



COACHMEN RECREATIONAL VEHICLE COMPANY, LLC

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2004 MAR 08 P 1:34
OFFICE OF
DEFECTS INVESTIGATION

March 2, 2004

George H. Person
Chief, Recall Analysis Division
National Highway Traffic Safety Administration
400 Seventh St., S.W.
Washington, DC 20590

04V-119 ① of ③

Re: Part # 573 Defect and Noncompliance Report – Coachmen Recreational Vehicle Company, LLC.

Dear Mr. Person;

Coachmen Recreational Vehicle Company, LLC has determined that a potential safety defect may exist on certain 2004 MY Coachmen Frelander 3100 SO Class C mini-motorhomes. These vehicles were manufactured at Coachmen RV's Middlebury, Indiana facility from October 6, 2003 through February 12, 2004.

We believe that 114 units in total are potentially affected by this defect.

DESCRIPTION OF DEFECT

On the affected vehicles, a span of the 12-volt wiring harness used to support various lights and appliances in the coach portion of the vehicle, is routed between the back of the refrigerator and the refrigerator cabinet in such a manner as to allow contact between the 12-volt wire harness and the refrigerators burner tube and cooling unit. If contact occurs, the operating temperatures of the refrigerators' burner tube and cooling unit may cause the wire insulation to melt resulting in the potential for a fire to occur.

DISCOVERY OF THE DEFECT

The defect was discovered as a result of investigation of a dealer claim through our service department.

PRECLUSION OF POTENTIAL DEFECT

The routing of the 12-volt wiring has been changed to move it outside the refrigerator cabinet so that it does not have the potential to come in contact with the refrigerators' burner tube or cooling unit. On existing built units, the wiring harness will be secured with loom clamps tight every 3". This will insure adequate clearance from the burner tube and cooling unit.

Coachmen Recreational Vehicle Company, LLC. will supply the necessary instructions for making the repairs to remedy this defect. The repairs will be done by Coachmen dealers at no expense to the dealers or the retail customers.

All purchasers and dealerships that receive these units with the potential defect will be advised by mail regarding this problem. A copy of the draft of our proposed owner notification letter is attached for your review and approval. We can start the mailing campaign and begin providing the recall remedy within 5 days of your approval of this letter.

If you have any questions, or require further information, please advise.

Very Truly Yours,

COACHMEN RECREATIONAL VEHICLE COMPANY, LLC.



Gary L. Duncan

Attachments:

Cc: Rick Lavers – Coachmen Industries
Michael Terlep, Jr. – Coachmen Recreational Vehicle Company LLC.

March 1, 2004

Dear Coachmen Owner:

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

Coachmen RV Company has determined that a defect which relates to motor vehicle safety exists in 2004 and 2005 Freelander 3100 SO Class C mini-motorhomes built from October 6, 2003 through February 12, 2004.

SAFETY DEFECT

On affected vehicles, the 12-volt wiring harness that is routed between the back of the refrigerator and the refrigerator cabinet may come in direct contact with the refrigerator burner tube and cooling unit. If contact occurs, the wire insulation material may melt due to the operating temperature of the burner tube and cooling unit, resulting in the potential for a fire. **DO NOT OPERATE THE REFRIGERATOR IN YOUR VEHICLE UNTIL THE 12-VOLT WIRE HARNESS HAS BEEN RELOCATED.**

REPAIRS

PLEASE TAKE YOUR UNIT PROMPTLY TO YOUR COACHMEN DEALER. At no charge to you, the Coachmen dealer will relocate the 12-volt wire harness to eliminate the potential for contact with the refrigerator burner tube and cooling unit. The necessary repairs should not take more than two (2) hours.

REFUNDS

If you have paid to have this service performed prior to receiving this notice you can receive a full refund. Please mail your paid original invoice or receipt to Coachmen RV Service, P.O. Box 1000, Middlebury, Indiana 46540.

CHANGED ADDRESS OR SOLD THE VEHICLE?

Please fill out the enclosed pre-paid postcard and mail it to us if you have changed your address or sold the vehicle.

Any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If your dealer does not make the required repair promptly and without charge, you may contact Coachmen Customer Service at 1-800-453-6064. You also may contact the National Highway Traffic Safety Administration, 400 Seventh Street SW, Washington, DC 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236.

We regret the inconvenience this situation may have caused you. However, Coachmen RV Company believes in the early detection and immediate correction of potential concerns. Thank you for your understanding.

Sincerely,

COACHMEN RECREATIONAL VEHICLE COMPANY, LLC



COACHMEN RECREATIONAL VEHICLE COMPANY, LLC

March 12, 2004

Judith Taylor
National Highway Traffic Safety Administration
400 Seventh St., S.W.
Washington, DC 20590

Re: Recall No. 04V-119; Revised Notification Letter & Revision to Total Affected Population

Dear Judith;

Received the fax acknowledgement you sent pertaining to our initial notification letter for the referenced recall campaign. Attached is a copy of our proposed owner notification letter incorporating the changes you suggested.

Additionally, we need to modify the total population of vehicles affected by this campaign. Our initial notification indicated that there were 114 Coachmen 2004 MY Freelanders 3100 SO Class C mini-motorhomes involved. Upon further review, we need to also include an additional 8 units, 2005 MY, Freelanders 3100 SO Class C mini-motorhomes, raising the total number of units affected by this recall to 122.

We will begin the owner notification process immediately and, as you noted on your acknowledgment, will submit our first quarterly report by April 30, 2004.

If you have any questions or require further information, please advise.

Sincerely,

COACHMEN RECREATIONAL VEHICLE COMPANY, LLC



Gary L. Duncan
V.P. Engineering