



MONACO
COACH CORPORATION

July 19, 2004

VEHICLE SAFETY DEFECT SERVICE BULLETIN

Recall Campaign No. 04V322000

Monaco File # R02189

Re: Recall-Windshield Wiper Assembly

Dear Monaco Coach Corporation Dealer:

Monaco Coach Corporation has decided that certain 2003 Beaver Patriot and Marquis Class A motorhomes fail to conform to 49 CFR 571.104 "Windshield wiping and washing systems." *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

Monaco Coach became aware that the windshield wiper assembly was installed without proper support, allowing it to bind and/or break which could result in a crash of the motorhome without warning.

AFFECTED UNITS

2003 Beaver Patriot with a starting serial number of 031620834088203-800129 through 031620834088302-800177 with the VIN range of 1RFC3561633 through 1RFC3561033

2003 Beaver Marquis with a starting serial number of 031620854248203-800141 through 031620854248203-800176 with the VIN range of 1RFC6561133 through 1RFC6561933

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 new wiper assembly and support for the new assembly. 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,



Michael R. Becker
Customer Service Manager
Monaco Coach Corporation

Enclosures

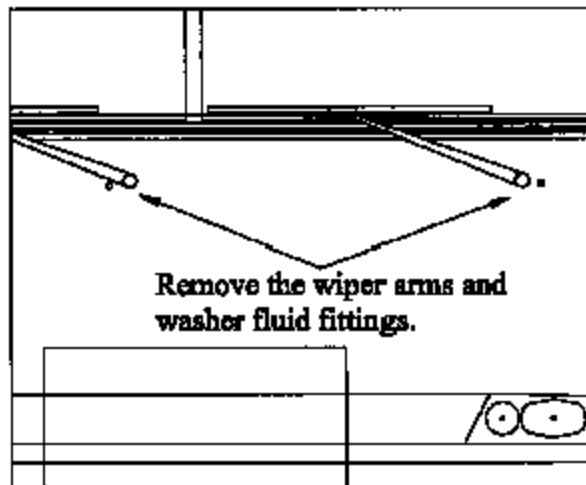
Monaco Coach Corporation

Recall Repair Procedures

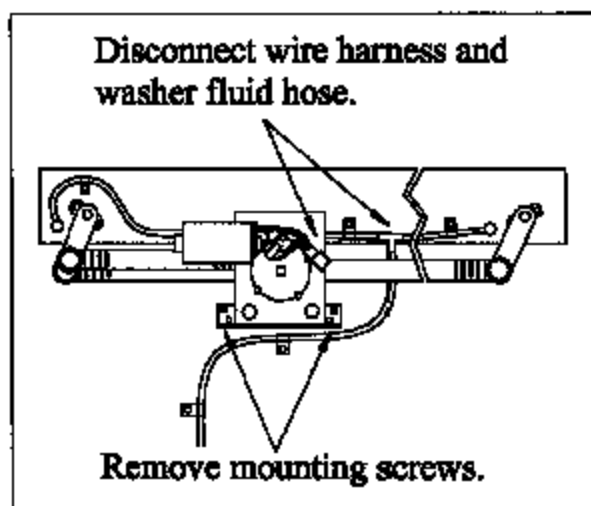
Recall 04V322000

Windshield Wiper Linkage

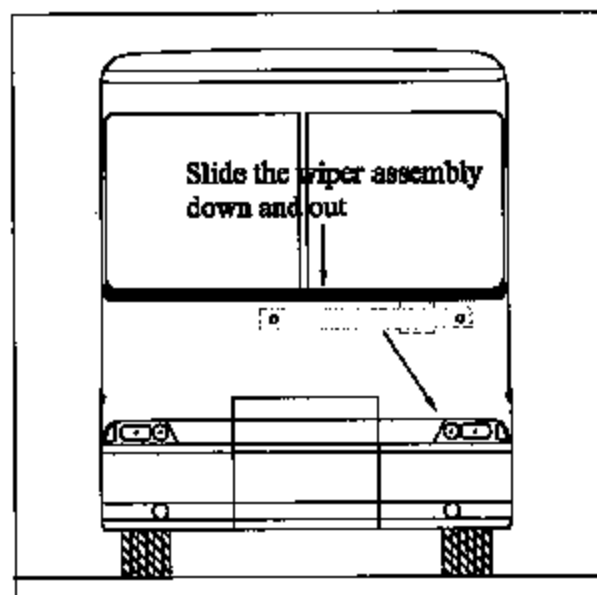
- 1) Remove the dash pad near the windshield & remove the knock out in the board under the dash pad.
- 2) Remove the wiper arms, blades & retaining nuts from the wiper shaft assembly. Remove the fittings for washer fluid.



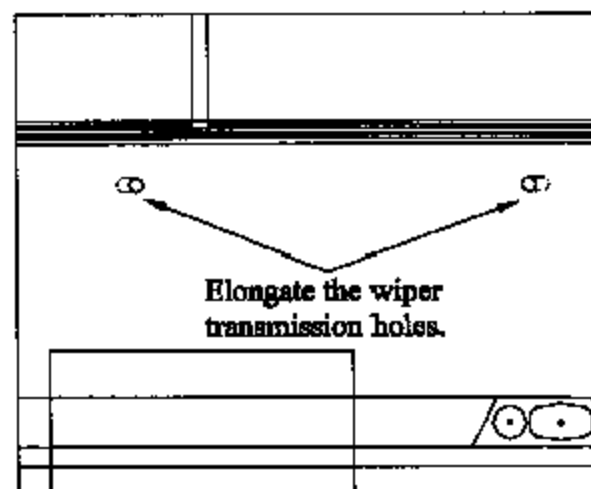
- 3) Remove the retainer screws & bolts for the motor support & disconnect the wiring.



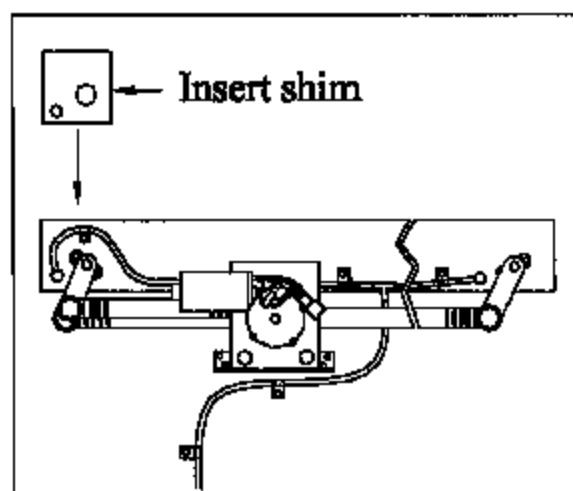
- 4) Pop the assembly free and remove it through the driver side of coach past the generator.



- 5) The holes in the front cap for the transmissions have to be elongated about $\frac{1}{4}$ inch wider to accommodate the wider distance between the shafts.



- 6) Install the new assembly under the front cap in reverse of operation #4.
- 7) The left wiper transmission goes through the front cap and must be shimmed with a 3" X 3" X $\frac{1}{4}$ " thick piece of wood, which mounts on the shaft between the wiper assembly frame and the fiberglass front cap. Measure the location of the wiper transmission and the washer fluid connector and drill the shim accordingly. **Note: Both the left side and right side shafts need to stick out of the front cap the same distance. Use washers to adjust this distance as need.**



- 8) Install the new wiper arms and blades and test the wipers. Adjust the wiper arms as needed and torque to 40 in. lbs.
- 9) Reassemble the dash.

Parts: Order 1 Kit # 04V322000

Kit Contents: 1 Windshield Wiper Assembly

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

Labor Operation Code: 22410159RC

Labor Allowance: 8 Hours

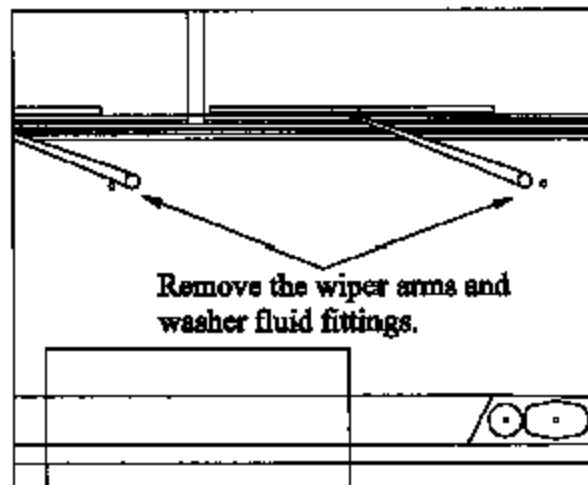
Monaco Coach Corporation

Recall Repair Procedures

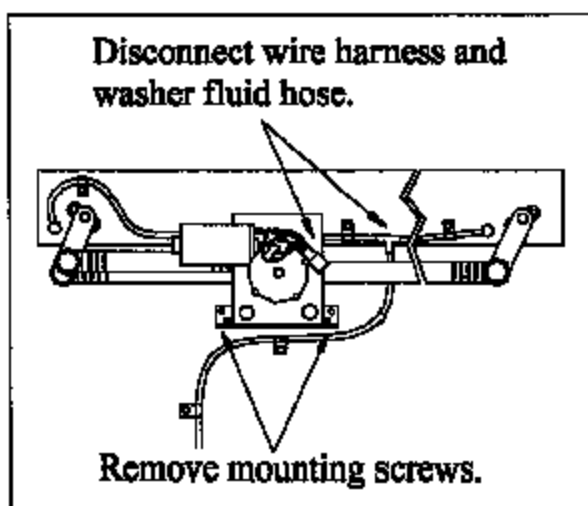
Recall 04V322000

Windshield Wiper Linkage

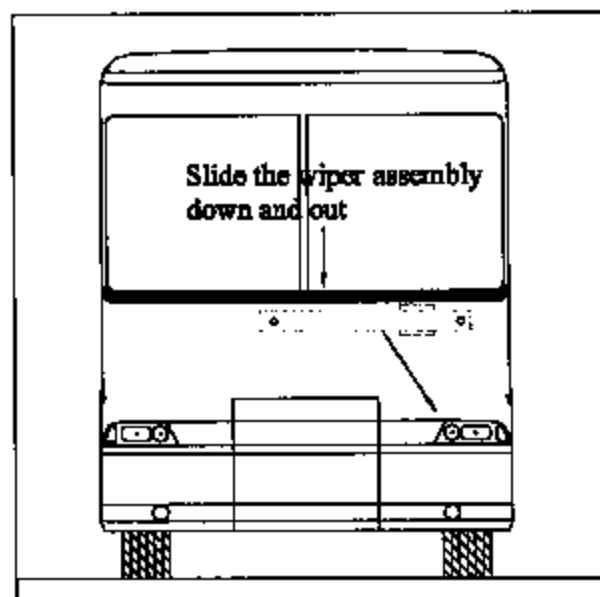
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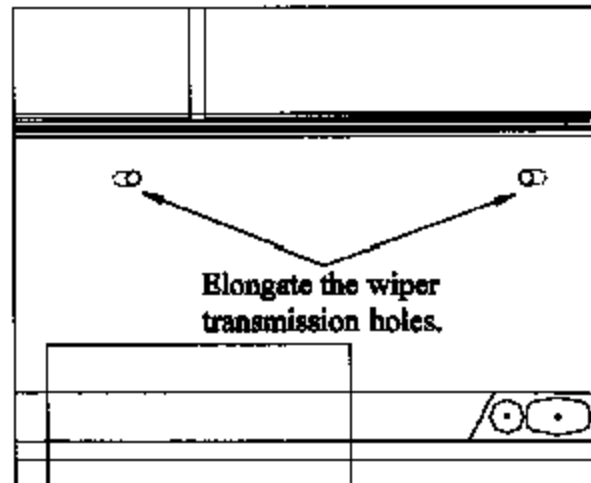
- 3) Remove the retainer screws & bolts for the motor support & disconnect the wiring.



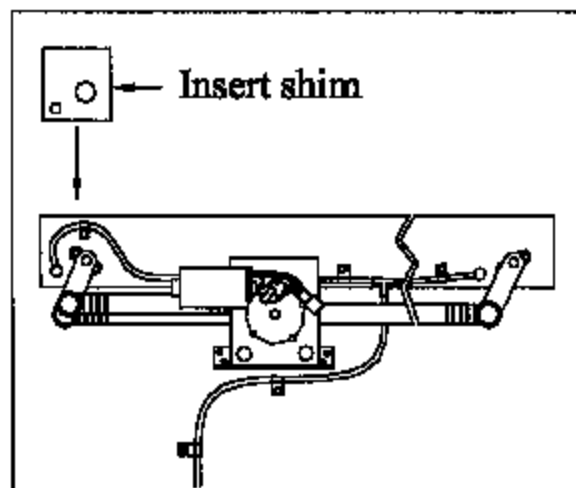
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Labor Operation Code: 22410159RC

Labor Allowance: 8 Hours



July 23, 2004

VEHICLE SAFETY DEFECT SERVICE BULLETIN
Recall Campaign No. 04V322000
Monaco File # R02189

Re: Safety Recall – Windshield Wiper Assembly

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 certain 2003 Beaver Patriot and Marquis Class A motorhomes fail to conform to Federal Motor Vehicle Safety Standards (FMVSS) No. 104 "Windshield wiping and washing systems." 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.*

Monaco Coach Corporation became aware that the windshield wiper assembly was installed without proper support, allowing the wiper assembly to bind and/or break. This failure could result in inadequate visibility in adverse weather conditions, which could lead to personal injury or could result in a crash without warning.

The remedy will involve the installation of a new style wiper assembly with support to the motorhome. This correction will be provided to you at no charge.

If you had the FMVSS noncompliance, 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 are readily available.

The labor time necessary to perform this recall campaign is approximately 8 hours. 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 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 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,



Michael R. Becker
Customer Service Manager
Monaco Coach Corporation

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MONACO COACH CORPORATION

RECALL PARTS PURCHASE ORDER

04V322000

Windshield Wiper Assembly

Monaco File R02189

Confirming Order Number: _____

Date: _____

Ship To: _____

Attention: _____

PO Number: _____

Parts: Order 1-Kit # **04V322000** Per Unit
Kit Contents: 1 Wiper Assembly

Qty: _____

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