. Upon removal of the fasteners in Step 6, the (3) battery hold-down hardware mounting bolts will have fallen down on onto the pavement under the battery compartment, or may be lodged in the mechanical entry step. Be certain to find and discard all of them.
8. Locate the repair kit containing three (3) each: plastic spacer brackets, L-shaped bolts, flat washers and locking nuts. Refer to the photo of the repair kit parts adjacent to the Parts list on Page 5.
9. Carefully slide the batteries apart enough to insert the bolts from below the battery pan on the underside of the vehicle.
10. While kneeling at the entry step area, carefully insert the straight end of one of the new bolts through one of the openings (left by the discarded bolts) from the underside of the battery pan. Reach down from above with an insulated tool or a gloved hand and pull it up and align it in preparation for installation of the new spacer bracket and fasteners.

Note: As an alternative, you may insert the bolt from below the pan and use a piece of duct tape or electrical tape to hold it in position while you install the new plastic hold-down spacer bracket and fasteners.

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11. Feed the straight end of the L-shaped bolt through the center hole in one of the new plastic spacers from the repair kit. Be sure to orient the longer (4") side of the new plastic spacer bracket to span the gap between the batteries. Install the flat washer and locking nut. Initially hand-thread the bolt into the nut to prevent cross-threading.

Note: You will need to use a pair of vice grips or pliers to hold the bolt stationary from below while tightening the nut with a hand wrench or socket.

Snug but do not overtighten the fasteners.

Refer to the stacking order in Figure 3 and the photo in Figure 4 showing the orientation of the spacer(s).

**IMPORTANT NOTE:
DO NOT OVER-TIGHTEN THE
FASTENERS.**

12. Repeat Steps 9-12 to install the remaining repair kit components.

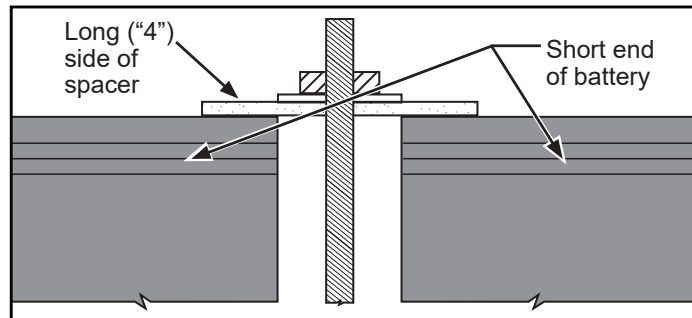


Figure 3

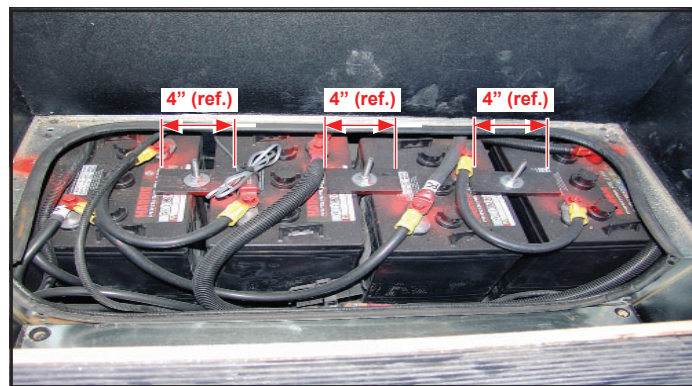


Figure 4 - The new plastic spacer brackets should be oriented with the 4" side spanning the space between the batteries.



Photo Requirements: Take photos clearly showing the newly installed battery hold-down hardware. The photos MUST be submitted with the warranty claim.

13. Clean up any shavings or debris in the entry step area.
14. Reinstall the entry step cover using the screws removed in Step #4.
15. Turn on the auxiliary battery disconnect so the exterior entry step may be extended.

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PARTS:

<u>Part Number</u>	<u>Description</u>	<u>Qty.</u>
10824660	Kit, Battery Hold-Down Mounting Hardware	1

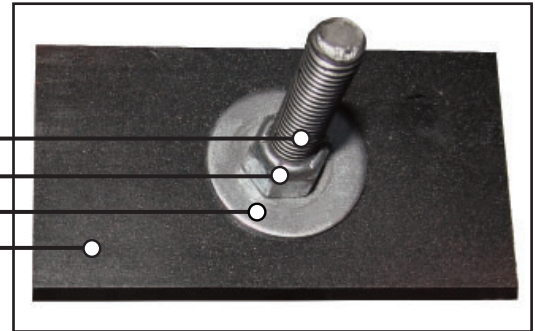
Kit Contents:

Bolt-3/8-16X12 Battery Hold-Down / L-Hook (qty. 3)

Nut-3/8-16 HH Locking Pltd (qty. 3)

Washer-3/8 USS Flat Pltd (qty. 3)

Battery Hold-Down Spacer 2" x 4" x 1/4" (qty. 3)



TOOLS:

- Wide, flat blade screwdriver
- Power driver (optional)
- Duct tape or electrical tape (ref. Step 10)
- Flashlight
- Hand wrench, socket and ratchet, or socket bit
- Pliers or vice grips
- Wheel chocks

WARRANTY LABOR ALLOWANCE:

Recall 200728REV, Auxiliary Battery Hold-down Mounting Hardware

Use flat rate codes:

6098 - 11	Inspected/Not Defective	0.2 hr.	Prior Authorization Required
6098 - 12	Inspected/Defective/Repaired	0.6 hr.	Prior Authorization Required

If you have any questions concerning this bulletin, contact REV Dealer Technical Support:

Fleetwood Dealer Technical Support: (800) 816-9825

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

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