

VEHICLE SAFETY  
DEFECT BULLETIN

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

27 October 2006

**RE: Owner Notification of Vehicle Safety Defect Bulletin  
Federal Recall Campaign 06V-262**

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 SAFETY DEFECT:**

Country Coach, Inc. has decided that certain motor homes it manufactured have Toyo **M102z** 275/70R x 22.5 tires that can fail unexpectedly and without warning. This defect is related to motor vehicle safety. Certain model year 1995 through 2000 Intrigue and Allure motor homes, model year 1996-1999 Magna motor homes and 2000 through 2002 DynoMax chassis may still have Toyo **M102z** 275/70R x 22.5 tires installed as both original equipment or replacement equipment under recall campaigns conducted between 1999 and 2001.

An unexpected tire failure can lead to the loss of steering control and potentially result in a vehicle crash.

**MODELS AFFECTED:**

1995 through 2000 Intrigue and Allure motor homes

2000 through 2002 Incomplete DynoMax motor home chassis built for  
National RV and made into Islander motor homes

1996 through 1999 Magna motor homes

*See attached listing for specific motor home production and vehicle identification numbers*

**REMEDY:**

Country Coach will replace only the Toyo - **M102z** 275/70R x 22.5 tires installed and still in use on the affected motor homes with Michelin **XZA2** 275/70R x 22.5 tires that are speed rated at 75 mph. Country Coach also will issue two new Federal tire labels both of which specify a cold tire inflation pressure of 125psi for the front tires and specify a minimum tire speed rating of 65 mph.

Country Coach is providing one Federal Tire Label that your dealer will affix in place of the existing label and a second label with a red border that your dealer will affix to the outboard wall behind and above the driver's seating position so that it is more visually evident to the operator. Both labels specify the recommended cold tire inflation pressure information.

**Regardless of whether you still have the specified Toyo tires on your motor home, you still need to participate in this recall to have a dealer install the two new tire labels.**

You may note that the Accuride alloy wheels on your motor home are imprinted with a maximum inflation pressure rating for the wheel of 120psi. The wheel manufacturer has authorized Country Coach Inc. to increase the maximum recommended inflation pressure for tires mounted on the Accuride alloy wheel to 125psi when mated with a 275/70R22.5 tire.

Accompanying this notice, each owner will receive a document titled **“A QUICK GUIDE TO TIRE MAINTENANCE AND MOTOR HOME WEIGHT DISTRIBUTION”** to be read, followed, and placed at the front of the motor home’s User’s Guide manual for future reference. This document contains important information regarding the maintenance of your motor home tires and loading the motor home with personal possessions.

New tires, tire installation, two (2) Federal tire label(s), and a copy of **“A QUICK GUIDE TO TIRE MAINTENANCE AND MOTOR HOME WEIGHT DISTRIBUTION”** will be provided at no cost to motor home owners. The labor required to install both amended Federal tire labels is not expected to exceed **one-quarter (1/4) hour**. The labor to change two front tires is not expected to exceed **two (2) hours**. The labor to change four rear tires is not expected to exceed **three (3) hours**. The labor to change all six tires is not expected to exceed **five (5) hours**.

Owners are not permitted to retain the removed tires for possible future use. Removed tires must be disabled / mutilated to prevent re-use. Your dealer will be notified that all removed tires must be disabled and destroyed in accordance with state or local laws and it is his responsibility to do so.

#### **PRECAUTIONS:**

**Country Coach recommends that you arrange to have the recall repairs performed as soon as reasonably possible. Your next trip should be to the dealer to have the recall repairs performed. Certainly you should have the repairs completed before taking your next significant road trip.**

In the meantime, Country Coach recommends that you inflate and maintain the front tire pressure at 125psi and exercise caution when driving.

#### **TIRE PRESSURES AND MOTOR HOME WEIGHT DISTRIBUTION:**

Maintaining the cold inflation pressure as specified on the Federal Tire Label is critical for safe operation of your motor home.

- a. Always check the inflation pressure of your motor home when the tires are “cold”, that is before they have been driven more than one mile.
- b. It is necessary to use a quality push/pull air pressure tire gauge. Country Coach offers this type of tire pressure gauge for sale through our Parts Service Department.
- c. All tires will indicate higher tire inflation pressures when the pressure is measured when the tire is “hot” than when the tire is “cold.” This is normal. **NEVER** bleed air from a hot tire.

The Federal Tire Label states the Gross Vehicle Weight Rating (GVWR), the **maximum** weight that the components of the chassis are designed to support; and the Gross Axle Weight Rating (GAWR), the **maximum** weight rating that each axle is designed to support.

- a. Always weigh your motor home fully loaded - that is, how you have it loaded when you travel including the driver and passengers.
- b. NEVER exceed the GVWR of the vehicle or the GAWR for an individual axle.
- c. After weighing the motor home, if necessary, redistribute the load to assure that
  - i. The GAWR for any individual axle has not been exceeded
  - ii. The tire rating for the individual tires on the axle have not been exceeded

Tire overloading will result in:

- ✓ Abnormal tire flexing
- ✓ Excessive heat within the tire
- ✓ **TIRE FAILURE**

#### **WHO TO CONTACT:**

Please contact a Country Coach Technical Service Representative at 1-800-452-8015 to determine the number of tires necessary to complete this recall. The attached Tire Information sheet should be completed prior to contacting the Service Representative as this information will help expedite the processing of the tire shipment. Once the quantity of tires and service provider has been determined, the tires will be shipped to an agreed upon location. Please present this letter and the enclosed warranty claim to the service provider when you take your motor home in to be remedied. Country Coach has provided all of its Service Providers with instructions regarding this recall. If your Service Provider fails to remedy the SAFETY DEFECT on the agreed upon service date or within three (3) days of the scheduled service date, please contact the Country Coach Customer Service Department at 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 the problem associated with this recall. For more information regarding this contact Country Coach Inc. Compliance Administration at 1-800-452-8015, extension 8318.

If after contacting *both* the Service Provider and Country Coach you are not satisfied that the SAFETY DEFECT has been remedied within a reasonable time, and at no cost to you, you may wish to contact the National Highway Traffic Safety Administration:

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

Vehicle Safety Hotline's toll free number: 1-888-327-4236 (TTY: 1-800-424-9153)

On-line at: [HTTP://WWW.SAFERCAR.GOV](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 return the Vehicle Owner Reply Card in the self-addressed postage paid envelope included in this package.

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  
Senior Manager, Compliance Administration  
Country Coach, Inc.

Enclosures (5)    Vehicle Reply Card  
                      Tire Information Sheet  
                      Warranty Claim  
                      Tire Destruction Certificate  
                      *A QUICK GUIDE TO TIRE MAINTENANCE AND MOTOR HOME  
                      WEIGHT DISTRIBUTION*



# 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]

## VEHICLE OWNER REPLY CARD

(NHTSA File No. 06V-262)

***A self-addressed stamped envelope has been provided to return your response to this card.***

**Model:**

**Motor Home Production Number:**

**Vehicle Identification Number:**

The owner information above was obtained from a proprietary database using the Department of Motor Vehicle records in the state that it was registered. To protect your privacy, it will only be used for purposes of this recall unless you agree otherwise.

If you would like for Country Coach to update its owner information files using this address, please sign below and return this card in the attached self-addressed stamped envelope.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

**If the address given above is incorrect**, please provide the following:

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_

Zip Code: \_\_\_\_\_ Phone Number: ( \_\_\_\_\_ ) \_\_\_\_\_

**If you have sold or traded** your motor home please complete as indicated below.

Name and Mailing Address of Person or Entity to Whom You Sold or Traded the Motor Home:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_

Zip Code: \_\_\_\_\_ Phone Number: ( \_\_\_\_\_ ) \_\_\_\_\_

Date Sold or Traded: \_\_\_\_\_

# TIRE INFORMATION SHEET

**PRIOR** to contacting a Country Coach Technical Service Representative, please locate the following information on the sidewall of each tire on your motor home. This information will help expedite the handling of your request. If you need assistance please contact a Technical Service Representative.

The toll-free number to reach the Country Coach Customer Service Department:

**1-800-452-8015**

FRONT DRIVER'S SIDE

Tire Size: \_\_\_\_\_

Tire Brand: \_\_\_\_\_

Tire Model: \_\_\_\_\_

FRONT PASSENGER'S SIDE

Tire Size: \_\_\_\_\_

Tire Brand: \_\_\_\_\_

Tire Model: \_\_\_\_\_

REAR OUTSIDE DUAL  
DRIVER'S SIDE

Tire Size: \_\_\_\_\_

Tire Brand: \_\_\_\_\_

Tire Model: \_\_\_\_\_

REAR OUTSIDE DUAL  
PASSENGER'S SIDE

Tire Size: \_\_\_\_\_

Tire Brand: \_\_\_\_\_

Tire Model: \_\_\_\_\_

REAR INNER DUAL  
DRIVER'S SIDE

Tire Size: \_\_\_\_\_

Tire Brand: \_\_\_\_\_

Tire Model: \_\_\_\_\_

REAR INNER DUAL  
PASSENGER'S SIDE

Tire Size: \_\_\_\_\_

Tire Brand: \_\_\_\_\_

Tire Model: \_\_\_\_\_

\*\*\*\*\*  
Tire Tag:

Front: Tire Size \_\_\_\_\_ Cold Inflation Pressure \_\_\_\_\_

Rear: Tire Size \_\_\_\_\_ Cold Inflation Pressure \_\_\_\_\_

\*\*\*\*\*  
Service Provider tires are to be shipped to:

Provider: \_\_\_\_\_

Shipping Address: \_\_\_\_\_

Point of Contact & Phone Number: \_\_\_\_\_

Incident Number: \_\_\_\_\_ Date: \_\_\_\_\_ TSR: \_\_\_\_\_





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## **ATTENTION SERVICE PROVIDERS**

The Transportation Recall Enhancement, Accountability and Documentation (TREAD) Act of 2000 requires that vehicle tires removed as the consequence of a National Highway Traffic Safety Administration Recall be disposed of in a lawful manner. **These tires may not be recycled in a way that allows their re-introduction into commerce nor may they be offered for resale or returned to the coach owner.**

In order to assure compliance with the Tread Act, all tires replaced under Recall **06V-262** shall have the below certification completed and returned to **CCI Compliance Administration**. A self-addressed, stamped envelope has been attached to this form for your convenience to return this Certification. Failure to return the Certification could cause a delay in the payment or denial of the Warranty Claim.

Thank you for your cooperation,

Compliance Administration  
Country Coach Inc.

### *CERTIFICATION OF TIRE DESTRUCTION and DISPOSAL*

Service Provider: \_\_\_\_\_

Address: \_\_\_\_\_

Coach #: \_\_\_\_\_ VIN: \_\_\_\_\_

Tires removed under Recall **06V-262** have been destroyed in accordance with all applicable Federal, State and Local laws and ordinances or if environmental laws do not apply, the tires are recycled in accordance with generally accepted environmental practices.

Service Provider's Signature: \_\_\_\_\_ Date: \_\_\_\_\_



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## **A QUICK GUIDE TO TIRE MAINTENANCE AND MOTOR HOME WEIGHT DISTRIBUTION**

**This Guide is provided as a quick reference for the maintenance of your tires and to assist you in determining weight distribution in your motor home. It is important that you read this guide, follow the recommended practices, and place it in your motor home for easy reference in the future. Specific questions regarding tire maintenance and weight distribution may be directed to Country Coach Customer Service at:**

**1-800-452-8015**

**PLEASE PLACE THIS DOCUMENT IN THE FRONT OF THE  
USER'S GUIDE FOR YOUR MOTOR HOME**

Please remove all pages from the User's Guide that address cold tire inflation pressure and how to load your motor home as this document supersedes all of those pages.

23 October 2006

# Tire Safety

To obtain safe use and best service out of your tires, it is helpful to understand the function of the tire. The combination of pressurized air and the tire's structural elements (sidewall, belts, etc.) support the motor home and its contents. Tires are also critical for other functions such as traction, stopping and steering.

**Under-inflation** will cause a buildup of excess heat in the tire. Under-inflation could result in sudden tire failure. A tire that is under-inflated can also cause poor motor home handling, rapid tire wear and a decrease in fuel economy.

**Over-inflation** will reduce the tire's footprint, or contact area with the road, thus potentially reducing the traction, braking capacity and handling of the motor home. A tire that is over inflated may contribute to uneven tire wear and be susceptible to impact damage. Maintaining correct cold tire inflation pressure is of the utmost importance and must be a part of regular motor home maintenance.

**Federal law** requires that the tire's maximum load rating be molded into the sidewall of the tire. If you look on your tire's sidewall, you will see the maximum load allowed and the cold air inflation pressure required to carry that stated maximum load. For additional information, contact the tire manufacturer.

## **WARNING**

The most important factor in maximizing the life of your tires is maintaining proper cold-tire inflation pressures. Driving on any tire that does not have the correct inflation pressure can cause premature wear, tire damage, and/or tire failure.

## When to Check Air Pressure

You should check tire air pressure once a week when the motor home is parked and every day while traveling. For motor homes stored for any length of time, the air pressure should be checked and, if necessary, inflated prior to storage. More importantly, the inflation pressure should be checked and, if necessary, inflated when the coach is removed from storage.

Maintaining the cold inflation pressure as specified on the Federal Tire Label is critical for safe operation of your motor home.

- a. Always check the inflation pressure of your motor home when the tires are "cold", that is before they have been driven more than one mile.
- b. As you "pre-trip" check your motor home every "drive morning," include an air pressure check of your tires.
- c. To access the tire valves in all of the vehicle's tire positions, it is necessary that you use a quality push/pull air pressure tire gauge. Country Coach offers this type of tire pressure gauge for sale through our Parts Service Department.

- d. All tires will indicate higher inflation pressures when measured “hot” than when measured “cold.” This is normal. **NEVER** bleed air from a hot tire.

Driving at sustained high speeds with under-inflated, over-inflated and/or overloaded tires may result in a sudden loss of air pressure in a tire. This sudden loss of tire pressure could lead to the loss of steering control and potentially result in a vehicle crash.

## **Tire Inspection**

Country Coach recommends that your tires be thoroughly inspected by a tire expert at least once per year.

## **! CAUTION**

Wheel lug nuts must be retightened to proper torque specifications (consult your chassis owner’s manual) at 50 miles and then at 500 miles of new vehicle operation (or after a wheel change) and at the intervals specified in the maintenance schedule. Failure to retighten wheel lug nuts as required could allow wheels to come off while the vehicle is in motion, causing loss of control and possible collision.

## **Changing a Flat Tire**

Do not attempt to jack up the motor home to change a tire. Summon professional help. We suggest calling Coach Net or your auto club for assistance.

## **! NOTICE**

Your motor home is not factory equipped with a spare tire or jacking device.

## **Proper Cleaning**

Like the rest of your motor home, it pays to keep your tires clean. Road oil will cause deterioration of the rubber, and dirt buildup will help hold the chemicals in the air next to the tire, causing it to deteriorate. As with the cleaning of any rubber product, proper care and cleaning methods must be used to obtain the maximum service years out of your tires. A soft brush and normal mild soap that you would use to clean your motor home may be used. If you use a dressing product to protect your tires from the environment, again, use extra care and caution. Tire dressings that contain petroleum products or alcohol may cause deterioration or cracking of the sidewall. In many cases, it is not the dressing itself that is a problem, but the chemical reaction that the product has with the antioxidant compound in the tire. Heat can add to the negative reaction. Contact your tire dealer for recommendations regarding tire dressings and proper cleaning methods.

## Long-Term Storage of Motor Home Tires

Before putting your motor home into storage, thoroughly clean your tires and inflate them to the recommended pressure. Then cover the tires to prevent exposure to direct sunlight and ultraviolet rays. Country Coach recommends that when storing your motor home for an extended period that the vehicle is parked as level as possible. Failure to take these simple steps can lead to early deterioration and shorten the life of your tires.

## The Life of a Motor Home Tire

Tires installed in motor homes are often exposed to long periods of inactivity with occasional requirements for high speed travel in warm or hot climate driving environments. Miles alone are not a reliable indicator of the remaining useful life of a tire installed on a motor home. The tire life depends on many factors such as the size, capacity, and type of tire installed, the tire's load, the owner's attention to maintaining correct tire inflation pressures, driving conditions, climate, the age of the tires, etc

The age of the tire is more important than the amount of tread depth remaining. Just like your fan belt and radiator hose, the rubber in the tire ages. In cool, clean air locations, the expected tire life will be longer than in high-temperature, high-smog area.

Country Coach recommends that tires that are over five years old should be routinely replaced. At the very least the tires should be inspected frequently for signs of weather checking (cracking) and general rubber condition of the sidewall. If there is any doubt about the serviceability of the motor home's tires, contact the tire manufacturer's distributor for additional assistance.

You can determine the age of the tire by looking at the Department of Transportation number (DOT number, Figure 1.1) molded on the side wall of the tire. The last two digits on the right are the last two digits of the year in which it was manufactured.

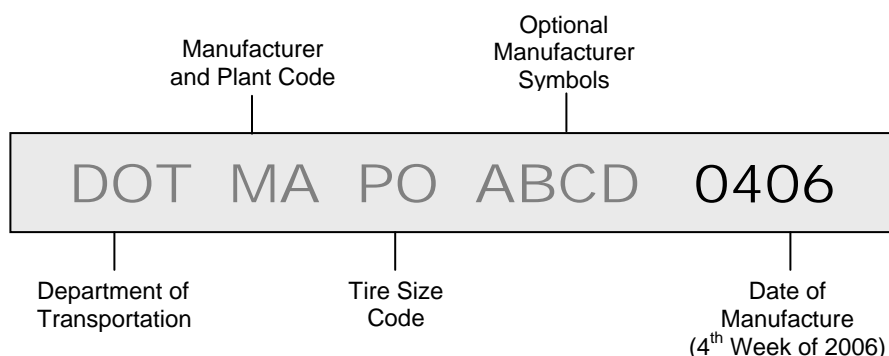


Figure 1.1, DOT Number on Tire Sidewall

## Selecting Replacement Tires

One of the most important equipment purchases that you will make is replacement tires for your motor home. Contact the nearest tire manufacturer's distributor for proper tire replacement information.

### Federal Tire Label and Information

Country Coach recommends that the cold tire inflation pressures should, at all times, be maintained at the inflation pressure(s) recorded on the Federal Tire label. There are no acceptable circumstances where tire inflation pressure(s) should be reduced below the pressure recorded on the Federal Tire label.

The Federal Tire label is located on the transmission shifter panel near the driver's left knee. This label specifies the tire size, wheel size and cold tire inflation pressure for each tire position on the motor home. See Figure 1.2 for sample Federal Tire label.

The cold tire inflation pressure established for each tire of the motor home is based on how much weight the axle on which it is mounted is rated to carry (Gross Axle Weight Rating) and in accordance with Federal Motor Vehicle Safety Standard 120 (Code of Federal Regulations, Title 49, Part 571 section 120). The cold tire inflation pressure weight capacities of all tires on an axle, when added together, must equal or exceed the Gross Axle Weight Rating for that axle.

MANUFACTURED BY / FABRIQUE PAR:		DATE: 03-98	
TIRE LABEL REVISED:		10-06	
GVWR/PNBV 14,606KG (32,200 LB)		REPLACEMENT TIRES TO BE SPEED RATED AT A MINIMUM OF 65MPH (104.6KMH)	
GAWR/PNBE		TIRES/PNEU	
FRONT/AVANT	5,987 KG (13,200 LB)	225/70R x 22.5	22.5 x 8.25
INTERM/INTERM	( ) KG ( ) LB		
REAR/ARRIERE	8,618 KG (19,000 LB)	225/70R x 22.5	22.5 x 8.25
		COLD INFL. PRESS./PRESS. DE GONFL. A FROID	
		862 KPA (125 PSI/LPC)	SINGLE <input checked="" type="checkbox"/> DUAL <input type="checkbox"/>
		( ) KPA ( ) PSI/LPC	SINGLE <input type="checkbox"/> DUAL <input type="checkbox"/>
		862 KPA (125 PSI/LPC)	SINGLE <input type="checkbox"/> DUAL <input checked="" type="checkbox"/>
THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR VEHICLE SAFETY STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.			
THIS VEHICLE CONFORMS TO ALL APPLICABLE STANDARDS PRESCRIBED UNDER THE CANADIAN MOTOR VEHICLE SAFETY REGULATIONS IN EFFECT ON THE DATE OF MANUFACTURE. - CE VEHICULE EST CONFORME A TOUTES LES NORMES QUI LUI SONT APPLICABLES EN VERTU DU REGLEMENT SUR LA SECURITE DES VEHICULES AUTOMOBILES DU CANADA EN VIGUEUR A LA DATE DE SA FABRICATION.			
V.I.N./N.I.V.: 4U7B5EH14W0000000		MULTIPURPOSE PASSENGER 10000	
TYPE/TYPE: VEHICLE - MOTORHOME - MH/AC CC9063			

Figure 1.2, Sample Federal Tire Label

## Loading the Motor Home

Each motor home contains a Motor Home Weight Information Label located on the inside of the vanity overhead cabinet door. This label provides important information regarding the amount of Cargo Carrying Capacity (CCC) of the motor home. It is the owner's responsibility not to exceed this capacity. The Gross Vehicle Weight Rating (GVWR) or any Gross Axle Weight Rating (GAWR) of the motor home must be observed when loading your motor home. It is critical to distribute the weight added throughout the motor home by monitoring weight placed on individual wheel positions. Each axle should be loaded as equally as possible across the tires on that axle and not exceed the GAWR.

Unevenly distributed weight in a motor home will adversely affect the performance of tires, especially if an over-loaded condition exists. The maximum weight carrying capacity of each axle is recorded on the Federal Tire label and should be strictly observed.

The exterior storage compartments on your motor home accommodate heavy or bulky items. Always place heavy items in these compartments to aid in even weight distribution. If one side of your motor home is loaded more than the other side, you can place heavy items in the exterior compartment on the lighter side, in order to help balance the load.

## Dangers of Overloading

Driving an overloaded motor home may lead to premature wear of the chassis components including the tires, wheels and air springs as well as lead to problems including brake failure, drive train failure and/or wheel bearing failure.

Tire overloading will result in:

- ✓ Abnormal tire flexing
- ✓ Excessive heat within the tire
- ✓ **TIRE FAILURE**

## Weighing Your Motor Home

It is recommended that you weigh your motor home at a certified scale to obtain the full on-highway weight. The motor home should have a full tank of fuel, a full tank of liquefied petroleum gas (LP) and a full tank of fresh water. If it is your traveling style to travel with empty tanks, it is not necessary for the holding tanks to be full during the weighing process. In addition, the motor home should contain personal belongings, food, kitchenware, passenger(s) and driver and other items normally carried when traveling.

The most common scale available for weighing motor homes will be a large platform type that is long enough to handle a large truck and trailer. Drive your front axle onto

the scale and stop long enough for the weight to be recorded. Then pull forward until both the front and rear axles are on the scale. This will record the gross vehicle weight. Drive forward until only the rear axle is on the scale and stop long enough for the weight to be recorded.

**Note: For accurate results, the axle that is off the scale should be level with the scale.**

The less commonly available, but more accurate weigh scale is the four point scale. These scales record the weight at each wheel position in addition to the gross vehicle weight in a single weighing.

Since motor home axles may not be loaded uniformly from side to side, weighing the individual tire loads provides the most meaningful loading information since it enables owners to determine not only how much cargo may be added to the vehicle, but which areas or locations within the vehicle have unused load carrying capacity, and hence are the most appropriate areas for adding cargo to the vehicle. To accomplish this type of weighing, you will have to locate a four point scale.