

**Lopez, Delia**

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**From:** Gary Duncan  
**Sent:** Friday, March 18, 2005 2:23 PM  
**To:** Lopez, Delia  
**Subject:** RE: Coachmen Recall Campaign numbers 05V-091 and 05V-092

Delia –

In response to your question on Recall 05V-091 as to when Coachmen became aware of the recall, my office first received notification from Workhorse on February 28, 2005.

The following are in response to your question(s) on Recall 05V-092:

- Coachmen first became aware of the issue and began our investigation on February 2, 2005.

- The supplier of the hitch bracket is: BTJ Inc. Fabrication, 2926 Paul Dr., Elkhart, IN 46515  
Contact at BTJ is Terry Kraus.

Additionally for this recall campaign, I have been instructed to add the hitch bracket suppliers name to the notification letters. A copy of the revised Dealer and Owner notification letters reflecting this is attached for your review and approval. (I'm sending copies via FAX as well).

Upon receipt of your approval of these letters we will begin the mailing campaigns. Assuming we receive your approval within the next 5 days, we will schedule our mailing campaigns to begin on Monday, March 28, 2005.

Should you have any questions or require further information, please advise.

Sincerely,

Gary L. Duncan  
Coachmen RV

Fax: 574-825-1174



05U-092

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**COACHMEN RECREATIONAL VEHICLE COMPANY, LLC**

March 24, 2005

Dear Coachmen Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Coachmen RV Company and BTJ Fabrication Incorporated have decided that a defect which relates to motor vehicle safety exists in 2005 Mirada, Aurora, Epic and Santara Class A motorhomes built from September 28, 2004 through February 15, 2005.

**SAFETY DEFECT**

On affected vehicles, the BTJ Fabrication, Inc., supplied rear hitch attachment brackets that connect the hitch assembly to the chassis frame may crack at the 90-degree bend. If this were to occur, the potential exists for a complete separation of the hitch assembly from the chassis, resulting in an accident due to a loss of control of the towed vehicle or trailer. **DO NOT USE THE REAR HITCH ON YOUR MOTORHOME FOR ANY PURPOSE UNTIL THE REQUIRED REPAIRS HAVE BEEN PERFORMED.**

**REPAIRS**

**PLEASE TAKE YOUR UNIT PROMPTLY TO YOUR COACHMEN DEALER.** At no charge to you, the Coachmen dealer will perform the necessary repairs to the hitch assembly attachment brackets. The necessary repairs should not take more than two (2) hours.

**REFUNDS**

If you have paid to have this service performed prior to receiving this notice you can receive a full refund. Please mail your paid original invoice or receipt to Coachmen RV Service, P.O. Box 1000, Middlebury, Indiana 46540.

**CHANGED ADDRESS OR SOLD THE VEHICLE?**

Please fill out the enclosed pre-paid postcard and mail it to us if you have changed your address or sold the vehicle.

Any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If your dealer does not make the required repair promptly and without charge, you may contact Coachmen Customer Service at 1-800-453-6064. You also may contact the National Highway Traffic Safety Administration, 400 Seventh Street SW, Washington, DC 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236.

We regret the inconvenience this situation may have caused you. However, Coachmen RV Company believes in the early detection and immediate correction of potential concerns. Thank you for your understanding.

Sincerely,

COACHMEN RECREATIONAL VEHICLE COMPANY, LLC



**COACHMEN RECREATIONAL VEHICLE COMPANY, LLC**

March 24, 2005

TO: All Coachmen RV Company Dealers

RE: Safety Recall 05V-092

Dear Coachmen Dealer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Coachmen RV Company and BTJ Fabrication Incorporated have decided that a defect which relates to motor vehicle safety exists in 2005 Mirada, Aurora, Epic and Santara Class A motorhomes built from September 28, 2004 through February 15, 2005.

On affected vehicles, the BTJ Fabrication, Inc., supplied rear hitch attachment brackets that connect the hitch assembly to the chassis frame may crack at the 90-degree bend. If this were to occur, the potential exists for a complete separation of the hitch assembly from the chassis, resulting in an accident due to a loss of control of the towed vehicle or trailer. ***DO NOT USE THE REAR HITCH ON YOUR MOTORHOME FOR ANY PURPOSE UNTIL THE REQUIRED REPAIRS HAVE BEEN PERFORMED.***

Owners of suspect units will be notified in a letter instructing them to contact their Coachmen dealer to schedule an appointment to have their unit repaired. A copy of this letter is attached for your reference.

Please find attached repair instructions and information relating to the preparation and submission of claims for reimbursement.

Thank you for your prompt attention to this matter. If you have any questions or require assistance, please contact your Regional Service Manager at 1-888-516-3569.

Sincerely,

**COACHMEN RECREATIONAL VEHICLE COMPANY**

Attachments