



# Coachmen®

RECEIVED  
NYS-215

COACHMEN RECREATIONAL VEHICLE COMPANY, LLC

2003 MAR 10 P 3 55

OFFICE OF  
DEFECTS INVESTIGATION

March 4, 2003

George H. Person  
Chief, Recall Analysis Division  
National Highway Traffic Safety Administration  
400 Seventh St., S.W.  
Washington, DC 20590

03V-065 ①α⑤

Re: Part # 573 Defect and Noncompliance Report – Coachmen Recreational Vehicle Company, LLC. – Generator Fuel Line

Dear Mr. Person;

Coachmen Recreational Vehicle Company, LLC has determined that a potential safety defect may exist on certain 2003 MY Coachmen Freedom and Catalina Sport Class C min-motorhomes built on 2003 Chevrolet chassis. These vehicles were manufactured at Coachmen RV's Middlebury, Indiana facility from November 3, 2002 through February 18, 2003.

We believe that 178 units in total are potentially affected by this defect. Of these 178 units, 43 are still in our possession, leaving a total of 135 potentially affected units shipped to dealers and possibly retail sold.

#### DESCRIPTION OF DEFECT

On the affected vehicles, the chassis fuel return line, which is tapped to supply fuel to the generator, has been found to have pressures that exceed the maximum allowed by the generator manufacturer. As a result, if the generator is operated at the same time the chassis engine is running, excess fuel could be delivered to the generator, creating a potential for a generator stall and possible fuel spill. In the event of a fuel spill, the potential exists for a fire.

#### DISCOVERY OF THE DEFECT

A unit was brought to our Service department for a complaint of a stalling generator. Subsequent investigation by the generator manufacturer determined that pressure in the generator fuel delivery line (that is connected via a tap provided by General Motors to their chassis fuel return line) had changed (increased) on the 2003 MY GM chassis, exceeding the 1.5 psi allowable specified by the generator manufacturer.

**PRECLUSION OF POTENTIAL DEFECT**

A Product Alert notice (sample copy attached) was sent to all dealers who had received affected units instructing them to disconnect and cap the generator fuel supply line until they have received the field fix for this problem. Additionally, all dealers and customers of the 135 shipped units have been contacted by phone and instructed not to operate their generators while the vehicle's engine is running. A resolution has been developed by Transfer Flow, Inc. involving a kit that provides for re-routing of the generator fuel supply line to tap in to the un-pressurized chassis fuel fill line. All affected built units will be retrofitted with this kit and it will become the standard method for connecting the generator fuel supply for all new similar units going forward.

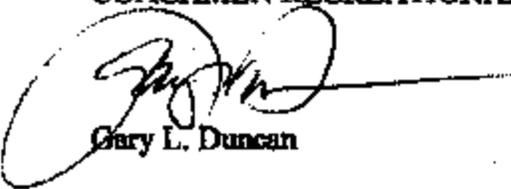
Coachmen Recreational Vehicle Company, LLC. will supply the necessary instructions and materials for making the repairs remedy this defect. The repairs will be done by Coachmen dealers at no expense to the dealers or the retail customers.

All purchasers and dealerships that receive these units with the potential defect will be advised by mail regarding this problem. A copy of the draft of our proposed owner and dealer notification letters are enclosed for your review and approval. We can mail those letters and begin providing the recall remedy within 5 days of your approval.

If you have any questions, or require further information, please advise.

Very Truly Yours,

COACHMEN RECREATIONAL VEHICLE COMPANY, LLC.



Gary L. Duncan

**Attachments:**

CRV Product Alert Letter  
Owners Notification Letter (Draft)  
Dealers Notification Letter (Draft)

**Cc:** Rick Lavers – Coachmen Industries  
Michael Terlep, Jr. – Coachmen Recreational Vehicle Company LLC.

March 24, 2003

03V-065 ③ of ⑤

**TO: All Coachmen RV Company Dealers**

**RE: Safety Recall \_\_\_\_\_**

**Dear Coachmen Dealer:**

**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 Freedom and Catalina Sport Class C mini-motorhomes built on 2003 Chevrolet chassis from November 3, 2002 through February 18, 2003.**

**On affected vehicles, the chassis fuel return line, which is tapped to supply fuel to the generator, has been found to have pressures that exceed the maximum allowed by the generator manufacturer. As a result, if the generator is operated at the same time the chassis engine is running, excess fuel could be delivered to the generator, creating the potential for a generator stall and possible fuel spill. In the event of a fuel spill, the potential exists for a fire. DO NOT OPERATE THE GENERATOR ON AFFECTED UNITS WHILE THE CHASSIS ENGINE IS RUNNING.**

**Owners of suspect units will be notified in a letter instructing them to contact their Coachmen dealer to schedule an appointment to have a kit installed that draws the generator fuel supply directly from the fuel tank. A copy of this letter is attached for your reference.**

**You should have received a Product Alert fax identifying the affected units that were shipped to your dealership with instructions to disconnect the fuel supply line at the generator. Repair kits are now available and will be shipped to you for installation on affected units. Installation instructions are provided with each kit. Information relating to the preparation and submission of claims for reimbursement can be found attached.**

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

**Sincerely,**

**COACHMEN RECREATIONAL VEHICLE COMPANY**

**Attachments**

March 24, 2003

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 decided that a defect which relates to motor vehicle safety exists in Freedom and Catalina Sport Class C mini-motorhomes built on 2003 Chevrolet chassis from November 3, 2002 through February 18, 2003.

**SAFETY DEFECT**

On affected vehicles, the chassis fuel return line, which is tapped to supply fuel to the generator, has been found to have pressures that exceed the maximum allowed by the generator manufacturer. As a result, if the generator is operated at the same time the chassis engine is running, excess fuel could be delivered to the generator, creating the potential for a generator stall and possible fuel spill. In the event of a fuel spill, the potential exists for a fire. **DO NOT OPERATE THE GENERATOR ON YOUR VEHICLE WHILE THE CHASSIS ENGINE IS RUNNING.**

**REPAIRS**

**PLEASE TAKE YOUR UNIT PROMPTLY TO YOUR COACHMEN DEALER.** At no charge to you, the Coachmen dealer will install an approved kit that draws the generator fuel supply directly from the fuel tank. Installation should not take more than 1 hour.

**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 1-800-453-6064. 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 1-888-327-4236.

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, LLC



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## Product Alert

### Immediate Action Required

To:

Re: Freedom and Catalina Sport Mini's Built on '03 Chevy Chassis –  
Generator Fuel Supply Line Issue

#### Concern

Coachmen RV Company has been alerted by Onan Corporation that a potential concern exists with the fuel return line pressure that feeds the generator on '03 Chevy chassis. Due to changes made by GM on the '03 cutaway chassis fuel system, the return line pressure may exceed the maximum allowable by Onan when the vehicle is running. As a result, the generator should not be operated while the vehicle engine is running.

#### Immediate Action

Onan is requesting that the fuel supply line to the generator be disconnected and capped until the required modifications can be made to the fuel delivery system. Onan and GM are working on a field fix and anticipate having something in place within the next 1-2 weeks. In the interim, we are asking that you disconnect and securely cap the fuel supply line at the generator. Submit claims using labor operation 9033C (.2) to cover your labor cost. The approved field fix will be forwarded to you as soon as it is received.

#### Affected Units

Our records indicate that your dealership has received the following affected units:

Make/Model

Serial Number (last 4)

Please notify your Regional Service Manager if any of the above units have been retail sold. Thank you for your prompt action regarding this concern.