



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 100079

Date Received: 03 MAY 2003 12:38
Repository:
Reference No.: 10018202

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: SAN JOSE State: CA Zip Code: [Redacted]

Daytime Telephone Number: [Redacted] E-mail Address:
Evening Telephone Number:

Do you authorize NHTSA to use the information you provide on this form for its safety research and enforcement activities? YES NO
Signature of Owner: [Redacted] Date: 5/12/03

Vehicle Identification Number (VIN): [Redacted] Make: COUNTRY COACH Model: INTRIGUE Model Year: 2002

Date Purchased: 3/19/03 Dealer's Name and Telephone Number: [Redacted] Engine: No. Cylinders: [Redacted] Fuel Type: [Redacted]
Original Owner: [Redacted] Dealer's City: [Redacted] State: [Redacted] Zip Code: [Redacted]

Transmission Type: [Redacted] Antilock Brakes Cruise Control Powertrain: [Redacted] Vehicle Component Code: 350000 EQUIPMENT Multiple Failure: [Redacted]

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 05-MAY-2003 Failure Mileage: [Redacted] Failure Speed: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R15): [Redacted]
DOT No. (Example: DOTM19ABC036): [Redacted] Original Equipment Prior Repair Failure Location: [Redacted]
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]
Seat Type: [Redacted] Installation System: [Redacted]
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

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: [Redacted] Number of Deaths: [Redacted] 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).

THE ELECTRIC STEPS EXTENDED WHILE THE VEHICLE WAS IN MOTION. THE DEALER REPLACED THE COMPUTER. *NLM
Please see Attached updated info

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.



Office of Defects Investigation

VOQ Confirmation

Your Complaint Information is successfully submitted.

Your Confirmation number (ODI Number) is: **10019154**

Your Complaint Information

Consumer Information

Name : [REDACTED]

Org. Name :

Address : [REDACTED]

City, State, Zip : San Jose, CA [REDACTED]
USA

Daytime Phone : [REDACTED]

Ext :

Evening Phone :

Fax : [REDACTED]

Email : [REDACTED]

[top](#)

Complaint Information

Description : This complaint called in as ODI ID Number: 10018202. Complaint "THE ELECTRIC STEPS EXTENDED WHILE THE VEHICLE WAS IN MOTION. THE DEALER REPLACED THE COMPUTER." Additional data: 1st event, 2 weeks after delivery, May 2002. Random opening of the steps while driving in Reno on street, Step Out light came on and I heard step move, I swerved just in time avoided hitting Reno Policeman standing at sidewalk edge. As pasted the step moved back in. He was saved. (Lucidly) My wife witnessed the event. I spent time on Country Coach's help line asking what to do to fix it. I was told, "Adjust the switch at the back of the step assembly". support felt this was easy fix so I did it. Other I took the spotlight, The Coach ended up at the factory; the factory was asked to verify my fix. They reported verbally that all the settings where verified. No problems found. Events continued to randomly, long intervals 1000 to 5000 miles. Finally events seemed to stop. Coach left in December 02 at Country Coach for service, had not had any repeats for a long time. We picked up the Coach at the factory. We drove about 300-400 miles, the Steps developed a mind of their own. The dash light no longer indicated the step was out. The steps randomly moved in and out. After some close calls during the Christmas 02 holiday, contacted Country Coach. told take Coach into service locally, local Service Company the Step was uncontrollably opening and closing on its own. The shop personnel saw it first hand. After emails requesting Country Coach assume liability and assure me that the coach was safe. I picked it up and tried to use the Coach. The Fix that the dealer installed at my insistence was a replacement computer. This could be a life-threatening event for both cars and Pedestrians near the Coach stairs. Cannot tell if this was fixed or if the issue is still present. This issue should be investigated before the Summer RV season to prevent Death or Injury.

Incident Date : 3/18/2002

Fire : No

Num. Fatalities : 0

Crash : No

