



MONACO

April 5, 2004

VEHICLE SAFETY DEFECT SERVICE BULLETIN

Recall Campaign No. 04V152000

Monaco File # R04003

Re: Recall-Soft Touch Ceiling Light Connector

Dear Monaco Coach Corporation Dealer:

Monaco Coach Corporation has decided that a safety defect may exist in certain **2004 Beaver Marquis** Class A motor homes. *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 pigtail connectors that connects the Soft Touch Ceiling Light to the coach wiring harness was not installed during manufacturing. This omission could lead to an overheating condition of the light and/or wire harness resulting in a fire.

AFFECTED UNITS

2004 Beaver Marquis with a starting serial number of 041620854288301-800531 through 041620854588301-800860, a starting VIN of 1RFC6571443024239 ending with 1RFC6581141028954.

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 correction will involve the installation of a pigtail to the coach wiring harness for the Soft Touch Ceiling Light. 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.

MONACO COACH CORPORATION

INDIANA DIVISION • 1808 W. Hivaly Ave. (CR 18) • P.O. Box 4313 • Elkhart, IN 46514-0313

Telephone: 877-4-MONACO (1-877-466-0226)

DEALER CAMPAIGN RESPONSIBILITY

All unsold new vehicles in dealer's possession and subject to this campaign must be held and inspected/repaired 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
Monaco Coach Corporation**

Enclosures

crz/tt

Monaco Coach Corporation

Recall Repair Procedures

**Recall 04V152000
R04003
Soft Touch Ceiling Light Connector**

Repair Procedure:

1. Verify the operation of the ceiling lights.
2. Remove the wood buttons from the ceiling light panel.
3. Unscrew the panel and place to one side.
4. Locate the ceiling light electrical connector and disconnect it from the coach wiring.
5. Install the new connector. **Note:** Follow the manufacture's installation instructions that are included in recall kit.
6. Verify the operation of the lights and secure the connection with electrical tape.
7. Replace the ceiling panel and verify operation of the lights.
8. Reinstall the wood buttons.



Ceiling Panel

Wood Button

Parts: Order 1 **Kit # 04V152000** per serial number
Kit Contents: 4 - 6" pigtail connectors
Manufacture's Installation Instructions.

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

Warranty: Submit a warranty claim form for each unit repaired using the following labor time and job operation code.

Job Operation Code: 22 35 02 59 RC

Labor Hours: .75 per panel



MONACO COACH CORPORATION

RECALL PARTS PURCHASE ORDER

04V152000

**Soft Touch Ceiling Light Connector
Monaco File R04003**

Confirming Order Number: _____

Date: _____

Ship To: _____

Attention: _____

PO Number: _____

Parts: Order 1-Kit # 04V152000 Per Unit Qty: _____

Kit Contents: 4 – 6” Pigtail Connectors
Manufacture’s Installation Instructions

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



MONACO

April 9, 2004

VEHICLE SAFETY DEFECT SERVICE BULLETIN
Recall Campaign No. 04V152000
Monaco File # R04003

Re: Safety Recall – Soft Touch Ceiling Light Connector

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 2004 Beaver Marquis motor homes. These motor homes were manufactured without pigtail connectors for the Soft Touch Ceiling Light. 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.*

This omission of connectors could lead to an overheating condition of the light and/or wire harness resulting in a fire in your motor home and possibly personal injury.

The remedy will involve the installation of connectors to the Soft Touch Ceiling Lights.

If you had 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 are readily available.

The labor time necessary to perform this recall campaign is approximately 3 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 motor home 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 motor home.

Sincerely,

A handwritten signature in black ink, appearing to read 'CRZ', followed by a long horizontal line extending to the right.

Chuck R. Zucker
Technical Coordinator Supervisor
Monaco Coach Corporation

crz/tt