



**MONACO
COACH CORPORATION**

04V-224
(9 pages)
MAY 10 2004
U.S. DEPARTMENT OF TRANSPORTATION
SAFETY DIVISION

May 7, 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

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 vehicles are specific model year:

2004 Holiday Rambler Imperial motorhomes with serial number 040119544083400-142201 through 040119544083400-143695 with a VIN range of 1RF43564642028260 through 1RF43564642029375 that were manufactured with the Aqua-Hot Heating System ("Aqua-Hot") option.

2004 Monaco Windsor motorhomes with serial number 040120704083400-142205 through 040120703883301-143690 with a VIN range of 1RF435643420282464 through 1RF43564242029440 that were manufactured with the Aqua-Hot option.

The affected units were manufactured between October 1, 2003 through December 17, 2003. The recall population was determined from the manufacturing records for the Company's manufacturing plants in Wakarusa, Indiana, which produced the affected motorhomes.

573.5(a)(3)

A total of thirty-five (35) motorhomes are in the recall population. Specific Monaco/Holiday Rambler Serial Number and VIN break points are as follows:

573.5(c)4

Monaco has determined that all of the motorhomes in this recall population need to have the repair performed.

573.5(c)5

On February 11, 2004 Monaco was notified by a dealer of one incident in which a water line (Thermoid Value-flex/GS) was installed to the Aqua-Hot when a fuel line (SAE-30R7) should have been used in the application. The Company then conducted an investigation of 20 motorhomes that were in dealer inventories and determined the potential scope of the population. This information was forwarded to the research department on February 18, 2004. A dealer inspection of all motorhomes built in the affected time frame was conducted from February 18, 2004 through March 16, 2004. The results of the inspection determined that 35 motorhomes were manufactured with the incorrect line.

573.5(c)6

Monaco is currently not aware of any casualties or losses related to this issue.

573.5(c)8

The remedy will involve removing the incorrect water line and replacing it with the correct fuel line.

All motorhomes in Monaco's inventory have been corrected.

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.

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. Zuoker
Technical Coordinator Supervisor
Monaco Coach Corporation



MONACO
COACH CORPORATION

May 7, 2004

VEHICLE SAFETY DEFECT SERVICE BULLETIN

**Recall Campaign No. TRD
Monaco File # R04010**

Re: Recall: Aqua-Hot Fuel Line

Dear Monaco Coach Corporation Dealer:

Monaco Coach Corporation has initiated a voluntary safety recall campaign with respect to certain **2004 Holiday Rambler Imperial** and **2004 Monaco Windsor Class A** motorhomes. *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

During the manufacturing process, the affected motorhomes had a water line (Thermoid valve-flex/GS) installed to the Aqua-Hot Heating System unit ("Aqua-Hot") when a fuel line (SAE-30R7) should have been used in the application.

AFFECTED UNITS

2004 Holiday Rambler Imperial motorhomes with serial number 040119544083400-142201 through 040119544083400-143695 with a VIN range of 1RF43564642028260 through 1RF43564642029375 manufactured with the Aqua-Hot option.

2004 Monaco Windsor motorhomes with serial number 040120704083400-142205 through 040120703883301-143690 with a VIN range of 1RF435643420282464 through 1RF43564242029440 manufactured with the Aqua-Hot option.

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

THE REPAIR

The correction will involve replacing the water line to the Aqua-Hot with the correct fuel line. This will be performed at no cost to the owners. The labor operation code and labor time allowance are included in the Recall Repair Instructions. 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 unsold 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

Recall 04VXXXXXX

Aqua Hot Fuel Line

1. Inspect existing fuel line for proper type.
 - *Incorrect line*-Thermoid Value -flex/GS
 - *Correct line*-SAE-30R7

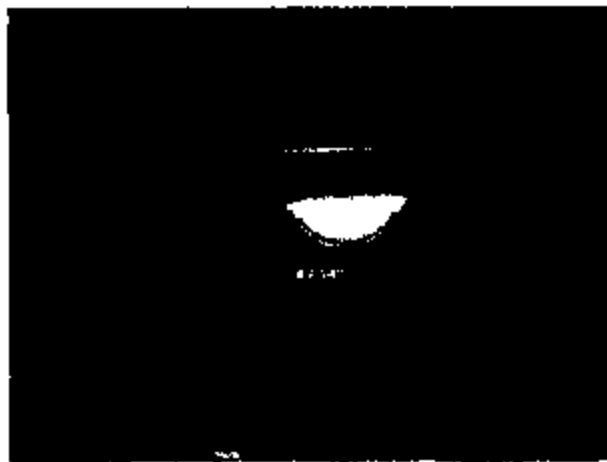
If *correct line* is present no further action is needed.
If *incorrect line* is present continue with Step 2 through Step 9.



2. Remove line from back side of the filter and secure loose end at a high point in the bay, taking care not to spill fuel.
3. Remove lines from Aqua Hot unit and allow fuel to drain into a drain pan.
4. Remove lines from Aqua Hot unit and allow fuel to drain into a drain pan.



5. Remove bay ceiling panel to access lines in next bay forward.
6. Pull line through from previous bay.
7. Continue to pull line through all bays reaching the fuel tank.
8. Remove line between filter and tank.
9. Install new correct fuel line taking care to route line as removed.



Parts: Order 1 Kit # 04VXXXXXX per serial number

Kit Contents: 20' SAE-30R7 Fuel line

Please complete the enclosed Recall Purchase Order and fax to 1-800-498-9478.

Warranty: Submit a warranty claim for each unit repaired using the following Labor Operation Code and Labor Hours.

Labor Operation Code: TBD

Labor Hours: XXXX



MONACO COACH CORPORATION

RECALL PARTS PURCHASE ORDER

**Recall 04VXXXXXXXXX
Monaco File R04010
Incorrect Fuel Line**

Confirming Order Number: _____

Date: _____

Ship To: _____

Attention: _____

PO Number: _____

Parts Ordered: ~~1Kit # MYXXXXX~~ per Serial Number

Kit Contents: 20' - SAE-30R7 Fuel line Qty: _____

Customer Name: _____

Serial Number(s): _____

All parts will be shipped FedEx 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



MONACO
COACH CORPORATION

May 7, 2004

VEHICLE SAFETY DEFECT SERVICE BULLETIN

**Recall Campaign No. TBD
Monaco File # R04010**

Re: Safety Recall - Aqua-Hot Fuel Line

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 ("Monaco") has decided that a defect which relates to motor vehicle safety exists in certain model year 2004 *Holiday Rambler Imperial* and *Monaco Windsor* motorhomes. According to our information, your motorhome 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.*

During the manufacturing process, the affected motorhomes had a water line (Thermoid valve-flex/GS) installed to the Aqua-Hot Heating System unit ("Aqua-Hot") when fuel line (SAE-30R7) should have been installed. The incorrect line may allow seepage of fuel and vapors into the bay area of your motorhome, creating the potential for an explosion or fire and resulting personal injury.

The remedy will involve the installation of the correct fuel line (SAE-30R7) to the Aqua-Hot and will be completed at no cost to you. If you had the correct fuel line to the Aqua-Hot installed prior to receiving this letter, you may be eligible for reimbursement by Monaco for your remedy costs.

You may contact your Monaco or Holiday Rambler dealer to arrange for a service appointment. Instructions for making this correction have been sent to your dealer and parts are readily available.

The labor time necessary to perform this recall campaign is approximately .75 hour. Please ask your dealer if you wish to know how much additional time may be needed to schedule and process your motorhome.

The enclosed Recall Notification Form identifies your motorhome 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 motorhome, 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 or Holiday Rambler dealer is best equipped to provide service to ensure your motorhome is corrected as promptly as possible. If, however, you take your motorhome 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 motorhome.

Sincerely,



Chuck R. Zucker
Technical Coordinator Supervisor
Monaco Coach Corporation