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DEPARTMENT OF
DEFENSE INVESTIGATION

George Person
Chief, Recall Management Office
National Highway Traffic Safety Administration
400 7th Street, S.W.
Washington, D.C. 20594

June xx, 2004

04V-259
(4 pages)

Dear Mr. Person:

Holland Neway has notified Country Coach, Inc. of a potential safety defect in parts in their independent front suspension (IFS) Gen 2 used in the Country Coach motor homes. While the gear plate had not changed between Gen 1 and Gen II IFS, the gear plate support gussets were removed. 526 Model Year 2004 and one (1) Model Year 2005 Country Coach motor homes were manufactured with these independent front suspensions. This safety defect is related to Motor Vehicle Safety.

We have not received any reports of these parts failing on any motor homes or causing any motor vehicle crashes through the date of this notification. Holland Neway will administer the entire recall campaign and any remedy work will be performed free of charge to Country Coach customers, pursuant to the attached Safety Defect Report. Holland Neway will mail the customer and dealer safety recall notices to Country Coach Inc. motor home owners and dealers. Country Coach, Inc. will provide a customer and dealer contact list to Holland Neway.

Please let me know if you have any questions.

Sincerely,

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

Enclosures

THE WORLD'S FINEST MOTORCOACHES

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

Safety Defect Report
Pursuant to 49 CFR part 573

Holland Neway has notified Country Coach, Inc. that the independent front suspension assemblies with Gen II sub-frames may have a potential safety defect. These independent front suspension assemblies have been installed on motor homes manufactured by Country Coach, Inc. In accordance with 49 CFR Part 573, Country Coach is providing notification to your office of this potential safety defect.

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; Intrigue motor homes manufactured from June 2003 through May 2004

VIN Range: 4U7B8DY1041103493 – 4U7B8EZ1541104093

Vehicle Type: MPV

Bodystyle: Motor Home

Model Year 2004; Allure motor homes manufactured from June 2003 through May 2004

VIN Range: 4U7A8EV1041103497 – 4U7A6CY1741104071

Vehicle Type: MPV

Bodystyle: Motor Home

Model Year 2005; Allure motor homes manufactured from May 2004 through May 2004

VIN Range: 4U7A8DS1651104072

Vehicle Type: MPV

Bodystyle: Motor Home

Model Year 2004; Inspire motor homes manufactured from March 2003 through March 2004

VIN Range: 4U7K5EK1441103438 – 4U7K6EK1241103919

Vehicle Type: MPV

Bodystyle: Motor Home

Model Year 2005; Inspire motor homes manufactured from March 2004 through May 2004

VIN Range: 4U7K6ES1751103920 – 4U7K6EW1251104117

Vehicle Type: MPV

Bodystyle: Motor Home

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

A total of 153 Model Year 2004 and one (1) 2005 Allure motor homes are involved.
A total of 134 Model Year 2004 Intrigue motor homes are involved.
A total of 239 Model Year 2004 and 2005 Inspire motor homes are involved.

A cumulative total of 527 motor homes are involved of which 385 are consumer owned.

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

Holland Neway has estimated that 100% of the motor homes manufactured with the Gen II sub-frame may exhibit the safety defect.

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

Brief summary of noncompliance:

Country Coach was advised by Holland-Neway, in a phone conference meeting on May 21, 2004, that a potential safety defect existed in the steering gear plate of the independent front system (IFS) with Gen II sub-frames sold to Country Coach, Inc. It was determined that the design of the steering gear plate allowed to flex during a static steer condition.

The flexing may result in stress cracking which could potentially cause a loss of vehicle steer control while in transit possibly resulting in a vehicle crash.

If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.

HOLLAND NEWAY
P.O. Box 425
1950 Industrial Blvd.
Muskegon, MI 49443-0425

6. Chronological summary of events leading to this determination:

The first Holland Neway IFS with Gen II sub-frame was shipped to County Coach in March 2003. In August 2003, Country Coach notified Holland Neway that there appeared to be an issue with the sub-frame steering gear plate flexing during a static steering condition. Country Coach reported that the amount of flex exceeded that which had been seen on the IFS Gen I sub-frame. Initially Holland Neway deemed that this was not a concern, as the gear plate had not changed. Subsequently it was discovered that while the gear plate had not changed, the new sub-frame had the gear plate support gussets removed. Once Holland Neway was made aware of the support gusset removal, they immediately began researching loads and undertaking lab tests to determine the extent of the issue.

On May 21, 2004, Holland Neway notified Country Coach that a potential safety defect existed in the steering gear plate.

It has been determined that 385 consumer owned motor homes built by Country Coach Inc. are affected.

Through the date of this notification, there have been no reported incidents involving the failure of any component of the independent front suspension on any of the affected Country Coach, Inc. motor homes.

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

The field fix will involve a bolt-on strengthening of the steering gear plate with U-bolts connecting the cross member to each side of the gear plate at the rear plus a tube support in the front with J-bolts to the gear plate.

The production fix will differ in that Holland will implement a new style of welded gusset on the front of each side of the gear plate.

8. Program for Remedy Campaign:

Holland Neway will handle this recall campaign in its entirety. Country Coach will supply to Holland Neway a contact list of owners and dealers for the affected motor homes. Holland Neway will offer to remedy the motor homes free of charge. Holland Neway will mail a Safety recall notice to the owners of the affected motor homes and a Dealer Vehicle Safety Defect Service Bulletin to all dealers.