



The Holland Group, Inc.  
PO Box 2099  
Holland, MI 49422-2099  
Phone: 616-396-6501  
FAX: 616-396-1511

3 pages

TO: ODI/Recall Management      ATTN: Ms. Kelly Schuler,  
Safety Defect Analyst

FAX: ~~202.366.7882~~  
1767

FROM: John Foresman

OYE-040

DATE: 26 July, 2004

RE: Recall 04E-040  
Owner Notification Letter

RECEIVED  
JUL 26 2004  
DEFECTS INVESTIGATION

VIA: FIRST CLASS MAIL

RECEIVED  
NYS-215

SAFETY RECALL: NHTSA Recall Number 04E-040

2004 JUL 26 A 10: 27

Date, 2004

Customer Name (to be filled in by Holland Customer Service) **OFFICE OF DEFECTS INVESTIGATION**  
Customer Address (to be filled in by Holland Customer Service)

Dear Country Coach Owner:

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

Country Coach Inc has decided that a defect which relates to motor vehicle safety exists in certain model year Intrigue, Allure, and Inspire models of Country Coach Recreational Vehicles. The steering gear mounting plate of the Holland USA, Inc. independent front steer suspension IFS-114 may not have adequate structure to support the steering gear over time.

It is possible that at some point after a high number of steering cycles while the vehicle is in a stationary or near stationary position, called a static steer, the steering gear mounting plate may develop fatigue cracks where it connects to the suspension sub-frame. If this issue is not fixed and the fatigue crack were allowed to propagate to the point where the steering gear mounting plate were to become separated from the sub-frame the vehicle may lose steering control or have the steering lock, possibly resulting in a vehicle crash without warning.

Your vehicle, with VIN (to be filled in by Holland Customer Service) and Serial Number (to be filled in by Holland Customer Service) is affected. For this reason we ask that you arrange for service to correct the condition without delay. If you are a Lessor you must send this notice to the Lessee within 10 days. The service and required parts as described in this letter will be provided free of charge. If you have already incurred costs to have this fixed, prior to receiving this letter, you may be eligible for reimbursement.

To correct this condition, your dealer will add two bolt-on structures to the front suspension sub-frame that will carry a large percentage of the load that the steering gear mounting plate would normally support.

The work will take about 1.5 hours to complete. However, additional time may be required depending on how dealer appointments are scheduled and processed. Contact your dealer as soon as possible to schedule an appointment for this free service.

Holland USA will provide select 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 Holland USA Customer Service by calling 1-888-396-6501.

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

Administrator  
National Highway Traffic Safety Administration  
400 7<sup>th</sup> Street, S.W.

Washington D.C. 20590

Auto Safety Hotline's toll free number: (1-888-327-4236)

If you have sold or traded your motor home, please complete and return the enclosed reply card in the provided self-addressed prepaid-postage envelope.

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.

If you have any additional questions, you may contact Becky Horning of the Holland USA Customer Service Department at (1-888-396-6501) or by email at [becky.horning@hollandusa.com](mailto:becky.horning@hollandusa.com).

Sincerely,

John Johnson  
Manager of Customer Service, Holland USA.