



## COUNTRY COACH

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

23 June 2005

Dear Mr. Person:

The mailing of the Customer and Dealer Notifications for Recall 05V-277 began on 23 June 2005 and was completed on 23 June 2005. As required, copies of the final notifications are being faxed for your files. Should you require original copies please contact Karen McDonnall at [kmcdonnall@countrycoach.com](mailto:kmcdonnall@countrycoach.com).

Please feel free to contact me at 541-998-3720 x8138 should you have any questions.

Sincerely,

Gary Dwyer  
Director, Quality Assurance and Compliance Administration  
Country Coach Inc.

Enclosures (2) Customer Notification, 05V-277  
Dealer Notification, 05V-277

THE WORLD'S FINEST MOTORCOACHES

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



COUNTRY COACH

VEHICLE SAFETY  
NONCOMPLIANCE  
SERVICE BULLETIN

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

June 23, 2005

**RE: VEHICLE DEFECT OWNER NOTIFICATION, 05V-277**

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.

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*. The noncompliance condition is related to an erroneously assigned front tire cold tire inflation pressure exceeding the rim manufacturer's recommended maximum load and cold inflation rating. In some cases, this noncompliance could cause premature front tire tread wear resulting in a potential tire failure during normal driving, which could result in a crash without prior warning.

**MODELS AFFECTED:**

**Model Year 2005 Allure motor homes: 31262 and 31264 ONLY**

**Model Year 2006 Intrigue motor homes: 11962, 11963, 11965, 11966, 11968, 11969, 11970 and 11971 ONLY**

Country Coach will issue replacement Federal tire labels reflecting the corrected cold tire inflation pressure for the front tires. 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.

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

Page 1

THE WORLD'S FINEST MOTORCOACHES

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

**VEHICLE SAFETY  
NONCOMPLIANCE  
SERVICE BULLETIN**

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,



Gary Dwyer  
Director, Quality Assurance and Compliance Administration  
Country Coach, Inc.

Enclosure: Customer Notification

cc: Dick Sabath, Manager, Quality Assurance and Compliance Administration  
M. Joseph Ogundo, Director, Manufacturing Engineering



COUNTRY COACH

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

June 23, 2005

**RE: VEHICLE DEFECT OWNER NOTIFICATION, 05V-277**

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 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*. The noncompliance condition is related to an erroneously assigned front tire cold tire inflation pressure exceeding the rim manufacturer's recommended maximum load and cold inflation rating on the Federal tire label. In some cases, this noncompliance could cause premature front tire tread wear resulting in a potential tire failure during normal driving, which could result in a crash without prior warning.

**MODELS AFFECTED:**

**Model Year 2005 Allure motor homes: 31262 and 31264 ONLY**

**Model Year 2006 Intrigue motor homes: 11962, 11963, 11965, 11966, 11968, 11969, 11970 and 11971 ONLY**

Country Coach will issue replacement Federal tire labels reflecting the corrected cold tire inflation pressure for the front tires. 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 Country Coach's customer service department at 1-800-452-8015 to arrange for the shipment of your new Federal tire labels. After receiving your labels, you find that you are unable change them yourself, contact your nearest Country Coach dealer to arrange a service appointment. 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 1-800-452-8015. 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, and at no cost to you, you may wish to contact the National Highway Traffic Safety Administration. To contact NHTSA, you may call the Vehicle Safety Hotline toll-free at 1-888-327-4236 (TTY: 1-800-424-9153); go to <http://www.safercar.gov>; or write to: Administrator, NHTSA, 400 Seventh Street, SW., Washington, DC 20590. You can also obtain other information about motor vehicle safety from <http://www.safercar.gov>.

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.

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,

A handwritten signature in cursive script that reads "Gary Dwyer".

Gary Dwyer  
Director, Quality Assurance and Compliance Administration  
Country Coach, Inc.

Enclosures (2): Vehicle Reply Card  
Warranty Claim

cc: Dick Sabath, Manager, Quality Assurance and Compliance Administration  
M. Joseph Ogundo, Director, Manufacturing Engineering