



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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 231

Date Received

Repository ☐

2003 MAY 27 AM 9:11
24 APR 2003

Reference No.
10017481

OWNER INFORMATION (Type or Print)

Name

Address

City

WILMINGTON

State

NC

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date

VEHICLE INFORMATION

Make
COUNTRY COACH

Model
ALLURE Coach
30368

Model Year
1999

Date Purchased

4/99

Dealer's Name and Telephone Number

LARRY DAVIS RV

Engine:

No. Cylinders

Fuel Type:

Diesel

Original Owner

Dealer's City

TAMPA, FL

State

FL

Zip Code

Transmission Type

AUTO

☒ Antilock Brakes

☐ Cruise Control

Powertrain

Vehicle Component Code

190000 TIRES

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

2/18/02

Failure Mileage

52000

Failure Speed

70

Left Front 8" hole in inner tube, all
Front Right Blower - 70+ Shredded when started

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make
CONTINENTAL

Tire Model (Name or Number)
CONTINENTAL

Tire Size (Example P215/65R15)
275/60/R22.5

DOT No. (Example: DOTM19ABC036)
UNKNOWN

☐ Original Equipment
☒ Prior Repair

Failure Location: Left Front & Right Front

Tire Component Code
190000 TIRES

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

WHILE DRIVING 70 MPH THE RIGHT REAR TIRE BLEW OUT WITHOUT WARNING. *NLM

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

NTSA Reference No. 10017481

Country Coach replaced both front tires from 275/70 to 275/80 under recall No. 99V-288 early in 2000. The reason was the front tires were overloaded.

The suspension was modified on 7/14/00 per Country Coach recall instructions, number unknown, due to improper loading that overloaded the front tires. After the modification the coach would bottom out frequently, including on Interstate highways when there were just undulations. I questioned CC but did not receive any definitive answers.

On May 18, 2001, a second recall, No. 01V-170 was received that required a second replacement of the left front tire due to overloading on coaches that did not have the suspension system modified before the tires were replaced the first time. The tire was replaced and the removal destroyed.

In November 2001 I was experiencing a peculiar tire noise. The repair facility inspected the suspension and checked the alignment of the front end. The alignment was in spec and no obvious problems were detected at that time. The tire noise was still present after this work.

On 2/2/02 the left front tire blew about an 8 inch hole through the inner sidewall. My speed was very slow so the failure site was not destroyed. These tires were never run with low air pressure at any time. I am not aware of hitting any road hazard and this was also the opinion of the tire repairman when he removed the tire. After the tire was replaced the noise was no longer present.

On 1/22/03 My right front tire blew while traveling at 70 on I-40 in Winston Salem, NC. It was early morning with very light traffic so I was able to pull to the side without hitting another vehicle. The tire was completely shredded so it was impossible to identify a failure site. As before this tire was never run with low pressure and I did not hit any road hazards. There was no prior warning.

Because I was unable to identify a cause for the failures and it is unlikely to have two tires with defects, I started investigating. With cooperation of Country Coach it was determined that the suspension was not correct, and in fact the coach was riding about 2 inches too low, thus the reason for the constant bottoming out on the highway. The suspension modification was redone with new parts supplied by Country Coach. The repair facility found that the linkage rod supplied in the first kit was too short which reduced the pressure in the air bags and made the coach ride low and bottom out constantly. The coach now rides correctly.

The bottoming out is the only plausible cause for the tires failing. Impact loading, especially at high speeds transmits very high loads through the tires. A perfect example of this principle is construction rollers that rely on impact to compact the ground.

My concern is I have two front tires that have been subjected to this excessive loading and I do not know if any damage has been done. All work was performed per Country Coach directives and supplied parts. I have personally paid to replace the tires that did fail. I believe Country Coach should replace them again due to this uncertainty.

██████████

**VEHICLE SAFETY
NONCOMPLIANCE
SERVICE BULLETIN**

COUNTRY COACH INC.
THE WORLD'S FINEST MOTORCOACHES

VIA: CERTIFIED MAIL, RETURN RECEIPT REQUESTED, AND
FIRST CLASS MAIL

18 May 2001

30362

**RE: VEHICLE DEFECT OWNER NOTIFICATION, 01V-170 for OWNERS
PREVIOUSLY INVOLVED IN 99V-288 THAT REQUIRE A NEW LEFT
FRONT TIRE**

Dear Country Coach Owner:

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

DESCRIPTION OF NONCOMPLIANCE:

Country Coach, Inc. has determined that certain motor homes it manufactured fail to conform to Federal Motor Vehicle Safety Standard No. 120, *Tire selection and rims for motor vehicles other than passenger cars*. This noncompliance is related to Motor Vehicle Safety. The noncompliance condition is related to the uneven weight distribution on the front axle. As a consequence, these vehicles do not comply with FMVSS 120. This inequity of weight causes the left front tire weight rating to be exceeded. In some cases, this noncompliance could cause premature front tire tread wear or tire failure during normal driving. The premature tire tread wear or tire failure could lead to a loss of steering control and potentially result in a vehicle accident.

MODELS AFFECTED:

INTRIGUE MOTOR HOMES: 1995 - 2000

Gillig chassis, CCI #'s 10110 through 10484

Dynomax chassis, CCI #'s 10338 through 11071

ALLURE MOTOR HOMES: 1996 - 2000

Dynomax chassis, CCI #'s 30002 through 30509

30362

Motor homes that have had front tires replaced under recall No. 99V-288 but not had the height control valve reconfiguration performed at all or not prior to the tire replacement will have the left front tire replaced again. This work will be performed and parts provided at no cost to the consumer. The amount of labor required to perform this repair is not expected to exceed one (1) hour. The removed parts must be destroyed.

Please contact your nearest Country Coach dealer as soon as possible to arrange a service date. Please present this letter and the enclosed warranty claim to the dealer when you

Corporate Office/
Product Sales Support
(541)998-3720
(800)547-8015
Fax: (541)998-6687

Motorcoach Sales Support
(541)998-3001
(800)654-0223
Fax: (541)998-8710

Parts & Service
(541)998-9202
(800)452-8015
Fax: (541)998-5161
Fax: (541)998-8043

01V-170T

Page 1
PO Box 400
135 East First Avenue
Junction City, OR 97448

**VEHICLE SAFETY
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take your motor home in to be serviced. The service facility that does the repairs will need this warranty claim for their billing. If you need assistance in locating your nearest Country Coach dealer, contact the Country Coach Customer Service Department at 1-800-452-8015.

501
413
If your dealer fails to remedy the noncompliance on the agreed upon service date or within three (3) days of the scheduled service date, please contact Country Coach Customer Service by calling 1-800-452-8015 and asking for the technical service representative handling your coach model.

If after contacting both your dealer and Country Coach you are not satisfied that the noncompliance has been remedied within a reasonable time at no cost to you, you may wish to contact the National Highway Traffic Safety Administration at the following address or call the Auto Safety Hotline's toll free number:

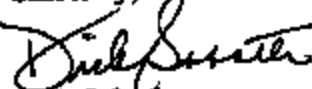
Administrator
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington D.C. 20590

Auto Safety Hotline's toll free number: 1-888-327-4236

If you have sold or traded your vehicle, please complete and return the prepaid postage reply card.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

Sincerely,



Dick Sabath
Compliance Administrator, Country Coach, Inc.

Enclosures (2)

CC: David M. Diamond, Vice President of Engineering and Director of Quality
Assurance, Country Coach, Inc.
Gary Dwyer, Vice President, Service, Country Coach, Inc.

Continued
2/5/80 R225
HS 41

Driver's Side Front Tire Replacement

Intrigue and Allure Motor Homes		
PARTS LIST		
Country Coach Part #	Quantity	Description
Allure – IFS	1	275/70R Toyo
Allure – Non-IFS	1	275/80R General
Intrigue	1	275/70R Toyo
FTL0001R	1	Federal Tire Tag

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**