

**COUNTRY COACH INC**  
THE WORLD'S FINEST MOTORCOACHES

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Mr. George Person  
Chief, Recall Management Office  
National Highway Traffic Safety Adm.  
400 7th Street, S.W.  
Washington, D.C. 20590

26 April 2004

Dear Mr. Person:

Country Coach, Inc. has determined that fifty (50) Model Year 2004 Inspire motor homes it manufactured fail to conform to Federal Motor Vehicle Safety Standard No. 120, *Tire selection and rims for motor vehicles other than passenger cars*. This noncompliance is related to Motor Vehicle Safety.

It has been determined that the identified motor homes were erroneously assigned inadequate tire inflation pressures for the front tires. In some cases, this noncompliance could cause premature front tire tread wear or a tire failure during normal driving which could lead to a loss of steering control and potentially result in a vehicle accident.

To date, we have not received any reports of blowouts on motor homes included in this proposed recall. To correct the situation as described in paragraph 2, Country Coach will issue new Federal tire labels. This work will be performed pursuant to the attached Noncompliance Report Pursuant to 49 CFR Part 573, the bulletin to Country Coach service providers, and the letter to motor home owners.

If you should have any questions, please feel free to contact me at 541-998-3720 x382.

Please let me know if you have any questions.

Sincerely,



Dick Sabath  
Quality Assurance and Compliance Administration  
Country Coach, Inc.

Enclosures (6)

Corporate Office/  
Product Sales Support  
(541)998-3720  
(800)547-8015  
Fax: (541)998-6687

Network Sales Support  
(541)998-3001  
(800)654-0223  
Fax: (541)998-8710

Parts & Service  
(541)998-9202  
(800)452-8015  
Fax: (541)998-5161  
Fax: (541)998-8043

PO Box 400  
135 East First Avenue  
Junction City, OR 97448

www.countrycoach.com

**Noncompliance Information Report  
Pursuant to 49 CFR part 573**

Country Coach, Inc. has determined that certain motor homes it manufactured fail to conform to Federal Motor Vehicle Safety Standard No. 120, *Tire selection and rims for vehicles other than passenger cars*. Country Coach is hereby providing notification to your office in accordance with 49 CFR Part 573.

The information required by your regulations follows.

1. **573.5 (c)(1) Manufacturer's name and address.**

Country Coach, Inc.  
135 East First Ave.  
P.O. Box 400  
Junction City, OR 97448

2. **573.5 (c)(2) Equipment Involved In this notification:**

Model Year 2004; Inspire motor homes manufactured from October 2003 through January 2004  
VIN Range: 4U7K6D1441103887 – 4U7K6EK1141103832  
Vehicle Type: MPV  
Bodystyle: Motor Home

3. **573.5 (c)(3) Total number of items of equipment:**

A total of 50 motor homes are involved.

Model Year 2004 – 47 motor homes are consumer owned.  
3 motor homes are dealer owned.

4. **573.5 (c)(4) Approximate percentage of equipment estimated to actually contain the noncompliance:**

100% of the motor homes identified in item 2, above, are noncompliant with FMVSS No. 120, *Tire selection and rims for vehicles other than passenger cars*.

**5. 573.5 (c)(5) Description of the noncompliance:**

**Brief summary of noncompliance:**

The identified Inspire motor homes were erroneously assigned inadequate cold tire inflation pressures for the front tires. As a result, these motor homes do not comply with Federal Motor Vehicle Safety Standard No. 120, *Tire selection and rims for vehicles other than passenger cars*.

**Detailed description of noncompliance:**

FMVSS No. 120 specifies requirements for the selection and marking of tires and rims for motor vehicles other than passenger cars. The motor homes cited above were erroneously assigned inadequate cold tire inflation pressures for the front tires on their Federal tire labels. Although the tires installed on these motor homes comply with S5.1.2 and S5.3.1 of FMVSS No. 120 the Federal tire labels are incorrect. In some cases, this noncompliance could lead to premature tire wear and potentially a tire failure. Such a tire failure could result in the loss of steering control and could result in a motor vehicle accident.

**6. Chronological summary of events leading to this determination:**

In April 2004, while compiling information for a new production coach list, it was discovered that the identified coaches had been assigned an inadequate cold tire inflation pressure for the front tires. After discovering the inadequate cold tire inflation pressures, all subsequent Inspire Federal tire labels were reviewed and found to have been assigned the correct cold inflation pressure for the front tires.

**7. 573.5 (c)(8) Description of proposed remedy:**

Country Coach will issue replacement Federal tire labels reflecting the corrected cold tire inflation pressure for the front tires. The Front Axle Weight Rating (FAWR) of these motor homes is 13,200 lbs. The original Federal tire labels show a cold tire inflation pressure of 115 PSI that supports only 12,930 pounds of weight carrying capacity. The replacement Federal tire labels will have a cold tire inflation pressure of 120 PSI that will support 13,220 pounds. At the corrected cold tire inflation pressure of 120 PSI the weight carrying capacity of the tires will exceed the FAWR. The Federal tire labels will be provided at no cost to motor home owners. The

labor required to remove and replace the Federal tire label is not expected to exceed one-quarter (1/4) hour.

**8. Program for Remedy Campaign:**

Country Coach will notify all owners of the affected motor homes and will offer to remedy the motor homes free of charge. Noncompliance notices will be mailed to the owners of the affected motor homes and a Dealer Vehicle Safety Noncompliance Service Bulletin will be mailed to all dealers on or before April 30, 2004. All mailings will be by Certified Mail, Return Receipt Requested, and First Class Mail.

**9. Tire Disposal Plan:**

Not Applicable

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NONCOMPLIANCE  
SERVICE BULLETIN

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VIA: CERTIFIED MAIL, RETURN RECEIPT REQUESTED, AND  
FIRST CLASS MAIL

xx 2004

RE: VEHICLE DEFECT OWNER NOTIFICATION, 04V-xx

Dear Country Coach Service Provider:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

**DESCRIPTION OF NONCOMPLIANCE:**

Country Coach, Inc. has decided that certain motor homes it manufactured fail to conform to Federal Motor Vehicle Safety Standard No. 120, *Tire selection and rims for motor vehicles other than passenger*. This noncompliance is related to Motor Vehicle Safety. The noncompliance condition is related to an erroneously assigned inadequate recommended cold inflation pressure for original front tires. As a result, these motor homes do not comply with Federal Motor Vehicle Safety Standard No. 120, *Tire selection and rims for vehicles other than passenger cars*. In some cases, this noncompliance could cause premature front tire tread wear or tire failure during normal driving. Improper tire use, tread wear or tire failure could lead to a loss of steering control and potentially result in a vehicle crash.

**MODELS AFFECTED:**

Model Year 2004 and prior motor homes manufactured from 10/03 through 01/04

Country Coach will issue replacement Federal tire labels reflecting the corrected cold tire inflation pressure for the front tires. The Front Axle Weight Rating (FAWR) of these motor homes is 13,200 lbs. The original Federal tire labels show a cold tire inflation pressure of 115 PSI that supports only 12,930 pounds of weight carrying capacity. The replacement Federal tire labels will have a cold tire inflation pressure of 120 PSI that will support 13,220 pounds. At the corrected cold tire inflation pressure of 120 PSI the weight carrying capacity of the tires will exceed the FAWR. The Federal tire labels will be provided at no cost to motor home owners. The labor required to remove and replace the Federal tire label is not expected to exceed one-quarter (1/4) hour.

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If the condition is not adequately repaired within a reasonable time, the owner may be entitled to an identical or reasonably equivalent motor home at no charge or to a refund of the purchase price less a reasonable allowance for depreciation.

To avoid having to provide these burdensome solutions, every effort must be made to promptly schedule an appointment with owners and to repair their motor homes as soon as possible. You should be aware that owners are instructed to contact the customer service department if their dealer does not remedy the condition within three (3) days of the mutually agreed upon service date. (Please see the enclosed Letter to Country Coach Owners) Owners are also advised to contact the National Highway Traffic Safety Administration if the condition is not remedied without charge and within a reasonable time.

Sincerely,

**Dick Sabath**  
Quality Assurance and Compliance Administration  
Country Coach, Inc.

Enclosures (2)

cc: Gary Dwyer, Director, QA and Compliance, Country Coach, Inc.  
Gary Obermire, Vice President, Engineering, Country Coach, Inc.

VEHICLE SAFETY  
NONCOMPLIANCE  
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VIA: CERTIFIED MAIL, RETURN RECEIPT REQUESTED, AND  
FIRST CLASS MAIL

April 22, 2004

RE: VEHICLE DEFECT OWNER NOTIFICATION, 04V-XXXX

Dear Country Coach Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

**DESCRIPTION OF NONCOMPLIANCE:**

Country Coach, Inc. has determined that certain motor homes it manufactured fail to conform to Federal Motor Vehicle Safety Standard No. 120, *Tire selection and rims for motor vehicles other than passenger*. This noncompliance is related to Motor Vehicle Safety. The noncompliance condition is related to an erroneously assigned recommended cold tire inflation pressure for only the front tires on the Federal tire label. As a result, these motor homes do not comply with Federal Motor Vehicle Safety Standard No. 120, *Tire selection and rims for vehicles other than passenger cars*. In some cases, this noncompliance could cause premature front tire tread wear resulting in a reduced tire volume during normal driving. The premature tire tread wear could lead to loss of steering control and potentially result in a motor vehicle crash.

**MODELS AFFECTED:**

Model Year 2003 and 2004 motor homes manufactured from 10/03 through 01/04

Country Coach will issue replacement Federal tire labels reflecting the corrected cold tire inflation pressure for the front tires. The Front Axle Weight Rating (FAWR) of these motor homes is 13,200 lbs. The original Federal tire labels show a cold tire inflation pressure of 115 PSI that supports only 12,930 pounds of weight carrying capacity. The replacement Federal tire labels will have a cold tire inflation pressure of 120 PSI that will support 13,220 pounds. At the corrected

**VEHICLE SAFETY  
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cold tire inflation pressure of 120 PSI the weight carrying capacity of the tires will exceed the FAWR. The Federal tire labels will be provided at no cost to motor home owners. The labor required to remove and replace the Federal tire label is not expected to exceed one-quarter (1/4) hour.

Please contact your nearest Country Coach dealer as soon as possible to arrange a service date. Please present this letter and the enclosed warranty claim to the dealer when you take your motor home in to be serviced. The service facility that does the repairs will need the warranty claim for their billing.

If you need assistance in locating your nearest Country Coach dealer, please contact Country Coach's customer service department at 1-800-452-8016. The service department will refer you to a service facility near you. Country Coach has provided all of its dealers with instructions for making the necessary repairs. If your dealer fails to remedy the noncompliance on the agreed upon service date or within three (3) days of the scheduled service date, please contact Country Coach customer service by calling 1-800-452-8015 and ask for the Technical Service Representative handling this recall.

You may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of a problem associated with this recall. For more information regarding this contact Country Coach Inc. Compliance Administration at 1-800-452-8015, extension 382.

If after contacting both your dealer and Country Coach you are not satisfied that the noncompliance has been remedied within a reasonable time, at no cost to you, you may wish to contact the National Highway Traffic Safety Administration at the following address or call the Auto Safety Hotline's toll free number:

Administrator  
National Highway Traffic Safety Administration  
400 7th Street, S.W.  
Washington D.C. 20590

Auto Safety Hotline's toll free number: 1-800-424-9393.

Federal regulations requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days after receipt of the original notification.

If you no longer own this motor home, please complete and either return the Vehicle Owner Reply Card in the self-addressed postage paid envelope included in this package or by faxing it to the number indicated on the form.

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We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

Sincerely,

Dick Sabath  
Quality Assurance and Compliance Administration  
Country Coach, Inc.

Enclosures (2)

cc: Gary Dwyer, Director, QA and Compliance, Country Coach, Inc.  
Gary Obermire, Vice President, Engineering, Country Coach, Inc.

**PROPOSED**



04V-198 © or ©

# COUNTRY COACH

135 East 1<sup>st</sup> Avenue • P.O. Box 400 • Junction City, Oregon 97448 • (800)452-8015 • (541)998-9202 • (541)998-7303 [FAX]

<b>Motor Home</b>		
<b>PARTS LIST</b>		
<b>04V-xxx</b>		
<b>Country Coach Part #</b>	<b>Quantity</b>	<b>Description</b>
FTL001R	1	FEDERAL TIRE LABEL
MIT001R	1	MANUFACTURER ID LABEL

**PROPOSED**