



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100145

Date Received

Repository ☐

2003 JUN -4 14 11:09
04-APR-2003 09

Reference No.
10015216

OWNER INFORMATION (Type or Print)

Name _____
Address _____
City POMPANO BEACH State FL Zip Code _____

Daytime Telephone Number _____

E-mail Address _____

Evening Telephone Number _____

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

☒ YES ☐ NO

Signature of Owner _____ Date 5/11/02

VEHICLE INFORMATION

Make HOLIDAY RAMBLER		Model RAMBLER- Ambassador	Model Year 2001
Date Purchased 5/11/02	Dealer's Name and Telephone Number Copley's RV (772) 546-6446		Engine: Cummins 150 No. Cylinders 6
Original Owner ☒	Dealer's City Hobe Sound, FL	State FL Zip Code 33463	Fuel Type: Diesel
Transmission Type Allison 4 Automatic	☒ Antilock Brakes ☒ Cruise Control	Powertrain Automatic	
Vehicle Component Code 030000 SERVICE BRAKES, HYDRAULIC		Multiple Failure: + 3	

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 05-MAR-2003 + 06/13/02 + 4/24/03	Failure Mileage 14,400 15,000	Failure Speed 80 mph + 90 80 mph + 90 50 mph + 90	ABS Sensor ABS Sensor, Hubs, Brakes, Calipers, Hoses, Pads, etc. ABS Sensor
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM1SABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths	Reported to Police N ☒ Yes
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Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;
i.e., parts repaired or replaced (and if old part is available).

THE VEHICLE EXPERIENCED BRAKE FAILURE. *JB
6/13/02 While driving on a 95° day in foothills behind a school bus, started smelling something burning. ABS light came on. See Highway Motors invoice. Had system checked by dealer in OHIO - checked OK.
3/5/03 - While driving on an 80° day in stop-go traffic, began smelling something burning. Pulled over at 1st opportunity. There were no brakes. ABS light came on. Drove into sand on shoulder and stopped using transmission + parking brake. Smoke was billowing off of 3 of 4 wheels. -over-

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Sherrifs attended while waiting for tow. See invoice from Freightliner of South Florida, 2 invoices from White Freightliner, 1 Galloway Ford.

③ 4/24/03 - While driving in heavy traffic in a construction zone on I-95 in 85° weather, we began smelling a now familiar smell. ABS light came on. Rig taken to Factory Service Center for Monroe. We were told to drive it there, but to be careful because the wheels might lock up.

So you may consider this complaint with the maximum amount of objectivity, please be aware we are considering seeking relief under the lemon law on this motorhome. ✓

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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http://www.nhtsa.dot.gov/defects

Post-script to information provided
on Vehicle Owner's Questionnaire
Reference # 10015216

The ABS warning Light has come
on twice more:

5/3/03 - It came on before we were
able to get out of the
parking lot of the Monaco
Service Facility (which had
just fixed the ABS sensor).
They said the sensor was
loose and re-seated it.

5/5/03 - We made it approximately
50 miles from the Monaco
Service Facility when, in heavy
traffic on a hot day, the
ABS warning light came on.
We were told to return to
the facility, but to be careful
because the brakes could lock up.
This time, we were told the cause
was a loose wheel bearing.

Complaint Sequence
 Complaint Subject
 Complaint Description
 Last Modified By
 MONACOHR\lfrank
 Last Modified Date
 5/5/2003

14043-1

BRAKES

Created By: MONACOHR\lfrank
 Created Date: 5/5/2003 7:35:37 AM
 Subject: BRAKES
 Memo:
 CUSTOMER APPT WAS TO INSPECT BRAKES AND FIND OUT WHY ;
 WAS ON. AFTER TEST DRIVE NO ABS LIGHT WAS ON. CUSTOMER
 LEAVE ON 5/3 AND WHEN LEAVING ABS LIGHT CAME ON AGAIN
 TEST DROVE AND ABS LIGHT DID NOT COME ON. WE CLEANED ;
 SENSORS AND TEST DROVE AGAIN. NO ABS LIGHT CAME ON.

Add Info

Save Info

Reset Info

☒ This Complaint is Deemed to be NON-REPORTABLE for the TREATMENT

Incident

Death or Injury

Number of Deaths

0

Number of Injuries

0

Country Choose Country

State

Date of Incident

Property

No

Complaint Code	Death/Injury	Property
01-Steering System	☐	☐
02-Suspension System	☐	☐
03-Hydraulic Brakes	☐	☐
04-Air Brakes	☐	☐
05-Parking Brake	☐	☐
06-Engine/Engine Cooling	☐	☐
07-Gasoline	☐	☐
08-Diesel	☐	☐
09-Other Fuel	☐	☐
10-Power Train	☐	☐
11-Electrical System	☐	☐
12-Exterior Lighting	☐	☐
13-Visual System	☐	☐
14-Air Bags	☐	☐
15-Seat Belts	☐	☐
16-Structure	☐	☐
17-Latch	☐	☐
18-Vehicle Speed Control	☐	☐
19-Tire	☐	☐
20-Wheel	☐	☐
21-Trailer Hitch	☐	☐
22-Seats	☐	☐
23-Fire	☐	☐

Complaint Sequence

14043-2

Complaint Subject

WHEEL BEARING

Complaint Description

Last Modified By

MONACOHR\lfrank

Last Modified Date

5/5/2003

Created By: MONACOHR\lfrank

Created Date: 5/5/2003 12:36:58 PM

Subject: WHEEL BEARING

Memo:

CUSTOMER LEFT WILDWOOD TODAY ONLY TO RETURN WITH ABS :
 AGAIN. AFTER INSPECTION OF COACH, FOUND BAD RIGHT FRONT
 WHEEL BEARING. REPLACED AND ABS LIGHT IS OUT AGAIN.

Add Info

Save Info

Reset Info

☐ This Complaint Is Deemed to be NON-REPORTABLE for the TREA
Incident

Death or Injury

Number of Deaths

0

Number of Injuries

0

Country

Choose Country

State

Date of Incident

Property

No

Complaint Code	Death/Injury	Property
01-Steering System	☐	☐
02-Suspension System	☐	☐
03-Hydraulic Brakes	☐	☐
04-Air Brakes	☐	☐
05-Parking Brake	☐	☐
06-Engine/Engine Cooling	☐	☐
07-Gasoline	☐	☐
08-Diesel	☐	☐
09-Other Fuel	☐	☐
10-Power Train	☐	☐
11-Electrical System	☐	☐
12-Exterior Lighting	☐	☐
13-Visual System	☐	☐
14-Air Bags	☐	☐
15-Seat Belts	☐	☐
16-Structure	☐	☐
17-Latch	☐	☐
18-Vehicle Speed Control	☐	☐
19-Tire	☐	☐
20-Wheel	☐	☐
21-Trailer Hitch	☐	☐
22-Seats	☐	☐
23-Fire	☐	☐

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).