



COACHMEN INDUSTRIES, INC.

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January 28, 2000

OFFICE
DEFECTS INVESTIGATION

Kelly Schuler
Recall Analysis Division
NHTSA
400 Seventh St., SW
Washington, D.C. 20590

Re: Recall # 99V-076

Dear Kelly:

In your "Quarterly Report Performance Notification" sent to Coachmen Industries on December 15, 1999, you indicated that ODI was concerned about the low completion rate for this safety recall campaign and that you would like to see a meaningful increase in the completion rate in future reporting quarters. Upon reviewing the responses, Coachmen shared your concern and contacted several owners and dealers in an effort to determine why the response rate was so low.

The nature of this recall was that a grommet may be missing where a 110 wire passes through to the basement converter on certain Destiny, Santara and Sportscoach motorhomes. The presence of the grommet can be checked easily by just opening up the storage door and looking where the wire passes through the floor. It is very accessible and easily identifiable. What we found out through contacting customers was that many of them are simply checking for the presence of the grommet themselves. If it's there, and in most cases it is, they take no further action. Also, the dealers we contacted are telling us that it only takes a few minutes to inspect for and install a missing grommet and, consequently, since the grommet is an inexpensive stock piece, they are not billing back Coachmen for any parts or work performed.

I hope this adequately explains what appears to be a low completion rate for this recall. Again, it is easy to inspect for the presence of the grommet (requiring no tools or special knowledge) and, rather than driving a long distance to their dealer, many owners are simply verifying it themselves. We do not believe that any additional mailings would have an impact on our completion rate.

If you have any questions, or care to discuss in further detail, please give me a call.

Sincerely,



Gary L. Duncan
V.P. Corporate Engineering

Cc: Jon White - NHTSA