



1221 NW Stallings Drive
Nacogdoches, Texas 75964
936.564.8367 Fax 936.564.0391
www.foretravel.com

January 16, 2004

04V-031 ① of ③

Mr. Kenneth N. Weinstein
Associate Administrator for Safety Assurance
National Highway Traffic Safety Administration
400 7th Street, SW
Washington, DC 20590

Re: Foretravel Assigned Campaign No. PI00082

Dear Mr. Weinstein,

Enclosed you will find the Defect and Non Compliance Report and sample owner notification letter for the above recall as prepared by Foretravel, Inc.

If you have questions or need additional information please do not hesitate to give me a call. My direct phone # is (936)-564-8367 extension 254, Fax # (936)-559-8923.

Sincerely,

A handwritten signature in black ink that reads "Mark Harvey" with a long, sweeping underline.

Mark Harvey
Director of Warranty and Customer Assistance
Foretravel, Inc.

Enclosure

RECEIVED
NYS-215
2004 FEB -2 A 9:00
OFFICE OF
DEFECTS INVESTIGATION

Form Approved: O.M.B. No. 2127-0004

Safety Defect and Noncompliance Report Guide for Vehicles
PART 573 Defect and Noncompliance Report⁽¹⁾

On January 15, 2004, Foretravel, Inc. (MFR) decided that a noncompliance with Federal Motor Vehicle Safety Standard No. 571:S104 exists in the motor vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 **Defect and Noncompliance Reports**.

Date this report was prepared: January 16, 2004

Furnish the manufacturer's identification code for this recall (if applicable):

PI00062

1. Identify the full corporate name of the fabricating manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

Foretravel, Inc.
1221 NW Stallings Drive
Nacogdoches, TX 75964

Identify the corporate official, by name and title, whom the agency should contact with respect to this recall.

Mark Harvey
Director of Warranty and Customer Assistance
Foretravel, Inc.

Telephone Number: (936) 564-8367 Fax No.: (936) 559-8923

Name and Title of Person who prepared this report.

Mark Harvey
Director of Warranty and Customer Assistance
Foretravel, Inc.

Signed: _____

Identify the Vehicle Models Involved in the Recall

2. Identify the Vehicles Involved in the Recall, for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), provide:

Make(s): Foretravel **Model Years Involved:** 2004 **Model(s):** U270/U295/U320

Production Dates: Beginning: 02/10/03 **Ending:** 08/06/03

VIN Range: Beginning: 1F98D5423N054677 **Ending:** 1F98D53484N054712

Vehicle Type: Class "A" Motorhome **Bodystyle:** Unicoach

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

The wiper system drive is distinguishable by numbered tag located on main securing beam, and is supplied to Foretravel Inc. by an identifiable Vendor-Supplier.

Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents. For example, if the recall involved Widgets equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Widgets of all Widgets manufactured during that time period?

40% of the 36 vehicles manufactured during this time period may actually contain the defect.

II. Identify the Recall Population

3. Furnish the total number of vehicles recalled potentially containing the defect or noncompliance.

Model: U270/U295/U320

Year: 2004

Number of Potentially Affected Vehicles: 20

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance:

66%

Identify and describe how the recall population was determined--in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled vehicles: Foretravel Inc. had seen evidence of potential issue while doing warranty repairs on a single 2004 coach. At that time the Vendor-Supplier was contacted with concerns about the weld breaking on this particular coach. The Vendor-Supplier determined that a single lot of 24 wiper units containing this defect that had been shipped to Foretravel on July 23, 2003. Foretravel made a search of records to determine the range of units that had part of this batch of wiper systems in them.

III. Describe the Defect or Noncompliance

5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.

The wiper system is located under the dash panel in the forward most interior of the coaches. There are (2) wiper crank arms that drive the spindles that pass through the front cap of the unit to drive both wiper arms. The weld attaching the spindle to the crank arm may fail allowing the wiper on the side that fails not to operate.

Describe the cause(s) of the defect or noncompliance condition.

An incorrect part and welding process used in the assembly of the Vendor-Supplied component.

Describe the consequence(s) of the defect or noncompliance condition.

Wiper crank arm weld may break and not allow wiper to work

Identify any warning, which can (a) precede or (b) occur.

(a) There may be a vibration or rattle during operation of the wiper system, or possibly while not in operation, but while vehicle is in motion.

(b) Main wiper arms will cease to function during operation.

If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.

B, Hepworth and Co., Ltd. Of Connecticut, Inc
800 Flanders Road
Mystic, CT 06355

Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:

CEO – Jonathan Eddy (UK)

IV. Provide the Chronology in Determining the Defect/Noncompliance

If the recall is for a defect, complete item 6, otherwise item 7.

6. With respect to a defect, furnish a chronological summary (including dates) of all the principle events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims.

There have been no reports of accidents, injuries, fires, crashes, or fatalities with regard to this.

There was one 1 paid warranty claim regarding this situation in 2003.

12/05/2003-First reported customer complaint regarding driver side windshield wiper quit working.

12/05/2003-Foretravel engineering Department contacted Doug Wright with Window Wiper Technologies to investigate the matter.

12/11/03-Window Wiper Technologies contacted Foretravel engineering department with answers about cause of failure and date and batch numbers of units that were sent to Foretravel. Also proposed to send necessary parts for replacement of affected units, and reimburse Foretravel for the costs involved.

12/18/03-Window Wiper Technologies informed engineering that parts sent from England should arrive at their location in Connecticut on either December 19th or the 22nd.

The parts were received during the Christmas holidays; Foretravel began repairing units located at the facility as well as 10 units that were in our parts stock.

01/16/04- Representative of Foretravel Inc. called Window Wiper Technologies and Mrs. Judith Taylor with NHTSA and asked how to proceed with notifying customers and completing campaign.

7. With respect to a noncompliance, identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.

Determined as above.

V. Identify the Remedy

8. Furnish a description of the manufacturer's remedy for the defect or noncompliance. Clearly describe the differences between the recall condition and the remedy.

Foretravel Inc. is in the process of preparing detailed instructions on replacement of wiper crank arms, and how to complete the repair. This will include replacement of

existing crank arms with new parts supplied by Window Wiper Technologies.

Clearly describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.

Recalled component will have a batch number beginning with the four digits of #7240 on a designating sticker located on the main brace of the wiper assembly and may be loose at the point where the crank arm is attached to the spindle. Remedy will not be loose and be noticeably more secure as well as be marked in a location near the batch number sticker identifying that the recall has been completed.

Identify and describe how and when the recall condition was corrected in production. If the production remedy was identical to the recall remedy in the field, so state. If the product was discontinued, so state.

The production remedy is identical to recall remedy.

VI. Identify the Recall Schedule

Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please, identify any foreseeable problems with implementing the recall.

1) Foretravel Inc. will begin sending customer notification letters to owners as quickly as possible in attempting to develop specific field repair instructions. These instructions will be forwarded to NHTSA as soon as they are completed.

2) The dealer /distributor /retailer network will be notified of the remedy with instructions as soon as they are completed by fax, and mail, accompanied with a sample copy of the customer notification letter. Additionally, this network will have V.I.N. numbers entered into their respective computer database, notifying them a recall campaign exists on the affected vehicles. Dealers/retailers not linked with Foretravel Inc. directly will be notified by fax of potentially affected recall vehicles in their stock inventory.

3) Needed parts will be obtained from the Vendor/Supplier.

4) V.I.N. numbers of affected vehicles and owner's names and addresses will be obtained when remedy instructions are completed. Mailing labels will be made for customer notification of the recall.

VII. Furnish Recall Communications

9. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification. A DRAFT copy of the notification documents should be submitted to this office by Fax (202-366-7882) for review prior to mailing.

Note that these documents are to be submitted separately from those provided in accordance with Part 573.8 requirements.

1. ¹Each manufacturer must furnish a report, to the Associate Administrator for Safety Assurance, for each defect or noncompliance condition, which relates to motor vehicle safety.

This guide was developed from 49 CFR Part 573, "Defect and Noncompliance Reports" and also outlines information currently requested. Any questions please consult the complete Part 573 or contact Mr. Jon White at (202) 366-5227 or by FAX at (202) 366-7882.

The Privacy Act of 1974 - Public Law 93-579, As Amended: This information is requested pursuant to the 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 administration enforcement or litigation against a manufacturer, your response, or statistical summary thereof, may be used in support of the agency's action.



1221 NW Stallings Drive
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Dear 2004, Foretravel Owner:

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

Reason for this Recall: Foretravel, Inc. has decided that a defect, which relates to motor vehicle safety, exists in the windshield wiper system on a small number of the 2004, Foretravel Unicorach Series motorhomes. These vehicles have the potential for the windshield wiper motor crank arm spindle weld to break, which under certain circumstances, could result in the windshield wipers not functioning properly, causing loss of vision without warning. Loss of driver's vision could result in a crash.

What Foretravel Will Do: Your Authorized Foretravel dealer will make the proper correction to your motorhome windshield wiper system. Only Authorized Foretravel Service Facilities have the necessary parts, tools, equipment, and training necessary for this correction. This correction will be made at no cost to you.

What You Should Do: Contact your Authorized Foretravel dealer as soon as possible to arrange a service date for this correction. The labor time required to perform the correction is approximately six (6) hours. However, additional time may be necessary, depending on how the dealer appointments are scheduled and processed. When scheduling your appointment for this correction of the wiper system defect, please make the service department aware of additional service items or repair work, and arrange to have more time scheduled for these additions.

Your Authorized Foretravel Service Dealer is best equipped to provide this service and to insure that this recall is addressed as promptly as possible. If however you take your vehicle to an Authorized Foretravel Service Facility as scheduled, on the agreed service date, and they do not remedy this condition on that date or within three (3) days, we recommend you contact Foretravel Customer Assistance by calling 1-800-955-8228; Ext. 254.

If you have already experienced the problem described above and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Foretravel, Inc. Customer Assistance Department, 1221 NW Stallings Drive, Nacogdoches, Texas 75964 Attention: Manager.

If after contacting your Authorized Foretravel Service Dealer and Foretravel Inc. Customer Assistance, you are still not able to have the safety defect remedied without charge within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street SW, Washington, D.C. 20590 or call 1-888-DASH-2-DOT (1-888-327-4238). Washington D.C. residents use 1-202-366-0123.

If you lease your vehicle, Federal Regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We strongly urge you to have this matter corrected as quickly as possible.

As always we value your ownership, and we regret any inconvenience that this may cause you. We have taken this action in the interest of your safety and continued satisfaction with your Foretravel Unicoach/Grand Villa motorhome. If you sold or traded your Foretravel, please let us know by e-mail at warranty.director@foretravel.com or by calling 1-800-855-8226; Ext. 254. If you have any questions please do not hesitate to call.

Sincerely,

Mark Harvey
Director of Warranty and Customer Assistance, Foretravel, Inc.