



REV Recreation Group  
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**IMPORTANT PRODUCT UPGRADE INFORMATION #190312REV**  
**April 2019**

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

**SUBJECT: PRODUCT UPGRADE #190312REV**  
**Hydraulic Hose Routing**

REV Recreation Group, Inc., on behalf of its manufacturing center located in Decatur, IN, is contacting the owners of certain model year 2016-2019 American Coach Class A motorhomes manufactured through March 20, 2019, and certain model year 2016, 2018 and 2019 Monaco Class A motorhomes manufactured through March 13, 2019:

**American Coach**

2016 American Allegiance	2016-2018 American Revolution
2016 American Heritage	2016-2019 American Eagle
2016 American Tradition	2016-2019 American Dream

**Monaco**

2016 Dynasty  
2018-2019 Marquis  
2018-2019 Signature

We are notifying the owners of the affected vehicles of the availability of **Product Upgrade 190312REV**. Owners will be advised in their notification letter to contact an authorized REV Recreation Group dealer to have the upgrade performed. Copies of the notification letters to eligible American Coach and Monaco motorhome owners are attached. Owners will not be charged for repairs performed within their base warranty period, or within one year of the original publication date of this letter (whichever is later).

***WHAT IS THE ISSUE?***

On motorhomes affected by this Product Upgrade, the hydraulic hoses may be connected to the manifold/pump in a manner that causes them to be too tightly coiled, compressed or obstructed, which may cause the hoses to leak.

***WHAT SHOULD YOU DO?***

In the event that a customer contacts you to request this repair, please verify eligibility by referring to the serial numbers listed in the enclosed **Product Upgrade Service Bulletin #190312REV** prior to beginning service.

When the repairs have been completed to the customer's satisfaction, have the customer and your dealership's representative sign an **Internal Repair Order**. Retain this document with your dealership's records. Submit your repair claim through REV's Dealer Warranty Portal for processing. Photos will be required; read the service bulletin carefully for full details.

Repair claims will be reimbursed in accordance with **Product Upgrade Service Bulletin #190312REV** if performed within the vehicle's base warranty period, or within one year of the original publication date of this letter (whichever is later).

Claims for repairs performed per Lippert/Power Gear Technical Service Bulletin, "TSB-08-002-19 Power Gear Power Up/Power Down Leveling Jack Inspection", included with this document package, will be administered by Lippert.

If you have one of these vehicles in your inventory, you will be mailed a **Product Upgrade Notice** for that specific motorhome. You are required to repair or otherwise correct, if deemed necessary, any affected vehicles remaining in your inventory, according to the notification, before selling or leasing the vehicles. Any vehicle lessor receiving the notice is requested to forward a copy of the notice to the lessee within ten days.

Please review this entire package with your Parts, Service, and Sales staff to familiarize them with the step-by-step procedure and implement the **Product Upgrade #190312REV** campaign.

If you have any questions, please contact the appropriate REV Recreation Group Dealer Technical Support group:

American Coach Technical Support	(800) 417-6413
Monaco Dealer Technical Support	(877) 332-9239

Thank you for helping REV Recreation Group with its continuing efforts to maintain customer satisfaction. We appreciate your support.

Sincerely,

**REV RECREATION GROUP, INC.**

Attachments: Product Upgrade Service Bulletin #190312REV  
Product Upgrade #190312REV Customer Letters  
Lippert/Power Gear Document QR-079  
Lippert/Power Gear Technical Service Bulletin TSB-08-002-19