



03V-015 ①α②

January 3, 2003

**CERTIFIED MAIL
RETURN RECEIPT REQUESTED**

Associate Administrator for Enforcement
National Highway Traffic Safety Administration
U.S. Department of Transportation
400 Seventh Street SW
Washington, DC 20590

RECEIVED
2003 JAN 28 A 9 18
OFFICE OF DEFECTS
INVESTIGATION

Dear Associate Administrator:

Pursuant to 49 CFR Part 573, Monaco Coach Corporation ("Monaco" or the "Company") is submitting this report to NHTSA concerning a recall campaign, which is being voluntarily initiated. Specific information is as follows:

573.5(c)(2)

Affected vehicles are specific model year 2003 Beaver Marquis Class A motorhomes produced between April 2002 through August 2002.

The recall population was determined from the manufacturing records for the Company's manufacturing plants in Bend, Oregon, which produced the affected motorhomes.

573.5(c)(3)

A total of six (6) motorhomes are in the recall population. Specific Beaver Serial Number and VIN break points are as follows:

2003 Beaver Marquis Sapphire with a starting Serial Number of 031620854588301-800231 and ending with 031620854588301-800388, a starting VIN of 1RFC6581033021156 and ending with 1RFC6581833022989.

573.5(c)(4)

Monaco has determined that all of the motorhomes in this recall population need to have the correction performed.

573.5(c)(5)

MONACO COACH CORPORATION

INDIANA DIVISION • 1809 W. Hively Ave. (CR 18) • P.O. Box 4313 • Elkhart, IN 46514-0313

Telephone: 877-4-MONACO (1-877-466-6226)

R01120

Monaco Coach Corporation became aware of a typographical error on the federal certification labels. The tire size was changed from a 275/12R 22.5 with a PSI of 75 to a 295/80R 22.5 tire with a PSI of 80. The PSI was not changed on the federal certification labels and the motorhomes were shipped with the incorrect PSI on the label.

573.5(c)6

Monaco is currently not aware of any casualties or losses related to this issue.

573.5(c)8

The remedy will involve installing new Federal Certification Labels.

Any motorhomes in Monaco's inventory have been corrected.

Copies of the owner and dealer notification letters and the corrective instructions are enclosed for your pre-approval. The Company is prepared to begin owner notification immediately.

Please acknowledge receipt of this defect information report and provide the recall number that will be assigned by NHTSA to this campaign.

Thank you for your assistance.

Sincerely,



Chuck R. Zucker
Technical Coordinator Supervisor
Monaco Coach Corporation

CRZ/mm

Dealer
Installation Instructions
Federal Certification Label

03V-015 ③ or ⑦



Install new Federal Certification Label supplied with Recall notice over existing label. The label is located on the roadside sidewall, directly to the left and rear of the driver's seat as illustrated above.

Labor Operation Code:
Labor Allowance: .5 hrs.



RECEIVED
NVS-215

2003 JAN 15 P 5:10

OFFICE OF
DEFECTS INVESTIGATION

January 3, 2003

VEHICLE SAFETY DEFECT SERVICE BULLETIN

Recall Campaign No. TBD

Monaco File # R02240

Federal Certification Label

03V-015 ④ of ⑦

Re: Federal Certification Labels

Dear Monaco Coach Corporation Dealers:

Monaco Coach Corporation has initiated a voluntary safety recall campaign relating to certain 2003 Beaver Marquis Sapphire Class A motorhomes. A copy of the notification letter that is being sent to owners is enclosed.

The National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall campaign of this type must be adequately repaired within a reasonable time after the owner has tendered it for repair. Generally, failure to repair within sixty (60) days after the owner's first delivery for repair is assumed to be an unreasonable delay.

THE ISSUE

Monaco Coach Corporation has become aware that a typographical error was made on the federal certification label incorrectly stating the tires to be 275/12R 22.5 with a PSI of 75. The correct tire size is 295/80R22.5 with a PSI of 80.

AFFECTED MOTOR COACHES

Affected motorhomes are certain 2003 Beaver Marquis Sapphire Class A motorhomes produced between April 9, 2002 and August 13, 2002. An itemized list of VIN Numbers is enclosed for your records.

If our records indicate that you have any of the affected motorhomes in your inventory, you will also receive an owner notification letter identifying those units. In addition, we have provided you with a list of units that we show currently open in your dealer inventory.

THE REPAIR

The correction will involve the installation of a new federal certification label at no cost to the owners. Enclosed are repair instructions for performing the correction. The labor operation code and labor time allowances are included in the repair instructions. The parts are readily available. If you have any questions concerning the corrective procedure on a coach, please contact a member of our Technical Support staff toll free at (877) 466-6226.

DEALER CAMPAIGN RESPONSIBILITY

All unsold motorhomes in your possession that are subject to this recall campaign must be held and inspected/repared in accordance with the service procedure of this campaign bulletin before owners can take possession of these motorhomes. Please service all motorhomes subject to this recall campaign at no charge to the owners, regardless of mileage, age or vehicle ownership, from this time forward.

In addition to a letter, owners will receive a recall notification/dealer claim form. The motorhome owner will present this form to you upon arrival for the service appointment. Please review the instructions on the face of the notification form and fill in the claim portion when the correction is completed.

You should contact owners of motorhomes recently sold from your vehicle inventory for which you have received the owner notification letter and make arrangements to perform the required correction according to the instructions enclosed with this bulletin. At a minimum, mail the owner a copy of the owner notification letter accompanying this bulletin.

In summary, whenever a motorhome subject to this campaign enters your vehicle inventory or is in your dealership for service in the future, please take the necessary steps to be sure the campaign correction has been made before selling or releasing the motorhome.

Sincerely,



Chuck R. Zucker
Technical Coordinator Supervisor
Monaco Coach Corporation

Enclosures

CRZ/mm



MONACO

03V-015 ⑥ of ⑦

January 3, 2003

VEHICLE SAFETY DEFECT SERVICE BULLETIN

Recall Campaign No. TBD

Monaco File # R02240

Federal Certification Labels

Re: Safety Recall – Federal Certification Labels

Dear Owner:

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

Monaco Coach Corporation has decided that a defect which relates to motor vehicle safety exists on specific model year 2003 Beaver Marquis Sapphire, Class A motorhomes. According to our information, your motorhome identified on the enclosed form is affected.

Monaco Coach Corporation has become aware that a typographical error was made on the federal certification label when the tire size was printed with a 275/12R 22.5 tire with a PSI of 75. The correct tire size is 295/80R22.5 with a PSI of 80.

The remedy is to replace the existing federal certification label with a corrected label. The corrected labels are available to your local dealer. The correction will be provided at no charge to you.

You may contact your Monaco Coach Corporation dealer to arrange for a service appointment. Instructions for making this correction have been sent to your dealer and labels are readily available.

The labor time necessary to perform this recall campaign is approximately .5 hours. Please ask your dealer if you wish to know how much additional time may be needed to schedule and process your motorhome.

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Telephone: 877-4-MONACO (1-877-466-6226)

The enclosed form identifies your motorhome and will serve as an authorization and claim form to have the correction made. Presentation of this form to your dealer will assist in making the necessary correction in the shortest possible time. If you have sold or traded your vehicle, or for any reason cannot have this recall service performed, please let us know by completing the postage paid reply card and returning it to us promptly.

Your Monaco Coach Corporation dealer is best equipped to provide service to ensure your motorhome is corrected as promptly as possible. If, however, you take your motorhome to your dealer on the agreed service date and the dealer does not remedy this condition on that date or within three (3) days, please call our toll free number of (800) 685-6545.

If, after contacting your dealer, and the recall assistance service line, you believe Monaco Coach Corporation has failed or has been unable to remedy the noncompliance without charge or there has been an unreasonable delay in securing the remedy, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590 or call the toll free Auto Safety Hotline at (888) 327-4236.

We apologize for this inconvenience. However, we have taken this action in the interest of your safety and continued satisfaction with your motorhome.

Sincerely,



Chuck R. Zucker
Technical Coordinator Supervisor
Monaco Coach Corporation

CRZ/mm