



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

Date Received

10025063  
2003 JUN 26 PM 1:50

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up\_itr \_\_\_\_\_

Reference No.

## OWNER INFORMATION (Type or Print)

Name

Street

Apt. No.

City

State

Zip Code

Daytime 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 6/10/03

## PRODUCT INFORMATION

Vehicle Identification No. (VIN.) (Located at bottom of windshield on driver's side)

4UZAANAAS3C

Make

MOTORHOME

Model

COUNTRY STAR

Year

2003

Purchase Date

5/30/03

Dealer's Name

BRETTZ RV AND MARINE

Engine Type (CID/CYL)

Turbo  
 Diesel  
 Gas  
 Fuel Injection

 New  Used

Dealer's City MISSOULA

State MONTANA

Zip Code 59808

No. Cylinders

Manufacture Date (on driver's door or pillar)

8/02

Transmission Type

Manual  
 Automatic

Restraint System

Driver's Air Bag  Motorbelt  
 Passenger's Air Bag  2-Point Belt  
 3-Point Belt

Cruise Control

Yes  
 No

Drivetrain

Front  
 Rear  
 4-Wheel

Vehicle Type

Car  Sport Utility  
 Van  Truck  
 Minivan  Motorcycle  
 Other MOTORHOME

Body Style

2-Door  4-Door  
 Stationwagon  
 Pick Up Truck  
 Other NOT A HOME

## FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s)

INTERIOR STEPS COLLAPSED

Location

Left  Right  
 Front  Rear

Failed Part(s)

Original  
 Replacement

Handicap Adaptive Equip

Yes  
 No

## TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand

Tire Name

Complete Tire Size

DOT No.

No. of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

Vehicle Speed at Failure(s)

Failed Part(s) Available?

Yes  No

NHTSA Previously Contacted?

Yes  No

## APPLICABLE INCIDENT INFORMATION

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

Crash

Yes  No

Fire

Yes  No

Number of Persons Injured

1

Number of Fatalities

0

Reported to Manufacturer

Yes  No

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

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

We were parked in the Bretz lot all day Saturday, May 31, waiting for completion of the pre-delivery inspection items that were not done. At 9:00 that evening, I sat in the passenger seat to become familiar with the controls. When I stood up the floor collapsed and I fell into the stairwell. My left knee was at floor level and my right leg was down in the stairwell, so I was stretched like a chicken wishbone. Bill was concerned that my right foot might be caught in the mechanism which raises the step to create the level floor over the well. He was unable to help me up because I couldn't get leverage. The only way I could get out was to place my hands on the floor, lift my right leg, and crawl on hands and knees to the recliner to pull up. The fall aggravated back and leg injuries suffered in an automobile crash in 2001 and I had bruises on my arms and legs. At 9:15 p.m. I telephoned Russ Smith, the salesman who sold us the coach, and told him about the problem. Shortly after, Dave Bretz and Shane Lalonde arrived to survey the damage. Shane returned with another technician to repair the steps. They had been constructed with one-half inch screws in one-half inch substandard plywood and the screws popped out. It should have been constructed of heavier plywood or steel with long bolts and screws. There is an additional problem of using steel screws in an aluminum hinge which could eventually lead to electrolysis. The entry steps would have water from people entering with wet feet. *WE ARE CONCERNED ABOUT OTHER COACHES ON THE ROAD.*