



**MONACO**

04V-038 ① of ②

January 27, 2004

**CERTIFIED MAIL  
RETURN RECEIPT REQUESTED**

**Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
U.S. Department of Transportation  
400 Seventh Street SW  
Washington, DC 20590**

RECEIVED  
JAN 28 P 2:03  
OFFICE OF THE ASSISTANT ATTORNEY GENERAL  
NHTSA

**Dear Associate Administrator:**

Pursuant to 49 CFR Part 573, Monaco Coach Corporation ("Monaco" or the "Company") is submitting this report to NHTSA concerning a safety recall campaign, which is being voluntarily initiated. Specific information is as follows:

**573.5(c)(2)**

**Affected Class A Motor Homes are:**

- Holiday Rambler - 2002-2004 Ambassador and 2002-2004 Neptune**
- Monaco - 2002-2004 Cayman, 2002-2004 Knight and 2002 Socialite**
- Beaver - 2003 Baron**
- Safari - 2003-2004 Cheestah, 2003-2004 Sahara and 2003-2004 Zanzibar**

The affected Class A motor homes were manufactured between February 4, 2002 and October 24, 2003.

The recall population was determined from the manufacturing records for the Company's manufacturing plants in Wakarusa, Indiana and Coburg, Oregon which produced the affected motor homes.

**573.5(c)(3)**

A total of Two Thousand, Ninety Nine (2,099) motor homes are in the recall population. Specific Serial Number and VIN break points are as follows:

**INDIANA BUILT UNITS**

**2002-2004 Holiday Rambler Ambassador** with the starting Serial Number 020119053483200-130228 ending with 040119053883206-140027. The VIN range for these motor homes is 1RF31335622019297 through 1RF62464X42026632.

**2002 - 2004 Holiday Rambler Neptune** with the starting Serial Number 020119083683200-137779 ending with 030119083283200-140041. The VIN range for these motor homes is 1RF31346422017376 through 1RF51326532026634.

**2003 Beaver Baron** with the starting Serial Number 030119193683301-131503 ending with 030119193683200-139070. The VIN range for these motor homes is 1RF51345032020339 through 1RF52445932025896.

**2002 - 2004 Monaco Cayman** with the starting Serial Number 020119073483200-127969 ending with 030119073683200-139949. The VIN range for these motor homes is 1RF31336422017489 through 1RF51346632026512.

**2002 - 2004 Monaco Knight** with the starting Serial Number 020119043683301-130221 ending with 040119043883301-139933. The VIN range for these motor homes is 1RF32345622019294 through 1RF62464042026509.

#### **OREGON BUILT UNITS**

**2002-2003 Holiday Rambler Ambassador** with the starting Serial Number 021719053883300-702392 ending with 031719053683200-704894. The VIN range for these motor homes is 1RF32365921019065 through 1RF62445431026500.

**2002-2004 Holiday Rambler Neptune** with the starting Serial Number 021719083683200-702308 ending with 041719083683400-705166. The VIN range for these motor homes is 1RF31346221018659 through 1RF51346841027586.

**2002-2004 Monaco Cayman** with the starting Serial Number 021719073683200-702160 ending with 041719073283200-705124. The VIN range for these motor homes is 1RF31346721018155 through 1RF51326641027329.

**2002 - 2003 Monaco Knight** with the starting Serial Number 021719043883300-702389 ending with 031719043683301-704897. The VIN range for these motor homes is 1RF32365321019062 through 1RF62445X31026503.

**2002 Monaco Socialite** with the starting Serial Number 021722903873101-702821 ending with 041722903873101-702874. The VIN range for these motor homes is 1RF32866021020613 through 1RF32866221020774.

**2003-2004 Safari Cheetah** with the starting Serial Number 031719763748201-703526 ending with 041719764083300-705520. The VIN range for these motor homes is 1RFB5445633022538 through 1RF65464141028718.

**2003-2004 Safari Sahara** with the starting Serial Number 031719993788301-703524 ending with 041719993883400-705473. The VIN range for these motor homes is 1RFB2454633022537 through 1RFB62464741028425.

**2003-2004 Safari Zanzibar** with the starting Serial Number 031719773888302-703431 ending with 041719773673200-704971. The VIN range for these motor homes is 1RFB3464533022282 through 1RF63444941026837.

#### **573.E(c)4**

Monaco estimates that 80% to 90% of the vehicles within the recall population contain the defect. All of the motor homes in this recall population must be inspected. If the inspection determines the existence of the defect, then the recall repair will be performed.

573.5(c)5

The defect relates to the I-beam leaf imitator in the front axle suspension (the "I-beam") and the rear axle panard bar bracket that is welded to the curbside top of the rear axle housing (the "panard bracket"). The I-beam has the potential to crack and break due to an inadequate welding process. The panard bracket has the potential to crack and break due to an inadequate welding process and a design deficiency.

573.5(c)6

In November of 2003 Monaco implemented a design change to the I-beam and panard bracket. This included in its scope certain motor homes that had been completed but were still in the Company's possession or control. At that time the Company was unaware of any field failures and had not made a safety defect determination. Recently, Monaco has become aware of two failures of the I-beam in motor homes built prior to implementation of the November 2003 design change. As a result, the Company has elected to initiate a safety recall campaign. There are no known field failures of the panard bracket but the Company has elected to include this component within the scope of this recall campaign. Monaco is not currently aware of any casualty losses attributable to either the I-beam or the panard bracket.

573.5(c)7

Not Applicable

573.5(c)8

The remedy will involve the inspection of the front I-beam. If the inspection determines that the motor home has the original I-beam design, then the I-beam will be replaced. The remedy will also involve inspection of the rear panard bar bracket for proper welds and the addition of stiffeners to the panard bar bracket. The stiffeners will be welded from the panard bar bracket to the center differential of the rear axle housing.

Copies of the owner and dealer notification letters and the repair instructions are enclosed for your pre-approval. The Company is prepared to begin owner notification immediately and parts kits will be available within 2-4 weeks.

Please acknowledge receipt of this defect information report and provide the recall number that will be assigned by NHTSA to this campaign.

Thank you for your assistance.

Sincerely,



Chuck R. Zucker  
Technical Coordinator Supervisor  
Monaco Coach Corporation

cpr/tt



**MONACO**  
COACH CORPORATION

04V-038 ④ of ④

January 27, 2004

**VEHICLE SAFETY DEFECT SERVICE BULLETIN**

**Recall Campaign No. TRD**

**Monaco File # R03024**

**Re: Safety Recall- I-Beams and Panard Bar Bracket**

**Dear Owner:**

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

Monaco Coach Corporation has decided that a defect which relates to motor vehicle safety exists in certain Class A motor homes. The affected units are:

**Holiday Rambler - 2002-2004 Ambassador and 2002-2004 Neptune**

**Monaco - 2002-2004 Cayman, 2002-2004 Knight and 2002 Socialite**

**Beaver- 2003 Baron**

**Safari- 2003-2004 Cheetah, 2003-2004 Sahara and 2003-2004 Zanzibar**

According to our information, your motor home identified on the enclosed form is affected. *Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.*

Monaco Coach Corporation became aware that the I-beams on the front axle and panard bracket on the rear axle have the potential to crack and break. If this would occur, it can cause you to lose control of your vehicle.

The remedy will involve the inspection of the front I-beam. If the inspection determines that the motor home has the original I-beam design, then the I-beam will be replaced. The remedy will also involve inspection of the rear panard bar bracket for proper welds and the addition of stiffeners to the panard bar bracket. The stiffeners will be welded from the panard bar bracket to the center differential of the rear axle housing. The corrections will be provided to you at no charge.

If you had the defect, which is the subject of this letter, remedied prior to receiving this letter, you may be eligible for reimbursement by Monaco Coach Corporation (Monaco) for your remedy costs.

You may contact your Monaco Coach Corporation dealer to arrange for a service appointment. Instructions for making this correction have been sent to your dealer and parts will be available in 2-4 weeks.

The labor time necessary to perform this recall campaign is approximately 2.5 hours. Please ask your dealer if you wish to know how much additional time may be needed to schedule and process your motor home.

The enclosed Recall Notification Form identifies your motor home and will serve as an authorization and claim form to have the correction made. Presentation of this form to your dealer will assist in making the necessary correction in the shortest possible time. If you have sold or traded your vehicle, or for any reason cannot have this recall service performed, please let us know by completing the postage paid reply card and returning it to us promptly.

Your Monaco Coach Corporation dealer is best equipped to provide service to ensure your motor home is corrected as promptly as possible. If, however, you take your unit to your dealer on the agreed service date and the dealer does not remedy this condition on that date or within three (3) days, please call our toll free number of (800) 685-6545.

If, after contacting your dealer, and the recall assistance service line, you believe Monaco Coach Corporation has failed or has been unable to remedy the noncompliance without charge or there has been an unreasonable delay in securing the remedy, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590 or call the toll free Auto Safety Hotline at (888) 327-4236.

We apologize for this inconvenience. However, we have taken this action in the interest of your safety and continued satisfaction with your Monaco motor home.

Sincerely,



Chuck R. Zucker  
Technical Coordinator Supervisor  
Monaco Coach Corporation

ciz/tt



**MONACO**

04V-038 @ of 4

January 27, 2004

**VEHICLE SAFETY DEFECT SERVICE BULLETIN**

**Recall Campaign No. TBD**

**Monaco File # R03024**

**Re: Recall- I-Beams and Panard Bar Bracket**

Dear Monaco Coach Corporation Dealer:

Monaco Coach Corporation has determined that a defect which relates to motor vehicle safety exists in certain Class A Motor Homes manufactured between February 4, 2002 and October 24, 2003. The affected units are:

**Holiday Rambler - 2002-2004 Ambassador and 2002-2004 Neptune**

**Monaco - 2002-2004 Cayman, 2002-2004 Knight and 2002 Socialite**

**Beaver - 2003 Baron**

**Safari - 2003-2004 Cheetah, 2003-2004 Sahara and 2003-2004 Zanzibar**

*Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.*

The National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall campaign of this type must be adequately repaired within a reasonable time after the owner has tendered it for repair. Generally, failure to repair within sixty (60) days after the owner's first delivery for repair is assumed to be an unreasonable delay.

**THE ISSUE**

The defect relates to the I-beam leaf imitator in the front axle suspension (the "I-beam") and the rear axle panard bar bracket that is welded to the curbside top of the rear axle housing (the "panard bracket"). The I-beam has the potential to crack and break due to an inadequate welding process. The panard bracket has the potential to crack and break due to an inadequate welding process and a design deficiency.

**AFFECTED UNITS**

**INDIANA BUILT UNITS**

**2002-2004 Holiday Rambler Ambassador** with the starting Serial Number 020119053483200-110228 ending with 040119053883206-140027. The VIN range for these motor homes is 1RF31335622019297 through 1RF62464X42026632.

**MONACO COACH CORPORATION**

**INDIANA DIVISION • 1808 W. Nively Ave. (CR 18) • P.O. Box 4313 • Ellettsville, IN 46014-0313**

**Telephone: 877-4-MONACO (1-877-466-6226)**

**2002 - 2004 Holiday Rambler Neptune** with the starting Serial Number 020119083683200-127779 ending with 030119083283200-140041. The VIN range for these motor homes is 1RF31346422017376 through 1RF51326532026634.

**2003 Beaver Baron** with the starting Serial Number 030119193683301-131503 ending with 030119193683200-139070. The VIN range for these motor homes is 1RF51345032020339 through 1RF52445932025896.

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**2003-2004 Safari Zanzibar** with the starting Serial Number 031719773883302-703431 ending with 041719773673200-704971. The VIN range for these motor homes is 1RFB3464533022282 through 1RF63444941026837.

If our records indicate that you have any of the affected vehicles in your inventory, you will also receive an owner notification letter identifying those units. Upon request, a list is available of the units that we currently show open in your dealer inventory.

### **THE REPAIR**

The remedy will involve the inspection of the front I-beam. If the inspection determines that the motor home has the original I-beam design, then the I-beam will be replaced. The remedy will also involve inspection of the rear panard bar bracket for proper welds and the addition of stiffeners to the panard bar bracket. The stiffeners will be welded from the panard bar bracket to the center differential of the rear axle housing. The parts are readily available by faxing the enclosed Recall Parts Purchase Order to 1-800-498-9478. If you have any questions concerning the repair procedure, please contact a member of our Technical Support staff toll free at 877-332-9239.

### **DEALER CAMPAIGN RESPONSIBILITY**

All un sold new vehicles in dealer's possession and subject to this campaign must be held and inspected/repared per the service procedure of this campaign bulletin before owners take possession of these vehicles. Dealers are to service all vehicles subject to this campaign at no charge to owners, regardless of mileage, age of vehicle, or ownership, from this time forward.

Owners of vehicles recently sold from your new vehicle inventory for which the dealer receives the owner recall notification are to be contacted by the dealer, and arrangements made to make the required correction according to the instructions enclosed with this bulletin. This could be done by mailing to such owners a copy of the applicable owner letter accompanying this bulletin.

In summary, whenever a vehicle subject to this campaign enters your vehicle inventory, or is in your dealership for service in the future, please take the steps necessary to be sure the campaign correction has been made before selling or releasing the vehicle.

In addition to a letter, owners will receive a recall notification/dealer claim form. The vehicle owner will present this form to you upon arrival for the service appointment. Please review the instructions on the face of the notification form and fill in the claim portion when the repair is completed.

Sincerely,



Chuck R. Zucker  
Technical Coordinator Supervisor  
Mopac Coach Corporation

Enclosures

crz/tt

# Monaco Coach Corporation



## Recall Repair Procedures

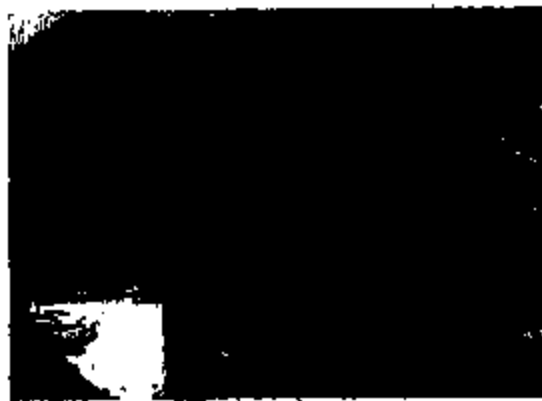
TBD

04V-038 @ of

### Removing I-Beam Assembly

1. Raise the front of the unit and place jack stands under frame.

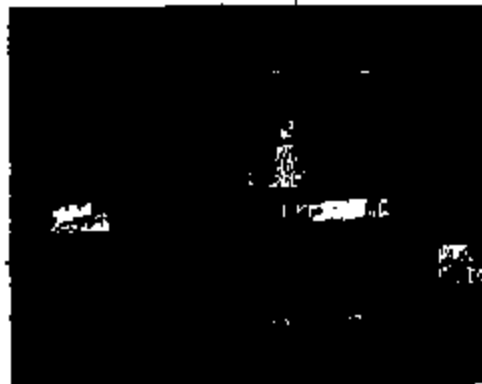
2. Inspect inside edges of both I-beams, if small plate or no plate is present proceed as follows, if fitted with a full length plate no repair is required.



3. Release air from suspension  
\* Starting from the passenger side

4. Unhook ride height valve

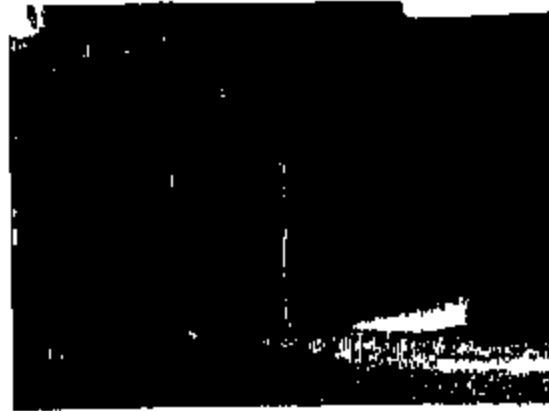
5. Unbolt sway bar and apply tape taking note of the stack-up of spacers top and bottom



6. Unbolt shock from I-beam arm



**7. Unbolt airbag assembly**



**8. Support the front axle with a jack.**

**9. Unbolt front I-beam**



**10. Unbolt panhard bar**

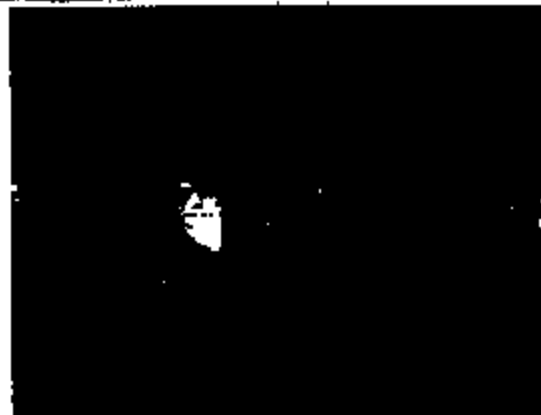


**11. Unbolt axle plate**

**12. Lower passenger side axle**

**13. Remove I-beam**

**14. Scuff axle plate hole and center dowel pin to remove corrosion - pin to hole tight fit on re-assembly**



## Installation of Tube Assembly

### 1. Position tube assembly

- Align rear of tube with shock mounting
- Align plate with airbag
- Align between bracket flanges in front

2. Drive bolt through forward bracket and new tube assembly - install new lock nut and torque to 290 ft.-lbs.



3. Insert airbag bolts and start new locknuts (taking care to start nuts before raising axle)

### 4. Raise axle into position

- \* Insure panhard bar is aligned with the bracket
- \* Insert centering pin to align
- \* Insure u-bolt clearance to install
- \* Insert sway bar bolt insuring original stack-up of spacers top and bottom



5. Insert panhard bar bolt & new lock nut- torque to 290 ft.-lbs.

6. Insert U-bolts across tube and through axle plate



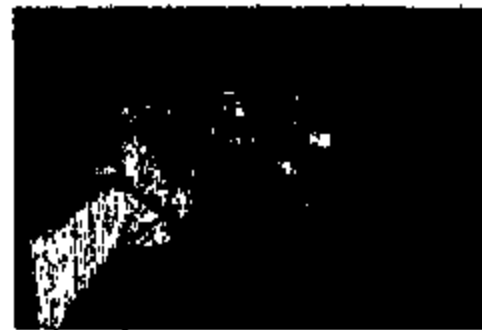
7. Tighten airbag locknuts & torque to 51 ft.-lbs.
8. Torque sway bar to 33 ft.lbs.

### 9. Tighten U-bolts

- \* Carefully draw-up all four nuts evenly by alternating
- \* Torque to 350 ft.-lbs.

### 10 Reinstall shock with bracket at end of tube assembly

- \* Install shock bolt and align
- \* Install washer
- \* Install new locknut and torque to 160ft.-lbs.



### 11. Reattach ride height valve

12. Repeat procedure for drivers side taking care to insure enough clearance to allow placement of u-bolt over new box tubing and under the steering gear.

**NOTE:** Insure the use of NEW locknuts in the re-assembly process for both sides.

13. With unit on ground, air system up, check ride height and adjust as Necessary



**Note:** Properly adjusted Ride height should measure 9 1/4" between the bottom of the frame rail to the center of the shock bolt

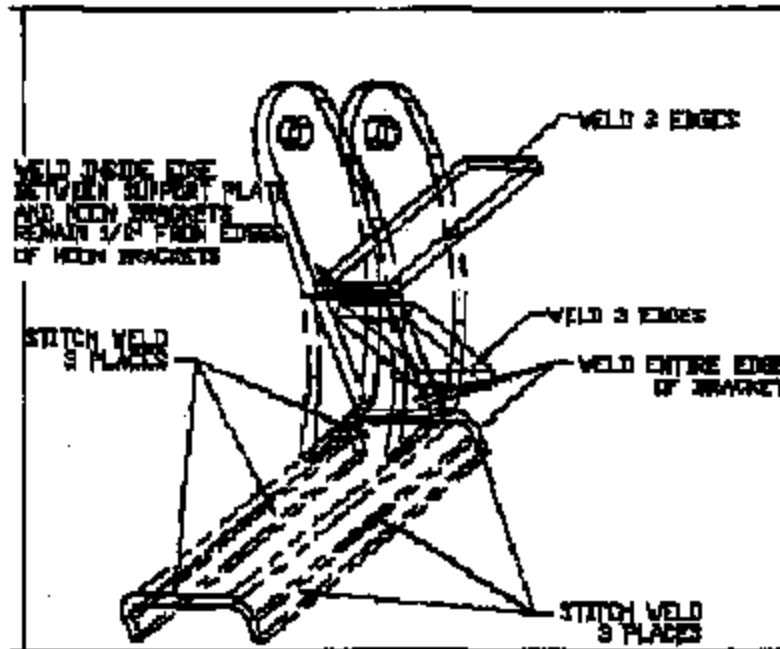
### Required tools

Hoist or floor jack	Vice grips	1-5/16" socket	7/16" box wrench	Tire Iron-aligning rod
Jack stands (2-4)	1-1/16" Deep socket	3/4" extension x 6"	1-5/16" box wrench	Torque wrench (350 ft. lbs.)
Air gun	1-1/8" box wrench	Punch	3/4" box wrench	Mig welder
1-1/8" socket	Tape measure	7/16" socket	Hammer	

### Panhard Bar Enhancement

1. Weld in a 4" x 3" x .375 steel plate from the upright support plate between the 'half moon' plates. This plate should be oriented from the rear side of the upright plate to the square axle housing on a 45° angle.
2. Weld in a 7 3/8" x 3" x .375 steel plate from the top of the previous plate added and support plate to the rounded portion of the axle gear housing. This should be on a parallel plane to axle housing.

See illustration on next page



**RECALL: 04VXXXXXX**

**Parts: Kit # 04VXXXXX - Box Tube Assembly & Panhard Bar Bracket Enhancement**

**Please fax the enclosed Recall Parts Purchase Order to 1-800-498-9478**

**Warranty Processing:** Submit a warranty claim and recall notification form for each coach repaired, per instructions, with Job Operation Code and time stated above. Add a separate line on warranty claim for repair or inspection of pan hard bar bracket enhancement, and I-beam replacement.

Note on customer copy of the RO & claim, customer needs to have u-bolts re-torqued to 350 ft.-lbs. at 90 days or 2000 miles.

**Job Operation Code (A): XXXXXXXXRC**

**Labor Allowance: X hr**



# MONACO COACH CORPORATION

## RECALL PARTS PURCHASE ORDER

**TBD**

**Monaco File R03024**

**I-Beam & Panard Bar Brackets**

Confirming Order Number: \_\_\_\_\_

Date: \_\_\_\_\_

Ship To: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Attention: \_\_\_\_\_

PO Number: \_\_\_\_\_

**Parts:** Order 1-Kit # 04Vxxxx Per Unit Qty: \_\_\_\_\_

**Kit Contents:** For I- Beam Repair: 2-Box Tube Leaf Spring Imitators 2-Box Tube Lock Nuts 2-Lock Nuts for Shock Absorbers 2-Panard Bar Lock Nuts 2-Sway Bar Lock Nuts 4-Air Bag Lock Nuts 4-U-Bolts and Lock Nuts

**For Panard Bar Repair:** 1-3 x 4 x .375 Steel Plate 1-7 3/8 x 3 x .375 Steel Plate

Customer Name: \_\_\_\_\_

Serial Number(s): \_\_\_\_\_

All parts will be shipped RPS ground unless other arrangements are made in advance.

**FAX TO: 1-800-498-9478**

**MONACO COACH CORPORATION**  
P.O. Box 4313 • Elkhart, IN • 46514-0313  
1809 W. Hively Ave • Elkhart, IN 46517