



April 7, 2004

Mr. Richard Boyd, Chief  
Medium & Heavy Duty Vehicle Division  
Office of Defects Investigation  
U.S. Department of Transportation  
National Highway Traffic Safety Administration  
400 Seventh Street, S.W.  
Washington, D.C. 20590

RE: NHTSA File PE04-008

Dear Mr. Boyd:

The following is in response to your letter dated March 26, 2004, wherein you requested peer information on 2000-2002 Goshen buses manufactured by Goshen Coach and built on General Motors and Ford cutaway chassis (PE04-008).

As instructed in your letter each applicable questions is repeated verbatim from your letter followed by each of Krystal's responses.

1. Furnish the total number of Krystal Koach buses built on General Motors and Ford cutaway chassis manufactured for sale or lease in the United States.

745 Ford cutaway chassis  
Zero General Motors cutaway chassis.

2. Furnish the number of/and copies of all owner complaints and field reports, studies, surveys, or investigations from all sources which have been received or authorized by Krystal Koach, or of which Krystal Koach is aware, pertaining to the alleged defect in the subject vehicles. This should include information pertaining to the report included in this letter. Separate the number and copies of owner complaints from other sources. Also, if Krystal Koach has issued any service or technical bulletins, advisories, or other communications to dealers pertaining to the alleged defect in the subject vehicles, provide a copy of each document. If no such documents have been issued, so state.

There have been no complaints received nor has Krystal issued any communications or documents pertaining to the alleged defect.

3. Identify and describe all accidents, subrogation claims, or lawsuits known to Krystal Koach pertaining to the alleged defect (where Krystal Koach is or was a defendant or codefendant). Provide Krystal Koach analysis of each item, clearly identifying the vehicle (model year and VIN), the vehicle owner, and any injuries or property damage which may have occurred.

None.

4. Identify and described all significant modifications or changes that could relate to the alleged defect in the manufacture of the subject vehicles. The following information must be included for each modification or change:
- a) the reason for the modification or change;
  - b) a description of the modification or change;
  - c) the approximate calendar date on which the modification or change was incorporated into production; and
  - d) state whether the modified or changed components could be interchanged with earlier production components.

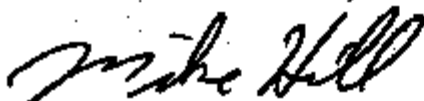
None.

5. Furnish number of warranty claims related to the alleged defect on the subject vehicles by model series code, calendar month, and problem code. Each problem claim code must be identified.

None.

Sincerely,

KRYSTAL KOACH, INC.



MIKE HILL  
Vice President Operations

