

Pacific Coachworks, Inc.
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Pacific
Coachworks™

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IMPORTANT SAFETY RECALL

Date: 06/___/16

National Highway Traffic Safety Administration
Recall Number: 16V289

PLACE OWNER LABEL HERE
MUST INCLUDE VIN NUMBER

This Notice Applies to Your Vehicle VIN listed on the label above.

Dear Pacific Coachworks Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Pacific Coachworks has decided that certain 2016 model year 27FBX Toy Haulers fail to comply with the requirements of 49 CFR Part 567, "Certification." The Federal Information Tags on the affected vehicles may have incorrectly stated the vehicle's Cargo Carrying Capacity (CCC).

Pacific Coachworks is recalling the noncompliant model(s) to ensure the safety of our retail consumers. Your cooperation of getting your vehicle recall remedy completed is extremely important to Pacific Coachworks and the National Highway Traffic Safety Administration. By completing your recall notice, you will have made the Nation's highways and campgrounds safer, one family at a time.

What is the Noncompliance?

Title 49 C.F.R. Part 567.5(d)(2) requires a final stage manufacturer to affix a certification label stating the CCC of the vehicle. The sum of the CCC and the unloaded vehicle weight should not exceed the certified and posted Gross Vehicle Weight Rating (GVWR). Certain 2016 Pacific Coachworks 27FBX units were found to state cargo capacities that could possibly cause the weight of the vehicles to exceed the GVWR when fully loaded to the maximum CCC.

The Risk Associated With the Noncompliance Related to the Recall

The Trailer could possibly weigh in excess of the GVWR when fully loaded, increasing the risk of a crash.

What is Pacific Coachworks going to do?

Some Pacific Coachworks 27FBX units included in the recall population will be issued new certification labels with corrected CCC and a higher recertified GVWR. Pacific Coachworks will provide users with a new Part 567.5(d)(2) certification label that is recertified with the new CCC and GVWR. The new certification label is to be installed and replace the old certification label on the vehicle.

Pacific Coachworks is notifying dealerships of the recall. You may have the recall remedied at any Pacific Coachworks dealership. Your cost for the remedy is completely covered by Pacific Coachworks. You will not receive any bill of sale for anything covered under the above recall number.

What should you do?

You may install the certification label yourself. Alternatively, please call your dealer without delay and request a service appointment. Pacific Coachworks wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. If you contact a dealer, please mention you have been notified by Pacific Coachworks of having a recall in process for your vehicle and provide the recall number and Pacific Coachworks Campaign Number for the dealership. You do not need the Owner's Letter to have your vehicle remedied. It is however, helpful to the dealership to receive this copy when you take your vehicle in for the recall remedy.

You may also visit: www.pacificcoachworks.com for dealer locations.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

How long will the remedy process take?

The estimated time of repair is .10 hour(s). However, if you take the vehicle to a dealership, it may need to keep your unit for a period of time in order to fit you into their normal service schedule. Please maintain contact with your dealer on the status of repairs, if you desire.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have the address for the current owner, please forward this letter to the new owner. You have received this letter because government regulations require that a notification be sent to the last known owner of record. Our records indicate that you are the current owner.

**Can Pacific
Coachworks assist
you further?**

If you have difficulties getting the new certification label installed promptly, please maintain contact with your dealership. If you still have concerns, please contact your Pacific Coachworks Representative listed below:

Jeff Daily, General Manager, 951-760-8572,
jeff@pacificcoachworks.com

If after having attempted to take advantage of this recall you believe you have not been able to have your noncompliance remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this safety recall may cause, but your safety is our first concern.

Sincerely,

Pacific Coachworks, Inc.
Office of Corporate Compliance