



**Coachmen**<sup>®</sup>  
RECREATIONAL VEHICLE COMPANY

SERVICE OPERATIONS

May 6, 1999

**TO:** All Coachmen RV Company Dealers

**RE:** Safety Recall 99V-076

Dear Coachmen Dealer:

Coachmen RV Company has determined that a defect which relates to motor vehicle safety exists in certain 1993-1999 Santara and Sportscoach Class A motorhomes and 1994-1998 Destiny Class A motorhomes.

On a small number of affected vehicles, the 110-volt electrical line to the basement converter and/or basement freezer (Destiny only) could short out if the wires are not properly protected from the edges of the floor cut out by a grommet or other protective material. In most cases the wire is protected and there is no risk of a short. However, if a direct short were to occur, the potential exists for a fire.

Owners of suspect units are being notified in a letter which instructs them to contact their selling or nearest Coachmen dealer to schedule an appointment to have their unit inspected, and if necessary, repaired. A copy of this letter is attached for your reference. This action also pertains to units you may currently have in inventory.

Please find attached for your use the necessary inspection and repair procedures. Also attached is information relating to the preparation and submission of claims for reimbursement.

Thank you for your prompt attention to this matter. If you have any questions or require assistance, please call your Regional Service Manager at 1-888-516-3569.

Sincerely,

**COACHMEN RECREATIONAL VEHICLE COMPANY**



CUSTOMER SERVICE DEPT.: P.O. BOX 1000 • MIDDLEBURY, IN 46540 • 800-453-6064 • FAX 219-825-8339  
SERVICE PARTS DEPT.: P.O. BOX 1109 • MIDDLEBURY, IN 46540 • 800-891-5078 • FAX 800-278-7278

## NOTE:

1) Locate the power converter or converter/inverter.

DESTINY/SPORTSCOACH: Open the first compartment door behind the rear axle on the left side (off door side), this is the power cord compartment.

SANTARA: Open the first compartment door ahead of the rear axle on the right side (door side).

2) Locate the wires for the power converter.

 3) Follow the wires to the top of the compartment. Find the hole in the floor where the wires are coming down through.

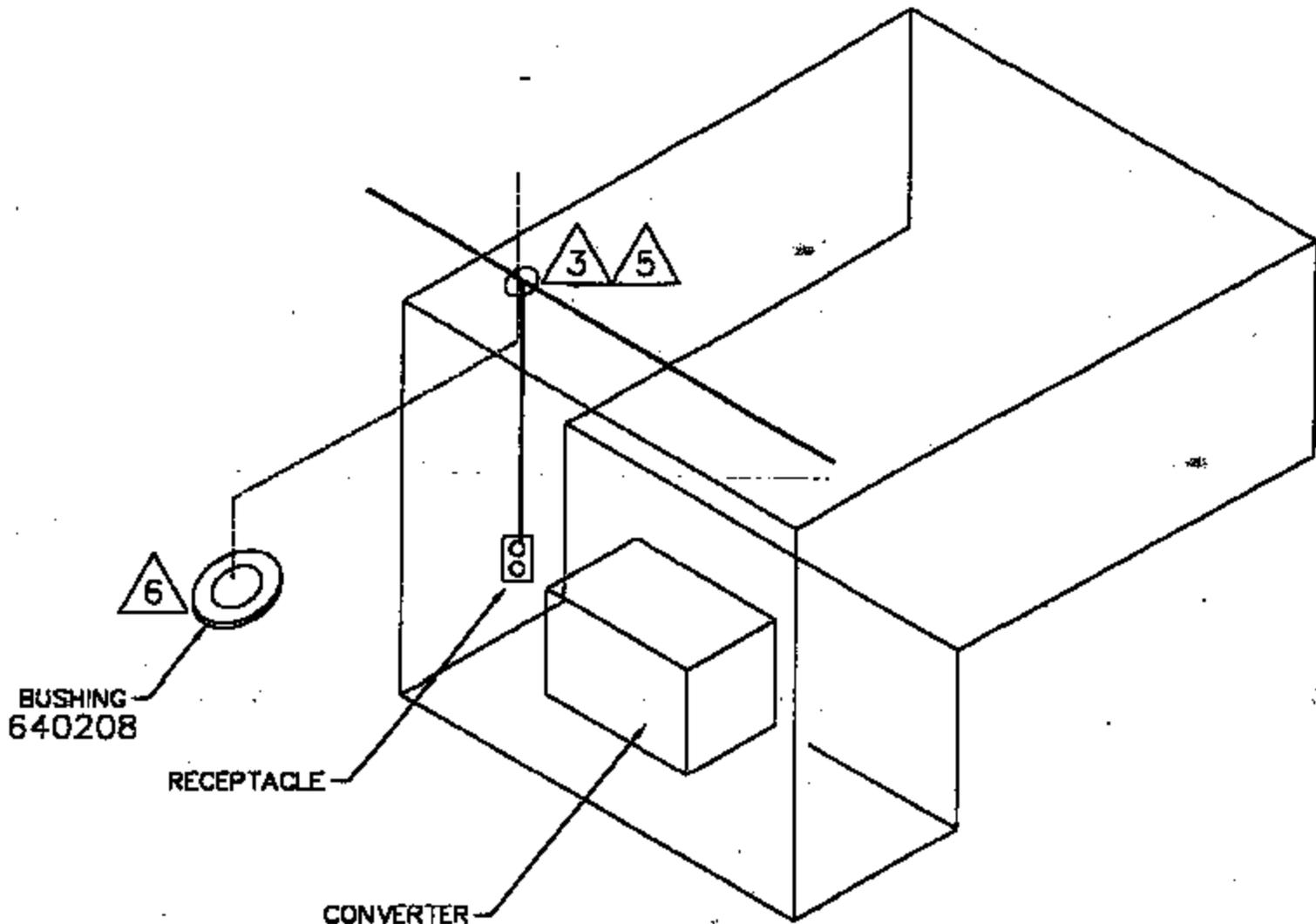
4) Verify that the wires are protected with a plastic grommet or solid conduit that passes through the metal floor skin. The floor assembly only has metal on the bottom side.

 5) Verify that the hole is sealed, if not seal hole.

 6) If no grommet or conduit is found. Add a bushing plate (640208), to keep the wires away from the floor assembly metal.

\*THIS DRAWING AND THE INFORMATION CONTAINED THEREON ARE THE EXCLUSIVE PROPERTY OF COACHMEN INDUSTRIES, INC. IT SHALL NOT BE COPIED OR DUPLICATED IN ANY MANNER WITHOUT OUR WRITTEN CONSENT\*

REV LVL	CHANGE DESCRIPTION	BY	CHKD T	ECN/PPR



QUANTITY	REF NO.	PART NO.	MATERIAL OR PART DESCRIPTION
			CLASS CODE: 00990
TOLERANCE UNLESS OTHERWISE SPECIFIED	DFTSN	DATE	COACHMEN R.V.
WOOD OTHER	SDH	4/26/99	SERVICE PROCEDURE, GROMMET
± 1/8" ± 1/16"	APPVD	DATE	SCALE
± .125" ± .063"			PART # 640201
USED ON			DO NOT SCALE DRAWING
			SHEET 1 OF 1

SA/MH, SC/MH  
DE/MH  
USED ON

B

May 6, 1999

Dear Coachmen Owner:

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

Coachmen RV Company has determined that a defect which relates to motor vehicle safety exists in certain 1993-1999 Santara and Sportscoach Class A motorhomes and 1994-1998 Destiny Class A motorhomes.

**SAFETY DEFECT**

On a small number of affected vehicles, the 110-volt electrical line to the basement converter and/or basement freezer (Destiny only) could short out if the wires are not properly protected from the edges of the floor cut out by a grommet or other protective material. In most cases the wire is protected and there is no risk of a short. However, if a direct short were to occur, the potential exists for a fire.

**REPAIRS**

***PLEASE TAKE YOUR UNIT PROMPTLY TO THE NEAREST COACHMEN DEALER.*** At no charge to you, the Coachmen dealer will inspect your motorhome to determine if the subject wires are properly protected. If they are not, proper protection will be added, and if necessary, the wiring will be repaired or replaced. Inspection and repair (if required) should normally not take more than 15 minutes.

**REFUNDS**

If you have paid to have this service performed prior to receiving this notice you can receive a full refund. Please mail your paid original invoice or receipt to Coachmen RV Service, P.O. Box 1000, Middlebury, Indiana 46540.

**CHANGED ADDRESS OR SOLD THE VEHICLE?**

Please fill out the enclosed pre-paid postcard and mail it to us if you have changed your address or sold the vehicle.

If your dealer does not make the required repair promptly and without charge, you may contact Coachmen Customer Service at 1-800-458-6064. You also may contact the National Highway Traffic Safety Administration, 400 Seventh Street SW, Washington, DC 20590 or call the toll-free Auto Safety Hotline at 800-424-9393.

We regret the inconvenience this situation may have caused you. However, Coachmen RV Company believes in the early detection and immediate correction of potential concerns. Thank you for your understanding.

Sincerely,

**COACHMEN RECREATIONAL VEHICLE COMPANY**

## REPAIR PROCEDURE

### SANTARA

1. Open the first compartment door ahead of the rear axle on the right side (door side).
2. Locate the wires for the power converter.
3. Follow the wires to the top of the compartment. Find the hole in the floor where the wires are coming down through.
4. Verify that the wires are protected with a plastic grommet or solid conduit that passes through the metal floor skin. The floor assembly has metal on the bottom side.
5. Verify that the hole is sealed, if not seal hole with foam sealant.
6. If no grommet or conduit is found, add bushing plate (CRV part # 640208) to keep the wires away from the floor assembly metal.

### DESTINY

1. Open the first compartment door behind of the rear axle on the left side (off door side). This is the power cord compartment.
2. Locate the wires for the power converter/inverter.
3. Follow the wires to the top of the compartment. Find the hole in the floor where the wires are coming down through.
4. Verify that the wires are protected with a plastic grommet or solid conduit that passes through the metal floor skin. The floor assembly only has metal on the bottom side.
5. Verify that the hole is sealed, if not seal hole with foam sealant.
6. If no grommet or conduit is found, add a bushing plate (CRV part # 640208) to keep the wires away from the floor assembly metal.

### SPORTSCOACH

1. Open the first compartment door behind of the rear axle on the left side (off door side). This is the power cord compartment.
2. Locate the wires for the power converter/inverter.
3. Follow the wires to the top of the compartment. Find the hole in the floor where the wires are coming down through.
4. Verify that the wires are protected with a plastic grommet or solid conduit that passes through the metal floor skin. The floor assembly has metal on the bottom side.
5. Verify that the hole is sealed, if not seal hole with foam sealant.
6. If no grommet or conduit is found, add a bushing plate (CRV part # 640208) to keep the wires aware from the floor assembly metal.

## **CLAIM FILING PROCEDURE**

1. Complete all information required on a Coachmen warranty claim.
2. Use program code RE003.
3. Use condition code 60.
4. Use the following flat rate codes:
  - ADMIN .2 hrs - Administrative/Inspection Allowance
  - 3999Z .3 hrs - Grommet Install/Foam Application

Coach Link users: Place ST in the operation code box and use above codes in the description box.

5. Claim materials under the parts section of the claim.
6. Submit the completed claim to Coachmen RV Company electronically through Coach-Link or by mail.