



Office of Defects Investigation

VOQ Confirmation

Your Complaint Information is successfully submitted.
 Your Confirmation number (ODI Number) is: **10019150**

Your Complaint Information

Consumer Information

Name : [REDACTED]
Org. Name : [REDACTED]
Address : [REDACTED]
City, State, Zip : San Jose, CA
 USA
Daytime Phone : [REDACTED] **Ext :**
Evening Phone : [REDACTED] **Fax :** [REDACTED]
Email : [REDACTED]

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Complaint Information

Description : ODI ID Number : 10018204 is incorrect and no paperwork has arrived for me to sign or edit- this is a life threatening condition that puts all drivers and nearby cars etc. at risk. Complaint should read: WHILE DRIVING THE CARBON MONOXIDE ALARM ACTIVATED DUE THE CARBON MONOXIDE in the coach PRODUCED BY THE REFRIGERATOR. THE DEALER INSPECTED THE VEHICLE AND COULD DUPLICATE THE PROBLEM. To date the dealer and factory have been unable to fix the problem. CO enters the coach while driving and Refrigerator is running on LP gas. If stopped for night sleeping the Coach fills with CO if dining area slide is not in the out position, and the coach is not plugged into AC power. This condition will KILL... falling asleep as the wheel of a 33000lb motor coach due to CO gas is not a safe way to drive or going to sleep wondering if you will be gassed and never wakeup is no way to live. I think this should be at the top of your list for issues before the summer RV season kills. Country Coach told us to disconnect the CO detector and bring the Coach in for repair. Issue remained for one full year that included two trips to the factory in OR for factory repair and two trips to independent dealers, and now it is sitting at the selling dealer waiting for? Put some one on this ASAP.

Incident Date : 5/10/2002	Fire : No
Num. Fatalities : 0	Crash : No
Num. Failures : 365	Property Damage : No
Num. Injured : 0	Police Report : No
Referral Source : RVMAGAZINE	

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Vehicle Information

VIN :	4U7B6DY1421102480	Purchase Date :	3/10/2002
Year, Make and Model :	2002/COUNTRY COACH/INTRIGUE	Original Owner :	Yes
# of Cylinders :	8	Trans. Type :	AUTOMATIC
Engine Size :	400 hp	VehicleDetails Usage :	RECREATIONAL
Cruise Control :	Yes	Antilock Brakes :	Yes
Current Mileage :	11000	Speed :	65
Failure Mileage :	200	Powertrain :	REAR WHEEL DRIVE
Body Style :	OTHER	Fuel System :	TURBO
Fuel Type :	DIESEL		

Vehicle Component Information

Component 1:	OTHER	OEM:	Yes
Component 2:	ENGINE AND ENGINE COOLING:EXHAUST SYSTEM	OEM:	Yes
Component 3:	ELECTRICAL SYSTEM	OEM:	No
Component 4:	FUEL SYSTEM, OTHER	OEM:	No

Vehicle Dealer Information

Dealer :	1		
Name :	Guaranty RV Center	Dealer Type :	SALES DEALER
Address :	5970 Travel Park Circle		
	Gäroy CA 95020		
Dealer Phone:		Dealer Fax:	
Email:			

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