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**VIKING
RECREATIONAL
VEHICLES, LLC**

Fax

To:	Kelly Schuler - NHTSA	From:	Gary L. Duncan
Fax:		Fax:	(574) 825-1174
Phone:		Phone:	(574) 825-8525
Re:	Recall # 05V-364	CC:	
Date:	October 26, 2005	Pages:	2

☐ Urgent ☒ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

• **Comments:**

Kelly – Attached is a Retail Service Bulletin that we will begin mailing to the owners of units affected by the referenced recall campaign. We will begin mailing these by the end of this week.

This bulletin informs them that the parts required to complete the recall remedy are now readily available and they should contact their dealer and schedule an appointment to have their unit fixed.

This letter will be mailed to all retail customers, including those that have filed the complaints with NHTSA you forwarded me yesterday.

The parts required to remedy the recall are now readily available. As I mentioned over the phone, we began shipping these parts on October 5, 2005. As of today, we have shipped a total of 2,178 repair parts to our dealers and have an adequate supply of them available to fulfill requests as they're received.

Hope this helps. If you have any questions, or require further information, please don't hesitate to give me a call at (574) 825-8528.

Best regards,

Gary L. Duncan, P.E.
V.P. Engineering Services
Phone: (574) 825-8528
Fax: (574) 825-1174





05V-364

Retail Service Bulletin

October 27, 2005

To: Owners of Viking, Clipper, and Futura folding trailers.

Subject: Lift System Product Safety Update
NHTSA Safety Recall # 05V-364, Transport Canada Safety Recall # 05-243

Dear Valued Customer,

Several weeks ago, you should have received an official notice pertaining to the above-mentioned safety recall on the Lift System of your folding trailer. We sincerely apologize for any inconvenience this issue may have caused. Thank you for your patience as we have been working diligently to define a reliable fix to address this safety concern and get your camper back in service for future safe, reliable and enjoyable use.

We have identified a service procedure for your camping trailer pertaining to this recall. A secondary brake has been designed for all affected models, to assure safe operation of the camping trailer and to meet the recall requirements. In addition, safety support posts (2 per unit) are being provided for every unit as a precautionary safety measure with instructions for proper use at the time of service by authorized dealers.

We have conducted extensive testing of the fix and all required documentation has been submitted to NHTSA and Transport Canada, in full compliance with recall procedures. We have worked closely with the suppliers to expedite the delivery of repair parts to authorized dealers. As a result, parts have been shipping to dealers over the last two weeks and we can accommodate the scheduling of your camping trailer for service. If you have not already contacted an authorized dealer to schedule your camping trailer for necessary repairs to address this recall, please call your dealer for an appointment and your service will be scheduled.

We sincerely apologize for any frustration that this recall has caused you. We initiated this recall to fulfill our commitment to stand behind our product and provide a safe and reliable unit for your camping enjoyment. In doing so, we have demonstrated why we have enjoyed a long standing reputation as a quality manufacturer committed to doing the right thing and to the ultimate long term satisfaction of our many loyal customers. In further consideration of your inconvenience we are providing you a 3 month extension of your limited warranty and the enclosed customer loyalty coupon for future savings on Coachmen's family of recreational vehicles. We appreciate your patience and understanding as we work through this recall and service of your camping trailer.

Thank you for being a valued and loyal customer.

Kindest Regards,

A.G. Warlick
VP & General Manager

VIKING RECREATIONAL VEHICLES, LLC

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