

GULF STREAM



COACH, INCORPORATED

P.O. BOX 1005, NAPPANEE, IN 46550 – PHONE: 574.773.7761 – FAX: 574.773.5761

June 28, 2019

Recall Management Team
Office of Defects Investigation (ODI)
National Highway Traffic Safety Administration (NHTSA)
U.S. Department of Transportation (DOT)
<https://map.safercar.gov/mportal/signin>

Attn: Ms. Jennie Kruger Jennifer.kruger@dot.gov

Dear Ms. Kruger:

This letter is submitted as respond to your inquiry regarding the Recall 18V283 and the appearance of late issuance of the recall notification letters to our retail owners within the (60) sixty day requirement.

I have reviewed this matter and provide the following facts to confirm that this information was provided to the owners of record at the time within the required time frame.

Please review the attached timeline and supporting documents which indicate this confirmation to be true.

Please let me know if you have any additional questions, or if I can be of any additional assistance with this matter.

I can assure you that we at Gulf Stream Coach, Inc. take our responsibilities very seriously and will continue to provide all safety related recall campaigns in a timely manner and within the time frame designated by law.

Sincerely,

GULF STREAM COACH, INC.

A handwritten signature in cursive script that reads "Scott A. Pullin".

Scott A. Pullin
Vice President of Operations

18V283 Timeline

Element	Date	Date Duration Accumulatively	Reference doc.	Attachment Number
573 Completed, "Report Date"	5-Apr-18	0 days		
NHTSA Acceptance of Recall	Manufacturer's Report Date 6-April-18	1 day		
NHTSA Acknowledgement of Recall.	8-May-18	32 days	NEF-150MR	A-1 pg1- A-1 pg2
Michelle Rice -Request for preview of Website posting Recall 18V283.	8-May-18	32 days	e-mail 08-May 18 12:35 PM	B-1
Web posting Approval Response by GSCL.	8-May-18	32 days	e-mail 08-May-18 4:44 PM	B-1
Draft Owner/Dealer 577 Ltr. 18V283.doc, prepared for approval.	Received 01-June-18	56 days from submittal of 573. 24 days from NHTSA Acknowledgement of recall.	RDCONL-18V283-9035.doc	C-1 Uploaded doc. #3 Portal Screenshot
Michell Rice e-mail 13 June 2018 "Reviewed and approved the draft for recall 18V283."	13-Jun-18	68 days from submittal of 573. 36 days from NHTSA Acknowledgement of recall.	e-mail 13-June-18	D-1
Final Retail Letter as mailed, approved 13-June-18 as written.	29-Jun-18	82 days from submittal of 573. 52 days from NHTSA Acknowledgement of recall.	RCONL-18V283-1743.doc	C-1 Uploaded doc. #2 Portal Screenshot

A-1 pg. 1



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

May 8, 2018

Mr. Scott Pullin
Gulf Stream Coach, Inc.
503S. Oakland Avenue
Nappanee, IN 46550

NEF-150MR
18V-283

Subject: Incorrect GVWR on Federal Placard/Part 567

Dear Mr. Pullin:

This letter serves to acknowledge Gulf Stream Coach, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

GULF STREAM/CONQUEST/2017-2018

Mfr's Report Date: April 6, 2018

NHTSA Campaign Number: 18V-283

Components:

EQUIPMENT:OTHER:LABELS

Potential Number of Units Affected: 25

Problem Description:

Gulf Stream Coach, Inc. (Gulf Stream) is recalling certain 2017-2018 Conquest motorhomes, model 6280. The Federal Placards on these vehicles may incorrectly state the Gross Vehicle Weight Rating (GVWR) as 14,500 lbs. when the correct GVWR is 12,500 lbs. As such, these vehicles fail to comply with the requirements of 49 CFR Part 567, "Certification."

Consequence:

If the operator loads vehicle according to incorrect GVWR on the label, the vehicle may be overloaded, increasing the risk of a crash.

Remedy:

Gulf Stream will notify owners and will provide a corrected Federal Placard, free of charge. The recall is expected to begin in May 2018. Owners may contact Gulf Stream customer service at 1-800-289-8787. Gulf Stream's number for this recall is 04052018.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.



Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Michelle Rice who may be reached by phone at (202) 366-1060, or by email at michelle.rice@dot.gov or through the office email at rmd.odi@dot.gov. We look forward to working with you.

Sincerely,



Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigations
Enforcement

B-1

Scott Pullin

From: Rice, Michelle (NHTSA) [Michelle.Rice@dot.gov]
Sent: Tuesday, May 08, 2018 4:44 PM
To: Scott Pullin
Subject: RE: Recall 18V-283

Thank you

From: Scott Pullin [mailto:spullin@gulfstreamcoach.com]
Sent: Tuesday, May 08, 2018 4:36 PM
To: Rice, Michelle (NHTSA) <Michelle.Rice@dot.gov>
Subject: RE: Recall 18V-283

Thank you Ms. Rice, everything looks correct.

Take care,



Scott A. Pullin
Vice President-Operations
Gulf Stream Coach, Inc.

☎ 800.289.8787 ext. 3720 📠 574.773.1144
spullin@gulfstreamcoach.com

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From: Rice, Michelle (NHTSA) [mailto:Michelle.Rice@dot.gov]
Sent: Tuesday, May 08, 2018 12:35 PM
To: Scott Pullin
Subject: Recall 18V-283

Good afternoon,

Attached is the acknowledgement for recall 18V-283. The recall will post to our website tomorrow morning.

Thank you,

Michelle

2-1



Gulf Stream Coach, Inc.

(NHTSA ID: 18V283)

Documents Upload

Uploaded Documents

The following documents are associated with this recall.

Show 10 entries

	Name	Description	PII	Status	Size(kb)	Date
1	RCMN-18V283-7296.docx (Retail Letter 18V283 approved 6.13.18.docx)	Manufacturer Notices(to Dealers,etc)	N	Pending	91	06/26/2019
2	RCOML-18V283-1743.doc (Retail Letter 18V283 approved as written 6.13.18.doc)	Owner Notification Letter(Part 577)	N	Received	101	06/29/2018
3	RDCOML-18V283-9035.doc (Retail Letter draft 18V283.doc)	Draft Owner Notification Letter(Part 577) / NOTES: Retail letter for review and approval or corrections. Thank you.	N	Received	101	06/01/2018

Showing 1 to 3 of 3 entries

Previous Next

NOTE: Documents with an "Initial Draft Queued" Status will not be viewable to NHTSA until the corresponding recall has been submitted.

(NHTSA ID: 18V283)

D-1

Scott Pullin

From: Rice, Michelle (NHTSA) [Michelle.Rice@dot.gov]
ent: Wednesday, June 13, 2018 1:30 PM
To: Scott Pullin
Subject: Recall 18V-283

I have reviewed and approved the draft for recall 18V-283. Please upload a final copy once distribution has begun.

Thank you,

Michelle

Michelle Rice

Recall Analyst

Office of Defects Investigations

National Highway Traffic Safety Administration

United States Department of Transportation

(202) 366.1060

www.NHTSA.gov