

COACH, INCORPORATED

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By Recall Management Division at 9:32 am, Jun 12, 2014

INITIAL DEFECT INFORMATION

GSCI reference # FS110614

Date: 11 June 2014

1. NAME AND ADDRESS OF COMPANY: Gulf Stream Coach, Inc.
2404 East Market Street
Nappanee, Indiana 46550

2. MAKE(S), MODEL(S), AND MODEL YEAR(S):

Make: Gulf Stream Coach, Inc.
Models: Canyon Trail, Sedona, Kingsport, and Trail Master
Year: 2014

3. DESCRIPTION OF DEFECT:
On certain fifth wheels and travel trailers manufactured by Seahawk Recreational Vehicles, the entry steps manufactured by FLEXCO Products may fracture or deform the ¼ inch assembly rivets used by FLEXCO during the original assembly of the step upper support arms

4. EVALUATION OF SAFETY RISK (CONSEQUENCES) RELATED TO THE DEFECT:
Such broken or deformed rivet(s) may cause the step to distort from normal operation, causing the occupant to slip or fall which may result in personal injuries. To date, no injuries have been reported

5. MEASURES TAKEN TO CORRECT DEFECT:
Dealers will replace the upper control arm supporting ¼" rivets (total of four (4) with grade eight (8) 1" X 5/16" bolts, two (2) 5/16" washers and all fitted with 5/16" nylon locking nuts.

6. CHRONOLOGY OF ALL PRINCIPAL EVENTS THAT LED TO THE DETERMINATION OF THE EXISTANCE OF THE DEFECT:

Gulf Stream Coach, Inc. ("Gulf Stream Coach") received reports of eight (8) broken step bracket rivet(s) on certain recreational vehicles in December of 2013. The suspect RVs were all manufactured between November 1, 2013 and December 13, 2013. A "Watch List" was assembled to monitor similar production time line RVs for any such rivet failures. The cause of the rivet failures were questionable as to whether the failures were the result of abuse, improper step assembly, or other reasons unknown at this time for the apparent failures.

Since December 2013, Gulf Stream Coach has monitored and continues to monitor any warranty and or customer complaints regarding any step failures. No such failures were noted until 15 May 2014, when one (1) RV failed while in the custody of our plant service facility. This RV was originally delivered to an Independent dealer and returned to the factory for an unrelated service matter. This particular RV was also manufactured during the November 2013 time period, and was originally delivered to the dealer on 29 November 2013.

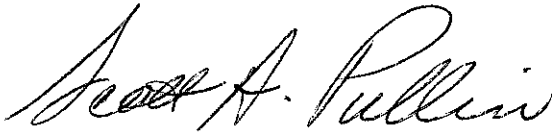
With the discovery of this additional RV with a failed rivet, Gulf Stream Coach has determined a Recall is necessary to inspect and or repair any additional entry steps installed on RVs manufactured during this time period, [November 1, 2013 thru December 13, 2013].

A summary of RVs built before the first known incident of a rivet failure and post, last known rivet failure has been disseminated to include one hundred (100) RVs manufactured between October 17, 2013 thru January 22, 2014.

Gulf Stream Coach will continue to monitor any field reports, warranty issues or customer complaints which may be received for consistency with the time line established for this Safety Recall. Should any such failures be noted that fall outside of the time line established, Gulf Stream Coach is prepared to expand the universe of potential RVs as necessary for the safety and satisfaction of our customers.

PREPARED BY: Scott A. Pullin

TELEPHONE: (574)-773-7761 Ext 3720

A handwritten signature in cursive script that reads "Scott A. Pullin". The signature is written in black ink and is positioned above the printed title.

TITLE: Gulf Stream Coach, Inc

Vice President of Operations