



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

OCT 24 2006

400 Seventh St., S.W.
Washington, D.C. 20590

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

Mr. Chuck Zucker
Monaco Coach Corporation
Plant 38
P.O. Box 464
Wakarusa, IN 46573-0465

NVS-214njs
PE06-047

Dear Mr. Zucker:

This letter is to inform you that the Office of Defects Investigation (ODI) of the National Highway Traffic Safety Administration (NHTSA) has opened a Preliminary Evaluation (PE06-047) to investigate allegations of tow hitch/frame failures on certain Holiday Rambler recreational vehicles and to request certain information.

This office has received two Vehicle Owner's Questionnaire's, one of which was supplemented with a Congressional Inquiry reporting failure of the vehicle frame at the tow hitch attachment while the vehicle was in motion. Additionally, NHTSA received recall 03V-330 from Gulf Stream Coach, Inc to correct tow hitch bracket failures on Model Year (MY) 2002-2003 Workhorse W22 chassis which are the same as those used by Holiday Rambler. Copies of the reports are enclosed for your information.

Unless otherwise stated in the text, the following definitions apply to this information request:

- **Subject vehicles:** MY 2002 Vacationer recreational vehicles factory equipped with a tow hitch and manufactured by Holiday Rambler for sale or lease in the United States.
- **Peer vehicles:** MY 2000, 2001, 2003 - 2006 Vacationer vehicles equipped with a factory tow hitch and manufactured by Holiday Rambler for sale or lease in the United States.
- **Subject component:** Tow Hitch and interfacing frame section
- **Manufacturer:** Holiday Rambler, all of its past and present officers and employees, whether assigned to its principal offices or any of its field or other locations, including all of its divisions, subsidiaries (whether or not incorporated) and affiliated enterprises and all of their headquarters, regional, zone and other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged

directly or indirectly (e.g., employee of a consultant) by or under the control of Holiday Rambler (including all business units and persons previously referred to), who are or, in or after 2000.

- **Alleged defect:** Any cracking, fractures, deformation, bending, separation or other unsatisfactory performance of the frame or tow hitch which results in the trailer hitch separating, dropping, or having movement while the subject vehicle is in motion.
- **Document:** "Document(s)" is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all non-identical copies of both sides thereof, including, but not limited to, papers, letters, memoranda, correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), faxes, mailgrams, telegrams, cables, telex messages, notes, annotations, working papers, drafts, minutes, records, audio and video recordings, data, databases, other information bases, summaries, charts, tables, graphics, other visual displays, photographs, statements, interviews, opinions, reports, newspaper articles, studies, analyses, evaluations, interpretations, contracts, agreements, jottings, agendas, bulletins, notices, announcements, instructions, blueprints, drawings, as-builts, changes, manuals, publications, work schedules, journals, statistical data, desk, portable and computer calendars, appointment books, diaries, travel reports, lists, tabulations, computer printouts, data processing program libraries, data processing inputs and outputs, microfilms, microfiches, statements for services, resolutions, financial statements, governmental records, business records, personnel records, work orders, pleadings, discovery in any form, affidavits, motions, responses to discovery, all transcripts, administrative filings and all mechanical, magnetic, photographic and electronic records or recordings of any kind, including any storage media associated with computers, including, but not limited to, information on hard drives, floppy disks, backup tapes, and zip drives, electronic communications, including but not limited to, the Internet and shall include any drafts or revisions pertaining to any of the foregoing, all other things similar to any of the foregoing, however denominated by Holiday Rambler, any other data compilations from which information can be obtained, translated if necessary, into a usable form and any other documents. For purposes of this request, any document which contains any note, comment, addition, deletion, insertion, annotation, or otherwise comprises a non-identical copy of another document shall be treated as a separate document subject to production. In all cases where original and any non-identical copies are not available, "document(s)" also means any identical copies of the original and all non-identical copies thereof. Any document, record, graph, chart, film or photograph originally produced in color must be provided in color. Furnish all documents whether verified by the manufacturer or not. If a document is not in the English language, provide both the original document and an English translation of the document.

In order for my staff to evaluate the alleged defect, certain information is required. Pursuant to 49 U.S.C. § 30166, please provide numbered responses to the following information requests. Insofar as Holiday Rambler has previously provided a document to ODI, Holiday Rambler may produce it again or identify the document, the document submission to ODI in which it was

included and the precise location in that submission where the document is located. When documents are produced, the documents shall be produced in an identified, organized manner that corresponds with the organization of this information request letter (including all individual requests and subparts). When documents are produced and the documents would not, standing alone, be self-explanatory, the production of documents shall be supplemented and accompanied by explanation.

Please repeat the applicable request verbatim above each response. After Holiday Rambler's response to each request, identify the source of the information and indicate the last date the information was gathered.

1. State the number of subject vehicles Holiday Rambler has manufactured for sale or lease in the United States.
2. State, by model year, the number of peer vehicles Holiday Rambler has manufactured for sale or lease in the United States.
3. State the number and provide copies of each of the following, received by Holiday Rambler, which relate to, or may relate to, the alleged defect in the subject vehicles:
 - a. Consumer / fleet complaints;
 - b. Field reports;
 - c. Reports involving a crash, injury, or fatality;
 - d. Property damage claims;
 - e. Third-party arbitration proceedings where Holiday Rambler is or was a party to the arbitration; and
 - f. Lawsuits, both pending and closed, in which Holiday Rambler is or was a defendant or codefendant.

For subparts "a" through "f," state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint). For "d" through "f," provide a summary of the event.

4. State the number of each of the following, received by Holiday Rambler, which relate to, or may relate to the alleged defect in the peer vehicles:
 - a. Consumer / fleet complaints;
 - b. Field reports;
 - c. Reports involving a crash, injury, or fatality;
 - d. Property damage claims;
 - e. Third-party arbitration proceedings where Holiday Rambler is or was a party to the arbitration; and
 - f. Lawsuits, both pending and closed, in which Holiday Rambler is or was a defendant or codefendant.

For subparts "a" through "f," state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint). For "e" through "f," provide a summary of the event.

5. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 3, state the following information:
 - a. Vehicle VIN;
 - b. Vehicle's owner or fleet name (and fleet contact person), address, and telephone number;
 - c. Vehicle's mileage at time of incident, if known;
 - d. Incident date;
 - e. Manufacturing Plant;
 - f. Date of manufacture; and
 - g. Date warranty coverage commenced.

If desired you may submit items "a" through "g" on an electronic disk. Excel or Microsoft Access 2000, are the preferred formats.

6. State a total count for all warranty claims that have been paid by Holiday Rambler to date that relates to, or may relate to, the alleged defect in the subject vehicles.
7. State, by model year, a total count for all warranty claims that have been paid by Holiday Rambler to date that relates to, or may relate to, the alleged defect in the peer vehicles.
8. Provide contact information, name, title, and telephone number, for the supplier(s) of the subject components.
9. Describe the specifications, tow capacities and limitations of the subject vehicles and subject components when used on the 25,500, 25,700 and 26,000 pound Gross Combined Weight Rating (GCWR) chassis. Additionally, please include:
 - a. Any recommended or approved towing equipment;
 - b. Any non-approved towing equipment;
 - c. Any instructions given to the buyers (owner's manual or otherwise) concerning towing operations;
 - d. Any instructions as to how the additional towing equipment is to be installed whether by owner or by a trailer sales dealer; and
 - e. Any restrictions or conditions imposed by Holiday Rambler on the attachment of and use of towing equipment (sway bars, distribution hitch, ball size, tow unit brakes, etc)
10. By model year, provide the rated hitch capacity of the tow hitches on the subject and peer vehicles.
11. Provide copies of any service or technical bulletins, product improvement campaign

announcements, or advisories, and all other communications concerning the alleged defect that Holiday Rambler has issued or is considering issuing to owners, fleets, dealers, zone offices, or field offices. If Holiday Rambler has drafted any such communications, furnish a copy of the draft. For any such communication that has been issued, state the date on which the communication was sent, and the model of vehicles to which the communication pertained. For each such communication:

- a. Provide a complete chronology, listing all activities or events, including, but not limited to, incidents involving the subject component, which led Holiday Rambler to issue the communication;
 - b. Provide a listing (in chronological order) of all testing through which the need for the communication was identified and/or assessed, even if the testing was being conducted for another purpose. Please provide a copy of all relevant information from each listed test; and
 - c. State the number of repairs and/or replacements paid for by Holiday Rambler that resulted from the communication identified. List your response by repairing dealer (and included the dealer's name, address, and telephone number).
12. Provide copies of all documents reflecting any test, inspection, study, survey, or investigation pertaining to the alleged defect that is known to Holiday Rambler. Include all pertinent documents, regardless of whether they are in interim, draft, or final form.
13. Describe all modifications or changes made by, or on behalf of, Holiday Rambler in the design, material composition, manufacture, quality control, supply, or installation of the subject component, from the start of production to date, which relate to, or may relate to, the alleged defect in the subject and peer vehicles. For each such modification or change, provide the following information:
- a. The date on which the change was incorporated into vehicle production;
 - b. A detailed description of the change;
 - c. The reason(s) for the change;
 - d. The part numbers (service and engineering) of the original component;
 - e. The part number (service and engineering) of the modified component;
 - f. Whether the original unmodified component was withdrawn from production, inventory(s) and/or sale, and if so, when;
 - g. When the modified component was made available as a service component; and
 - h. Whether the modified component can be interchanged with earlier production components.

Also, provide the above information for any modification or change that Holiday Rambler is aware of which may be incorporated into vehicle production within the next 120 days.

14. State the number of each of the following that Holiday Rambler has sold that may be used in the subject vehicles or peer vehicles by component name, part number, model and model year of the vehicle in which it is used:
- a. Subject component; and

- b. Any kits that have been released, or developed, by Holiday Rambler for use in service repairs to the subject component/assembly.
15. Furnish Holiday Rambler's assessment of the alleged defect in the subject vehicle, including:
- a. The causal or contributory factor(s);
 - b. The failure mechanism(s);
 - c. The failure mode(s);
 - d. The risk to motor vehicle safety that it poses; and
 - e. What warnings, if any, the operator and other people both inside and outside the vehicle would have that the alleged defect was occurring?

This letter is being sent to Holiday Rambler pursuant to 49 U.S.C. § 30166, which authorizes NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to request reports and the production of things. It constitutes a new request for information. Holiday Rambler's failure to respond promptly and fully to this letter could subject Holiday Rambler to civil penalties pursuant to 49 U.S.C. § 30165 or lead to an action for injunctive relief pursuant to 49 U.S.C. § 30163. (Other remedies and sanctions are available as well.) Please note that maximum civil penalties under 49 U.S.C. § 30165 have increased as a result of the recent enactment of the Transportation Recall Enhancement, Accountability, and Documentation (TREAD) Act, Public Law No. 106-414 (signed November 1, 2000). Section 5(a) of the TREAD Act, codified at 49 U.S.C. § 30165(b), provides for civil penalties of up to \$5,000 per day, with a maximum of \$15 million for a related series of violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. This includes failing to respond to ODI information requests.

If Holiday Rambler cannot respond to any specific request or subpart(s) thereof, please state the reason why it is unable to do so. If on the basis of attorney-client, attorney work product, or other privilege, Holiday Rambler does not submit one or more requested documents or items of information in response to this information request, Holiday Rambler must provide a privilege log identifying each document or item withheld, and stating the date, subject or title, the name and position of the person(s) from, and the person(s) to whom it was sent, and the name and position of any other recipient (to include all carbon copies or blind carbon copies), the nature of that information or material, and the basis for the claim of privilege and why that privilege applies.

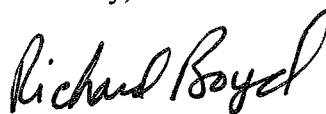
Holiday Rambler's response to this letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office by December 8, 2006. Please refer to PE06-047 in Holiday Rambler's response to this letter. If Holiday Rambler finds that it is unable to provide all of the information requested within the time allotted, Holiday Rambler must request an extension from me at (202) 366-4933 no later than five business days before the response due date. If Holiday Rambler is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information Holiday Rambler then has available, even if an extension has been granted.

If Holiday Rambler claims that any of the information or documents provided in response to this information request constitute confidential commercial material within the meaning of 5 U.S.C.

§ 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, Holiday Rambler must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, to the Office of Chief Counsel (NCC-113), National Highway Traffic Safety Administration, Room 5219, 400 Seventh Street, S.W., Washington, D.C. 20590. Holiday Rambler is required to submit two copies of the documents containing allegedly confidential information (except only one copy of blueprints) and one copy of the documents from which information claimed to be confidential has been deleted.

Should you have any technical or other questions concerning this matter, call Nate Seymour at (202) 366-6965.

Sincerely,

A handwritten signature in black ink that reads "Richard Boyd". The signature is written in a cursive, flowing style.

Richard Boyd, Chief
Med/Heavy Duty Vehicle Division
Office of Defects Investigation

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects

1-888-DASH-2-DOT

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

12-SEP-2006

Repository ☐

Reference No.

OWNER INFORMATION (Type or Print)

Name

Address

City

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
 In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

Make

HOLIDAY RAMBLER

Model

VACATIONER

Model Year

2002

Date Purchased
01-MAY-04Dealer's Name and Telephone Number
MOTORHOME CENTER

Engine:

No: Cylinders 8

Fuel Type:

Gas

Original Owner
☐Dealer's City
AUBURNState
ME

Zip Code

Transmission Type
AUTOMATIC☒

Antilock Brakes

☒

Cruise Control

Powertrain

REAR WHEEL DRIVE

Vehicle Component Code

161000 STRUCTURE:FRAME AND MEMBERS

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
26-MAR-2005Failure Mileage
17000Failure Speed
60

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM9ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

☐ Yes☒ No

Fire

☐ Yes☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

2002 HOLIDAY RAMBLER MOTORHOME - FRAME FAILURE WHERE TOW RECEIVER HITCH ATTACHES TO EXTENDED CHASSIS FRAME. THIS FAILURE OCCURRED WHILE TOWING AN ENCLOSED TRAILER WHICH MET ALL WEIGHT SPECIFICATIONS OF RV MANUFACTURER. *JB

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

06-FEB-2006

Repository ☐

Reference No.

OWNER INFORMATION (Type or Print)

Name

Address

City

Daytime Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

Make

HOLIDAY RAMBLER

Model

VACATIONER

Model Year

2002

Date Purchased
28-JUN-02

Dealer's Name and Telephone Number
DE MATTINI RV SALES 916-561-6060

Engine:
No: Cylinders 8

Fuel Type:
Gas

Original Owner
☒

Dealer's City
SACRAMENTO

State
CA

Zip Code
95815-2727

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
REAR WHEEL DRIVE

Vehicle Component Code
350000 EQUIPMENT

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
28-JAN-2006

Failure Mileage
14150

Failure Speed
5

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

DT*: THE CONTACT STATED WHILE DRIVING AT 5 MPH A CRACKING NOISE WAS HEARD COMING FROM THE REAR END. THE VEHICLE WAS PULLED TO THE SIDE OF THE ROAD FOR INSPECTION. THE CONTACT IDENTIFIED A RIP IN THE FRAME WHERE THE TOW BAR WAS ATTACHED TO THE FRAME. THE VEHICLE THAT WAS BEING TOWED WAS IN THE PROCESS OF BECOMING DETACHED FROM THE MOTOR HOME. THE VEHICLE WAS TOWED TO A LOCAL DEALERSHIP FOR INSPECTION. THE MANUFACTURER WAS ALERTED.
UPDATED 3/28/2006 - THE TOW RECEIVER WAS MOUNTED TO THE FRAME BY MONACO AND IT TORE AWAY ON BOTH SIDES. *NM

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

ATTACHMENT

03V-330 ① of ⑥

RECEIVED
2003 SEP -3 A 8:40
OFFICE OF SAFETY
INVESTIGATION

Kenneth N. Weinstein
Associate Administrator for Safety Assurance
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, D.C. 20590

Dear Mr. Weinstein:

Pursuant to Part 573 of Title 49 of the Code of Federal Regulations, Defect and Noncompliance Reports, Gulf Stream Coach, Inc. submits the following information concerning a safety defect on 2002-2003 Model Year Gulf Stream Coach, Inc. motor homes built on the Workhorse W22 22,000 lb. GVWR motor home chassis.

573.6 (c) (2) – Potentially Affected Vehicles

2002-2003 Model Year Sun Voyager, & Sun Sport motor homes built on the Workhorse W22 Motor Home Chassis built from 20 FEB 01 through 11 FEB 02 at our Luxury Division in Nappanee, IN are potentially affected.

573.6 (c) (3) – Estimated Population of Vehicles Potentially Affected

Sixty-three (63) vehicles are potentially affected.

573.6 (c) (4) – Estimated Percentage of Affected Vehicles with the Condition

At this point Gulf Stream Coach, Inc. estimates that 95% of the vehicles are affected with the condition.

573.6 (c) (5) – Description of the Noncompliance

The drop down brackets used to attach the hitch to the frame rail extensions may not be of adequate strength to handle long-term use of the hitch when towing loads at the upper end of the 5,000lb rated hitch capacity or if the towed vehicle does not utilize an auxiliary braking system. An auxiliary braking system is required by Workhorse when towing over 1,000 lbs. as is documented in the Workhorse Chassis Owners Manual under the Recreational Vehicle Towing section.

573.6 (c) (7) – Basis for Non-Compliance

Gulf Stream Coach, Inc. has received 5 complaints of bracket failure. Our data shows that these vehicles were towing a load that was in excess of the hitch rating and or failed to utilize the auxiliary braking system.

573.6 (c) (8) – Service Program

To remedy the situation, Gulf Stream Coach, Inc. has developed a reinforcement kit (consisting of steel brackets, spacers, and mechanical fasteners) with detail drawings and work instructions on how to complete the procedure. These drawings and instructions are enclosed for your review.

Gulf Stream Coach, Inc. will mail the safety recall notice to owners of record of the affected vehicles. The owners will be instructed to take their vehicle to their local service center to have the hitch recall work performed. There will be no charge to owners for this service. It is currently anticipated that owner and dealer notification letters will be mailed before 5 SEP 03.

573.6 (c) (9) – Owner and Dealer Letters

A copy of the notification letter to vehicle owners, as well as the letter to Gulf Stream dealers, are included for your review.

Please contact me if you have any questions or should you require any further information.

Sincerely,

Jeffrey C. Satoski
Compliance Engineer
Phone (800) 289-8787 x3312

Dealer Name
Address
City, State, Zip

SEP 2003

Vehicle Identification Number: actual VIN

IMPORTANT SAFETY RECALL CAMPAIGN ANNOUNCEMENT
NHTSA Assigned Campaign Number – xxxxx

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

NON-COMPLIANCE INVOLVED

The steel angle brackets attaching the hitch to the frame rails may not be of adequate strength to handle long-term use of the hitch when towing loads at the upper end of the 5,000 lb. rated hitch capacity or if the towed vehicle does not utilize an auxiliary braking system. In the event that these angle brackets would fail, the hitch and the tow vehicle could become dislodged from the motor home.

REMEDY

See the enclosed repair instructions "Hitch Reinforcement" that has been prepared by Gulf Stream Coach, Inc. It consists of detail drawings and work instructions.

DEALER CAMPAIGN RESPONSIBILITY

Our records indicate that the vehicle identified above is still in your possession. Federal law requires that this unit be repaired prior to delivery to a customer. Therefore this unit must be held and repaired per the service procedure of this recall campaign before the owner takes possession.

If you have already sold this unit please contact Gulf Stream Coach, Inc. immediately with the new owner's address and we will send them a copy of the retail owner recall notice.

If a retail owner contacts you to perform this recall, you must call Gulf Stream Coach, Inc. Service to receive authorization prior to performing the work. This work is to be performed at no charge to the owners, regardless of mileage, age of vehicle, or ownership.

Recall campaigns should receive the highest priority in your shop because of the safety factor involved and work must be scheduled promptly regardless of where the vehicle was purchased.

PARTS AVAILABILITY

You will need to call Gulf Stream Coach, Inc. at 1-800-482-6456 and ask for extension #3743. Ask the service representative to facilitate shipment of the kit(s) and to give authorization to do the repair. If you prefer, you may e-mail your information to - service@gulfstreamcoach.com.

FILING A CLAIM

Recall # xxxxx

Time: 1 Hour

If you have any questions concerning this recall or instructions, please call Gulf Stream Coach at 1-800-482-6456 and ask for extension #3743 to speak to a Motor Home Service Representative.

Thank you for your assistance.

Sincerely,

GULF STREAM COACH, INC.

Ron Levitz
National Service Mgr., Dealer Support Group

Safety Compliance Recall Number: xxxxx

SEP 2003

Owner Name
Address
City, State, Zip

Vehicle Identification Number: actual VIN

Please take notice that Gulf Stream Coach, Inc. is issuing a voluntary recall under the provisions of the National Traffic and Motor Vehicle Safety Act. Gulf Stream Coach, Inc. has determined that the possibility exists which relates to motor vehicle safety in certain 2002-2003 model year Sun Voyager and Sun Sport motor homes built on the Workhorse W22 chassis.

The steel angle brackets attaching the hitch to the frame rails may not be of adequate strength to handle long-term use of the hitch when towing loads at the upper end of the 5,000lb rated hitch capacity or if the towed vehicle does not utilize an auxiliary braking system. In the event that these angle brackets would fail, the hitch and the tow vehicle could become dislodged from the motor home.

Gulf Stream Coach, Inc. specifically requests that you refrain from towing any vehicle, trailer, car dolly or any such item until your motor home hitch is inspected and reinforced.

The approximate time required for completing this inspection and correction is approximately one hour by an experienced technician. However, due to service scheduling requirements, the repair facility may need your vehicle for a longer period of time. The cost will be paid directly to the facility that does the correction by Gulf Stream Coach, Inc. or reimbursed to the customer as needed.

The repair includes:

1. Inspection of the hitch mounting angle brackets.
2. Removal of the hitch.
3. Installation of the Reinforcement brackets.
4. Reinstallation of the hitch using new fasteners.

We have a reinforcement kit consisting of steel brackets, spacers, and mechanical fasteners, along with work instructions and detail drawings for completing its installation. This kit can be sent directly to you or to a repair facility of your choosing. You will need to call Gulf Stream Coach, Inc. at 1-800-482-6456 and ask for extension #3743. Provide the service representative with the address of where you want the kit to be sent. If you wish, you may have your repair facility call Gulf Stream Coach, Inc. to facilitate shipment of the kit and to get authorization to do the repair. If you prefer, you may e-mail your information to - service@gulfstreamcoach.com.

If you have changed your address or sold the vehicle please fill out the enclosed prepaid postcard and mail it to us so we can update our records. If you have sold the vehicle, the information you provide on the postcard will be used to notify the new owner about this safety compliance recall. If you have sold the vehicle and do not know the VIN number, please provide the vehicle serial number or your name so that we can properly identify the vehicle.

Federal Regulations require any lessor receiving this letter to forward it to the lessee within 10 days.

If you have trouble getting your vehicle repaired promptly and without charge, please contact the service manager at the service facility. If you still have concerns please call Gulf Stream Coach at 1-800-482-6456 and ask for extension #3743 to speak to a Motor Home Service Representative regarding this notice.

If you are still having trouble getting your vehicle repaired in a reasonable time or without charge, you may contact the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, D.C. 20590. You may also call the toll free Auto-Safety Hotline at 1-888-327-4236 (Washington, D.C. residents may call 366-0123).

Sincerely,

Dave Boots
National Retail Service Manager
Gulf Stream Coach, Inc.