

April 22, 2004

Mr. Richard Boyd  
National Highway  
Traffic Safety  
Administration  
400 Seventh Street, S.W.  
Washington, DC 20590



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Dear Mr. Boyd:

Below is the information you requested. We have stated the questions and furnished our answers below each.

1. Furnish the total number of Glaval buses built on General Motors and Ford cutaway chassis manufactured for sale or lease in the United States.
  - a. Total number of Glaval busses built from 4/1/02 through 12/31/02: 309 units. This breaks down to 2 GM's and 307 Fords. Note that 4/1/02 was the date that Forest River, Inc acquired Glaval Bus, Inc. Source for data: sales records.
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 Glaval, or of which Glaval is aware, pertaining to the alleged defect in the subject vehicles. This should include information pertaining to the report included with this letter. Separate the number and copies of owner complaints from other sources. Also, if Glaval 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.
  - a. No field reports or claims have been received. No bulletins or other documents have been issued by Glaval. Source: warranty records department.
3. Identify and describe all accidents, subrogation claims, or lawsuits known to Glaval pertaining to the alleged defect (where Glaval is or was a defendant or codefendant). Provide Glaval 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.
  - a. None on record at division or corporate office. Source: Corporate accident, liability and insurance records.
4. Identify and describe 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.
    - i. No significant modifications made. Source: engineering records.



5. Furnish the 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.
  - a. None. Source: warranty records.

All the above information was gathered the week of April 19<sup>th</sup>, 2004.

Sincerely,

A handwritten signature in black ink, appearing to read "Phil Hayes".

Phil Hayes  
General Manager  
Glaval Bus, Division of Forest River, Inc.