



Foretravel, Inc.

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www.foretravel.com

Date: January 27, 2004

To: All Foretravel Motorhome Dealers and Authorized Service Facilities

Models: 2004-Year Model Foretravel Unicoach Series Motorhomes

Reference: Campaign R04V031 (NHTSA Recall # 04V-031)

Foretravel, Inc. along with B. Hepworth and Co., Ltd. Of Connecticut has determined that a defect, which relates to motor vehicle safety, exists in the windshield wiper system on a small number of the 2004, Foretravel Unicoach 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.

Vehicles involved will require inspection of the batch number for affected units. Wiper batch numbers beginning with #7240 require replacement of both wiper crank arm assemblies, and adjustment of all linkage and wiper arms.

EDS will be used to prompt Foretravel Dealership Stores to perform the recall. Service locations without EDS can contact Foretravel Inc. to verify that coaches in this range have or still need the recall performed. After recall is performed use the correct flat rate operation code. Tracking the progress of this recall is very important. The proper Labor operation for this recall is R04V031.

Ensure you have necessary parts on hand in order to minimize delays to the customers.

Enclosed you will find a copy of the Customer Letter, Service bulletin with recall instructions, and a tracking sheet. The Flat Rate Codes are already in EDS.

Note: All coaches on the supplied tracking sheet will need the inspection/recall performed.

Point of contact to reference this recall is Mark Harvey, Director of Warranty & Customer Assistance at Foretravel Inc. 1-800-955-6226 Ext. 254

Enclosures:

M O T O R H O M E S O F D I S T I N C T I O N

R04V-031 Window Wiper Technology Spindle Inspection/Replacement

Unit #	VIN #	Customer	Inspected	Replaced	Comments
6260	1F98D64234N054877	William Vetting			Needs Inspection
6267	1F98D54024N054884	Brian Henry			Needs Inspection
6270	1F98D54284N054887	David Spain			Needs Inspection
6273	1F98D53604N054890	Debra Mckee			Needs Shafts Replaced
6274	1F98D54284N054891	Pete Garber			Needs Shafts Replaced
6276	1F98D54214N054893	Wallace Sapp			Needs Shafts Replaced
6277	1F98D53684N054894	Bob Schwab			Needs Shafts Replaced
6293	1F98D53824N054710	Vernon Irwin			Needs Shafts Replaced
Coaches "with" batch # 7240 - Needs Shafts Replaced					
Coaches "without" batch # 7240 - Are OK (Inspection Only)					

Foretravel Service Bulletin **DRAFT**

Date: 1-14-04

Subject: NHTSA Recall RO4VO31 - Window Wiper Technology 04 Spindle Shaft

Bulletin Number: RO4VO31

Publishing Number: 89

Foretravel Inc. and B, Hepworth Co., LTD. has initiated a NHTSA Recall Campaign that involves a limited number of 2004 year model 270/295/320 Foretravel Unicoach and GrandVilla motorhomes. The spindle shaft of the wiper assembly may come loose from the crank rod and possibly causing loss of vision.

We are in the process of checking some early 2004 **Window Wiper Technology** Spindles on our wiper assemblies. We will be checking for batch # 7240 these units have a possibility of the weld not making good penetration. Units with batch numbers other than 7240 are good. We are only looking at the first four digits of the batch #. We will include instructions for checking the batch # and motor homes involved.

Identifying the batch # should be fairly simple.

Gauge hood, left side and center dash panel covers will have to be removed; some units will have a vertical piece for electric visors that will have to be removed. Uprights at corners of dash must be removed. With flashlight, looking at left front opening of spindle shaft one should see a identification label on the wiper assembly plate steel next to drivers side spindle assembly.

If not at this location then label with batch # will be on bracket next to motor.

Check for proper batch #, if any other # than 7240 appears no action is needed.

If # 7240 appears you must replace both spindles.

- 1-Remove nut covers and nuts on wiper arm assembly (large nuts only, one per side)
- 2-Remove arms from spindle shaft, allowing wipers to hang on existing arm.
- 3-From inside of coach remove snap ring from spindle shaft and rod end shaft. With two flat blade screwdrivers carefully pry rod end off of spindle shaft.
- 4-Remove snap ring on exterior side of shaft.
- 5-Loosen 1 5/16 inch nut on spindle bushing (inside)
- 6-Lubricate threads before attempting to loosen.
- 7-Loosen nut all the way off of threads.
- 8-From outside of coach remove weather covers that cover exterior nut, do the same to passenger side.
- 9-At this time you will need to remove passenger side exterior nut, taking this nut and using it as a jam nut on the driver side. Once nut is on driver side, you may start removing the spindle bushing. This bushing will have to be removed to allow clearance for removal of spindle shaft (driver side only).
- 10-Remove spindle shaft it will have large nut and washer spring on it.
- 11-Install new washer spring and nut on new shaft.
- 12-Install new spindle shaft through steel plate and fiberglass.

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- 13-Install stainless steel washer and rubber washer on threaded bushing.
- 14-Install threaded bushing through fiberglass and start threading through plate steel, start back up nut. Tighten outside nut until rubber washer starts expanding from under large stainless washer.
- 15-Tighten large nut on inside firmly.
- 16-Remove jam nut from bushing and install back to passenger side.
- 17-Install new o-ring and washers previously removed, once in place install new snap ring from outside to hold shaft in place. Check shaft end play for proper tension of O-ring weather Pac (1/8" movement maximum).
- 18-**Passenger side removal process.**
- 19-Remove snap ring from spindle and rod end shaft. With two flat blade screwdrivers carefully pry rod end off of spindle shaft.
- 20-Remove exterior snap ring washers and o-ring.
- 21-Push spindle shaft to inside of coach, removing old assembly.
- 22-Install new shaft and spring washer.
- 23-Install new o-ring and washers on outside of coach.
- 24-Install new snap ring, checking for proper tension of o-ring weather Pac as previously described.
- 25-Once all repair checks have passed inspection, make sure wiper motor is in park position.
- 26-Now install shaft rod ends onto driver and passenger spindle shafts. **Note:** Driver side spindle shaft will be in the up position (1-0-clock) passenger side will be in the down position (5-0-clock).
- 27-Install exterior weather covers.
- 28-Install wiper arms on driver and passenger shafts (no more than 3 inches from center of windshield rubber).
- 29-Torque nuts on arms to 30 foot/pounds.
- 30-Water and performance test should be performed at this time. If wipers operate properly and do not touch windshield rubber, **locate identification label and mark OK on the label.**
- 31- You may reassemble interior dash components.

Part #: 04 spindle

Flat rate code: RO4VO31

Flat rate time: .8 for check only

Flat rate replacement time: 7.5 both sides

If you have any questions please call James Triana @ 800-955-6226 extension 259 or Donnie Arriola @ extension 266.



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1221 NW Stallings Drive
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Dear 2004, Foretravel Owner:

This 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 Unicoach 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. If your coach requires inspection only, the labor time will be about one (1) hour, if a complete correction is needed the time required to perform the correction will be approximately eight (8) 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 1-800-955-6226; 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 (1-888-327-4236).

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 motorhome. If you sold or traded your Foretravel, please let us know by e-mail at warranty.director@foretravel.com or by calling 1-800-955-6226; Ext. 254. If you have any questions please do not hesitate to call.

Sincerely,

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