



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

Oid_or _____

rt_dt _____

od_rt _____

up_itr _____

2003 JUL -3 AM 10:17

Reference No.

10026584

OWNER INFORMATION (Type or Print)

Name

Street

Apt. No.

City TAMPA PINES

State FL

Zip Code

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

Signature of Owner

Date 6/20/03

PRODUCT INFORMATION

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

Make

Model

Year

4U7CGENISXN100923

COUNTRY
COACH

MAGNA

92

Purchased Date

Dealer's Name

Engine Size (CID/CCL)

 Turbo Diesel Gas Fuel Injection New Used

Dealer's City

State

Zip Code

Manufacture Date (on driver's door or pillar)

Transmission Type

Restraint System

Cruise Control

Drivetrain

Vehicle Type

Body Style

 Manual Driveline Air Bag Motorbelt Yes Front Car Sport Utility 2-Door 4-Door Automatic Passenger Air Bag 2-Point Belt No Rear Van Truck Stationwagon

Manufacture Date (on driver's door or pillar)

Transmission Type

Restraint System

Cruise Control

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Vehicle Type

Body Style

 Manual Driveline Air Bag Motorbelt Yes Front Car Sport Utility 2-Door 4-Door Automatic Passenger Air Bag 2-Point Belt No Rear Van Truck Stationwagon

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s) CIRCUIT BREAKER

Location

Failed Part(s)

Handicap Adaptive Equip

 Left Right Original Yes Front Rear Replacement 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?

NHTSA Previously Contacted?

 Yes No Yes No

APPLICABLE INCIDENT INFORMATION

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

Crash

Fire

Number of Persons Injured

Number of Fatalities

Reported to Manufacturer

 Yes No Yes No

NONE

NONE

 Yes No

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies). THE INCIDENT OCCURRED DURING A MOTOR HOME VACATION. WHILE DRIVING THROUGH GULFBORT MISS. I EXPERIENCED WHAT I BELIEVE TO BE A POTENTIALLY FATAL DESIGN FLAW. AT ABOUT 7:30 PM, AFTER A LONG DRIVE I STOPPED FOR A TRAFFIC LIGHT AND MUCH TO MY SURPRISE THE COACH SUSTAINED A COMPLETE CHASSIS ELECTRICAL POWER FAILURE. ALL THE ELECTRICAL POWER FOR LIGHTS AND THE RESTARTING OF THE ENGINE, THE STEP TO EXIT DOOR BECAME INOPERATIVE, WE WERE TRAPPED INSIDE THE COACH. THERE WAS NOWAY TO GET OUT SAFELY INTO THE ONCOMING TRAFFIC

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.

Mail postage free or fax to 202-365-7682

VEHICLE OWNER'S QUESTIONNAIRE (VOQ)



DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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

www.nhtsa.dot.gov/hotline

Complete and return or place in your car manual for future use



U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590

POSTAGE WILL BE PAID BY NATION. HWY. TRAFFIC SAFETY ADMIN.

BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

Official Business
Penalty for Private Use \$300

400 Seventh St., S.W.
Washington, D.C. 20590

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



ATTACH ADDITIONAL SHEETS IF NECESSARY

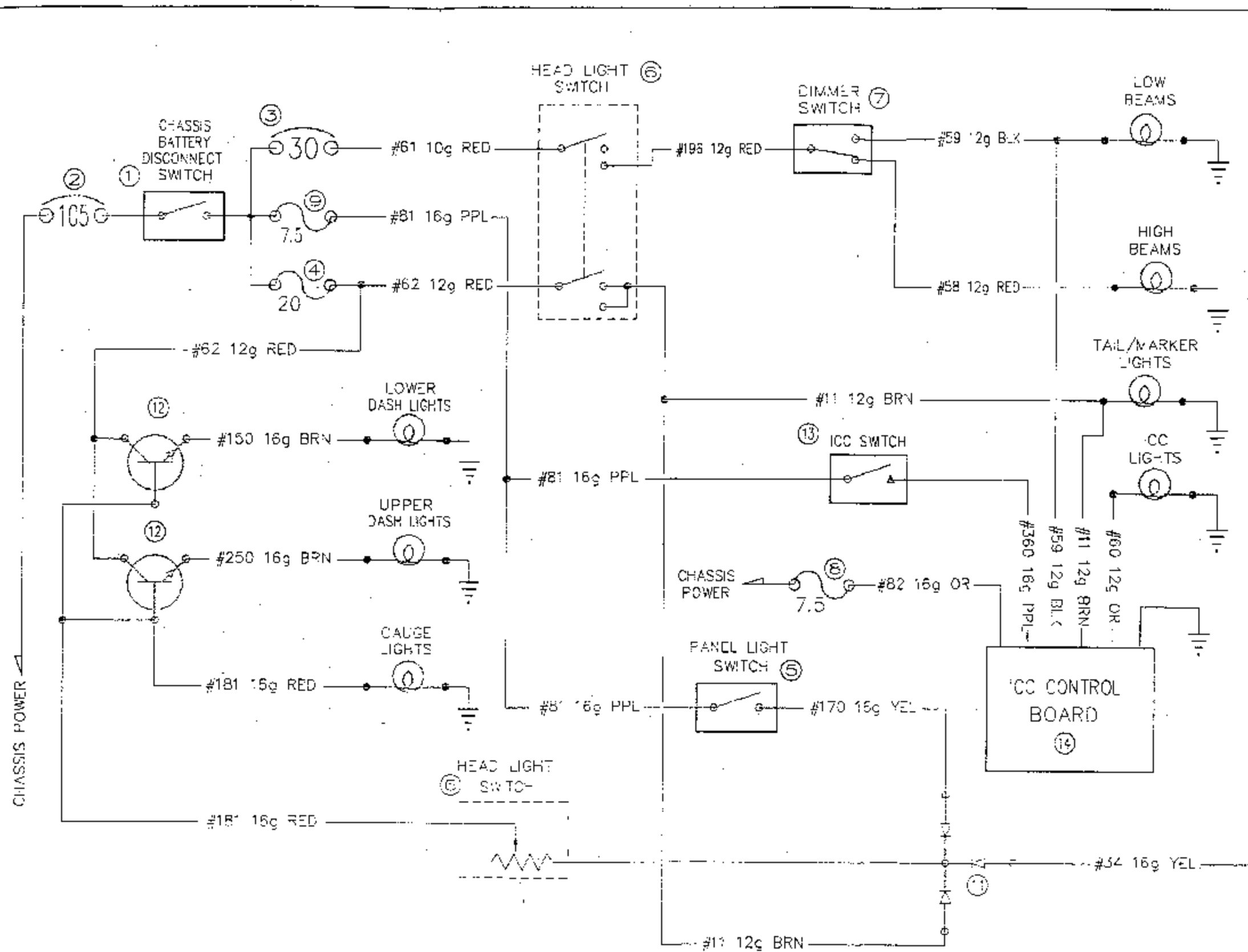
THE POLICE CALLED A TOW TRUCK THAT
TOOK US TO A SAFE AREA. IN THE INTERIM I TRIED
TO RESTART THE ENGINE WITH THE HOUSE BATTERY SYSTEM
BUT WAS UNSUCCESSFUL. AFTER BEING TOWED TO SAFE AREA,
I CHECKED BATTERY VOLTAGE, 13.5 VOLTS, ADEQUATE TO RESTART
THE ENGINE. UPON FURTHER INVESTIGATION I RESET
THE BREAKER AND ALL THE SYSTEMS CAME BACK ON LINE.
IF ADDITIONAL INFORMATION IS REQUIRED PLEASE
ADVISE. MY MAIN CONCERN IS THAT HAD THIS
BREAKER GONE OUT WHILE THE COACH WAS IN
MOTION I WOULD HAVE EXTREME DIFFICULTY
GOING TO THE SIDE OF THE ROAD SAFELY, WITH A
STALLED ENGINE.

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

1 MAR 1997

COUNTRY COACH USER'S GUIDE/SERVICE

4NJR



REF.	PART	SIDE DOOR LOCATION	FRONT DOOR LOCATION
①	PART #02559	INSIDE BATTERY COMP. DOOR JUST BEHIND FRONT WHEEL, DRIVERS SIDE.	IN BATTERY COMPARTMENT BEHIND REAR WHEELS ON PASS SIDE OF COACH.
②	PART #12199	INSIDE BATTERY COMP. DOOR JUST BEHIND FRONT WHEEL, DRIVERS SIDE.	IN BATTERY COMPARTMENT BEHIND REAR WHEELS ON PASS SIDE OF COACH.
③	PART # 2636	FRONT RUN BOARD, DRIVERS SIDE, SMALL DOOR AHEAD OF FRONT WHEEL.	FRONT RUN BOARD, DRIVERS SIDE, SMALL DOOR AHEAD OF FRONT WHEEL.
④	PART # N/A	FRONT RUN BOARD, DRIVERS SIDE, SMALL DOOR AHEAD OF FRONT WHEEL.	FRONT RUN BOARD, DRIVERS SIDE, SMALL DOOR AHEAD OF FRONT WHEEL.
⑤	PART #02563	ON SHIFTER PANEL, LEFT SIDE OF DRIVERS SEAT.	ON SHIFTER PANEL, LEFT SIDE OF DRIVERS SEAT.
⑥	PART #02548	LEFT SWITCH PANEL, FRONT DASH LEFT SIDE OF STEERING COLUMN.	LEFT SWITCH PANEL, FRONT DASH LEFT SIDE OF STEERING COLUMN.
⑦	PART #10633	ON FLOOR BOARD, LEFT SIDE OF STEERING COLUMN.	ON FLOOR BOARD, LEFT SIDE OF STEERING COLUMN.
⑧	PART # N/A	FRONT RUN BOARD, DRIVERS SIDE, SMALL DOOR AHEAD OF FRONT WHEEL.	FRONT RUN BOARD, DRIVERS SIDE, SMALL DOOR AHEAD OF FRONT WHEEL.
⑨	PART # N/A	FRONT RUN BOARD, DRIVERS SIDE, SMALL DOOR AHEAD OF FRONT WHEEL.	FRONT RUN BOARD, DRIVERS SIDE, SMALL DOOR AHEAD OF FRONT WHEEL.
⑩	PART # N/A	FRONT RUN BOARD, DRIVERS SIDE, SMALL DOOR AHEAD OF FRONT WHEEL.	FRONT RUN BOARD, DRIVERS SIDE, SMALL DOOR AHEAD OF FRONT WHEEL.
⑪	PART #00572	LEFT SWITCH PANEL, FRONT DASH LEFT SIDE OF STEERING COLUMN.	LEFT SWITCH PANEL, FRONT DASH LEFT SIDE OF STEERING COLUMN.
⑫	PART #02575	FRONT RUN BOARD, DRIVERS SIDE, SMALL DOOR AHEAD OF FRONT WHEEL.	FRONT RUN BOARD, DRIVERS SIDE, SMALL DOOR AHEAD OF FRONT WHEEL.
⑬	PART #02582	ON SHIFTER PANEL, LEFT SIDE OF DRIVERS SEAT.	ON SHIFTER PANEL, LEFT SIDE OF DRIVERS SEAT.
⑭	PART #11681	IN SHIFTER BOX, LEFT SIDE OF DRIVERS SEAT.	IN SHIFTER BOX, LEFT SIDE OF DRIVERS SEAT.

377			
12-8-91			
381			
12-8-91			
431			
7-27-97			
6-8			
11-15-94			

Country Coach, Inc.
 122 East First Street PO Box 400 Junction City, OR 97448

MODEL: MM-ALL
 SCHEMATIC #S0185.2 ACAD #SCH\HEADLTS\MMALL

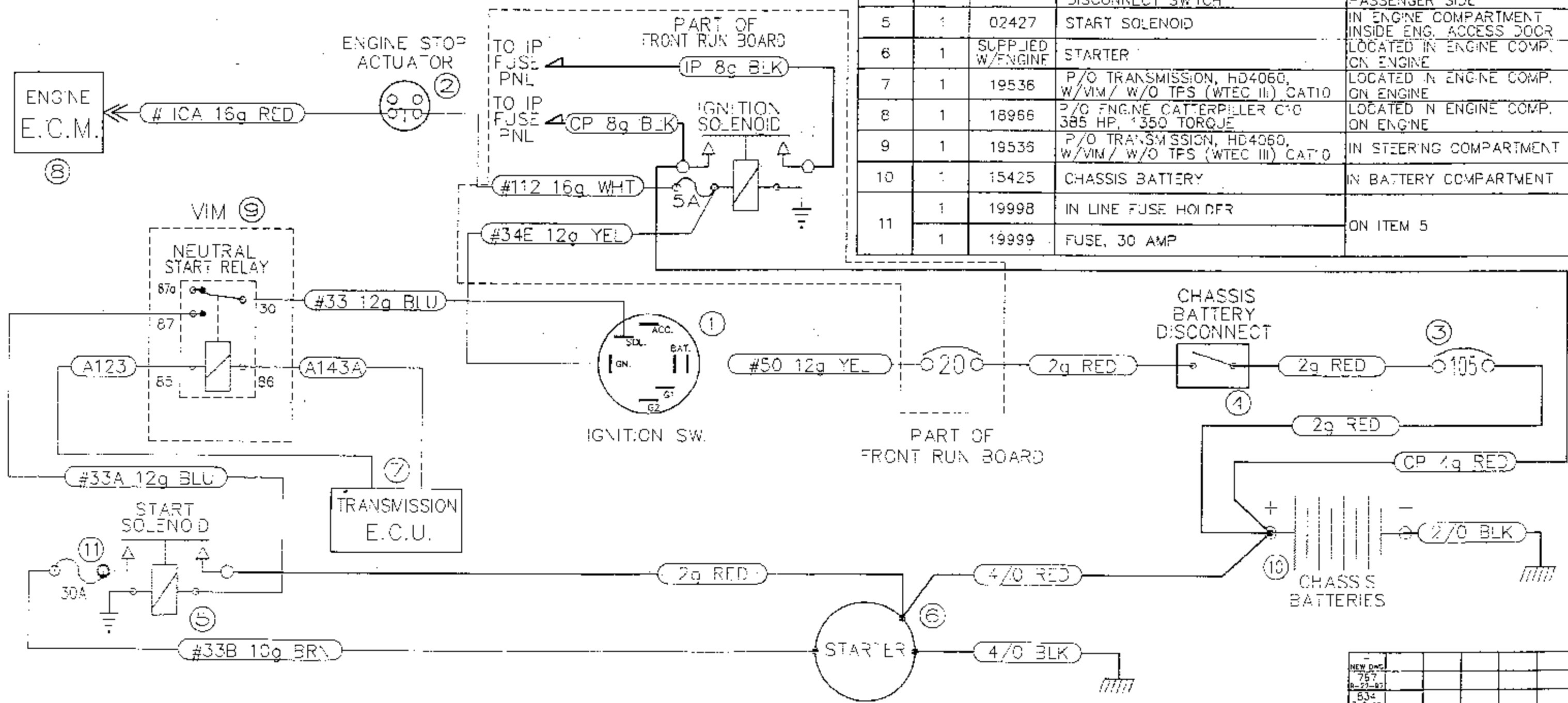
HEAD LIGHT CIRCUIT PAGE 1 OF 1
 DISK #308

DATE: 11-04-91
 DRAWN BY: TPR

EFFECTIVE ON COACH # 5271

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ITEM	QTY	CC PART NUMBER	DESCRIPTION	COMPONENT LOCATION
1	1	02556	SWITCH, IGNITION	DRIVER'S RIGHT SWITCH PANEL, LOWER DASH
2	1	20284	CONTACT BLOCK (N.C.)	IN ENGINE COMPARTMENT PASSENGER SIDE
	1	20285	ACTUATOR, EMERGENCY PUSHBUTTON	
3	1	12499	CIRCUIT BREAKER, MANUAL RESET	IN BATTERY COMPARTMENT PASSENGER SIDE
4	1	02559	CHASSIS BATTERY DISCONNECT SWITCH	IN BATTERY COMPARTMENT PASSENGER SIDE
5	1	02427	START SOLENOID	IN ENGINE COMPARTMENT INSIDE ENG. ACCESS DOOR
6	1	SUPPLIED W/ENGINE	STARTER	LOCATED IN ENGINE COMP. ON ENGINE
7	1	19536	P/O TRANSMISSION, HD4060, W/VIM/ W/O TFS (WTEC III) CAT10	LOCATED IN ENGINE COMP. ON ENGINE
8	1	18966	P/O ENGINE CATERPILLER C10 385 HP, 1350 TORQUE	LOCATED IN ENGINE COMP. ON ENGINE
9	1	19535	P/O TRANSMISSION, HD4060, W/VIM/ W/O TFS (WTEC III) CAT10	IN STEERING COMPARTMENT
10	1	15425	CHASSIS BATTERY	IN BATTERY COMPARTMENT
11	1	19998	IN LINE FUSE HOLDER	ON ITEM 5
	1	19999	FUSE, 30 AMP	



NEW DWG				
767				
8-23-97				
534				
502				
8-23-98				

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8-12-98