



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 100161

Date Received

04-SEP-2003

Repository ☐

Reference No.
10038217

2003 OCT
15

OWNER INFORMATION (Type or Print)

Name

Address

City

EL CAJON

State CA

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? **YES**
In the absence of an authorized signature, your name or address to the vehicle manufacturer.
Signature of Owner _____ Date **9/16/03**

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1RFB5445833021276

Make

MONACO

Model

MONACO

Model Year

2003

Date Purchased

2/26/03

Dealer's Name and Telephone Number

HOLLAND MOTOR HOMES 858-874-4444

Engine

No. Cylinders

Fuel Type:

Diesel

Original Owner

☒

Dealer's City

San Diego,

State

CA

Zip Code

92111

Transmission Type

☐ Antilock Brakes

Powertrain

Vehicle Component Code

121000 EXTERIOR LIGHTING: HEADLIGHTS

Allison

☐ Cruise Control

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

Failure Mileage

Failure Speed

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: DOTM19ABC036)

☐ 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

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).

DUE TO THE DESIGN OF THE MOTOR HOME HEADLIGHTS CROSS, CAUSING POOR VISIBILITY WHILE DRIVING AT NIGHT. *AK
The front cap of the motor home was not manufactured so that the head lights
seat in the cups, (when adjusted), when the head lights are adjusted properly
they are sticking out from the front of the coach, not securely mounted into
the cups. (even now they are not adjusted properly) The factory will not
authorize any work to be done and it has been over 90 days.

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.

Monaco Coach Corporation
91320 Coburg Industrial Way
Coburg, Oregon 97408
Attn: Kay Toolson, President
800-634-0855
541-302-3800 Fax.

August 5, 2003

Faxed 541-302-3800

Mailed Certified 7099-3220-0002-3666-3822

Ref: 2003 Safari Cheetah Motor Home, Coach # 703052, Head Lights can not be adjusted correctly when head lights are positioned correctly in the headlight cups.

Dear Mr. Toolson,

I purchased my 2003 Safari Cheetah Motor Home on February 26, 2003 from Holland Motor Homes in San Diego, California. I took delivery in Yuma Arizona. As soon as we turned on the headlights that first night they were so far out of alignment that we could not see to drive. We adjusted the headlights the best that we could in order to use the coach. On June 1, 2003, I brought the coach back home and called Holland Motor Homes to get some of the warranty work done and to fix the head light adjustment.

The first appointment that I could get was June 16, 2003. The service writer was Brian Yockey. They completed all the warranty work except for the head light problem. I picked up the coach on June 27, 2003. Brian told me that he had been working with the factory representative Paul Jordan, and that he had faxed pictures of the headlights (when they were adjusted properly) (see pictures) but the factory would not approve anything to fix the problem.

When I received the coach back from Holland Motor Homes the headlights were sticking out from the front of the coach and not secure. You could move the headlights back and forth and up and down more than an inch each way.

I called Paul Jordan and he told me that they were working on the problem and would come up with a fix. Brian told me that he would get back to me within the next two weeks. I waited for a month and when I did not hear back I called Brian, and he informed me that Paul Jordan had not come up with a fix for the problem. I then called Paul and talked with him and he said that he wanted a second opinion on how to fix the problem and that I should take it to another shop.

He called me back and said that there was a warranty repair shop near me. I called Mike Eidsmoe's RV Repair on July 23, 2003. They told me to bring it right in and they could get to it. They did not even look at the coach until August 1, 2003 at which time they took pictures and e-mailed them to Paul Jordan. Paul has already left for the weekend.

On Monday, August 4, 2003 Mike Eidsmoe called Paul and they discussed the problem with the headlights. He further instructed Mike Eidsmoe to secure the headlights so that they would be adjusted properly, but they would not be in the proper head light cups located flush with the front of the coach.

I still have not received my coach back as of this date. I called Paul at the factory and he told me that the coach had to come back to the factory in Oregon to be fixed. He said that he would send a driver to pick up the coach and return it to me. I informed him that it would not be acceptable to me to have some one that I did not know take my coach and put hundreds of miles on it. He then told me that I could take the coach to the factory and they would pay for the fuel. I told him that it would not be possible for me to take time off work to deliver the coach to Oregon and wait for them to come up with a fix for the head light problem. (Which they have been working on since June 16, 2003 and still have not fixed the problem). I feel that asking me to let someone take my coach and put those miles on it or have me take time off work and deliver the coach to Oregon is unreasonable. I am sure that there are repair shops here in San Diego that can fix the problem.

In talking with Brian at Holland, Mike at Eidsmoe's and Paul Jordan; all of them have come up with different fixes for the problem. Both agree that the front cap will have to be replaced with a new cap (if available) or to cut the cups out and move the headlights over, re-fiberglass the front of the coach and repaint it. I am not sure that after they do all this work that my coach will be like new.

This coach was manufactured in June of 2002 and sat on the lot until the time I purchased it. I believe that the front cap on the coach was manufactured incorrectly. I believe that Monaco knew of this problem. I'm sure that there are other coaches that were manufactured with this same defect and I feel that you should have recalled this coach prior to me purchasing it.

I do not feel that the coach is SAFE to operate on the road and therefore I have not had use of my coach since June 16, 2003. I further believe that if I were getting stopped in an inspection station the DOT would see this problem and see it unfit/unsafe to operate. It would have to be towed. I am not willing to put my family at risk to drive this coach until the head light problem is fixed properly!

Based on the above statements, the fix that Paul Jordan has suggested is not acceptable to me. If in fact the only way to have the coach fixed is to bring it to Oregon, then I feel that the factory should flat bed my coach there and back. They should further compensate me for the loss of use since June 16, 2003 until such time that they have returned the coach to me repaired since I have payments, Insurance and License on a coach that has not been in use. The only way I would approve this approach to fixing the coach would be if it looked the same as it did before this major repair. Since I purchased this coach new and paid the price of a new coach I feel that I should have a new coach without major body repair.

My solution to this problem would have Monaco trade me out of this coach and into a new coach. Monaco would have to pay all the cost of the transaction and then I would expect to be reimbursed for the time that I have not been able to use my coach considering we put 4,000 miles on the coach the first 90 days we had it.

I feel that my solution to this problem is fair and equitable as I feel that Monaco knew the front cap was not compatible with the headlights. They should have recalled this coach prior to me purchasing it and fixed the problem at that time.

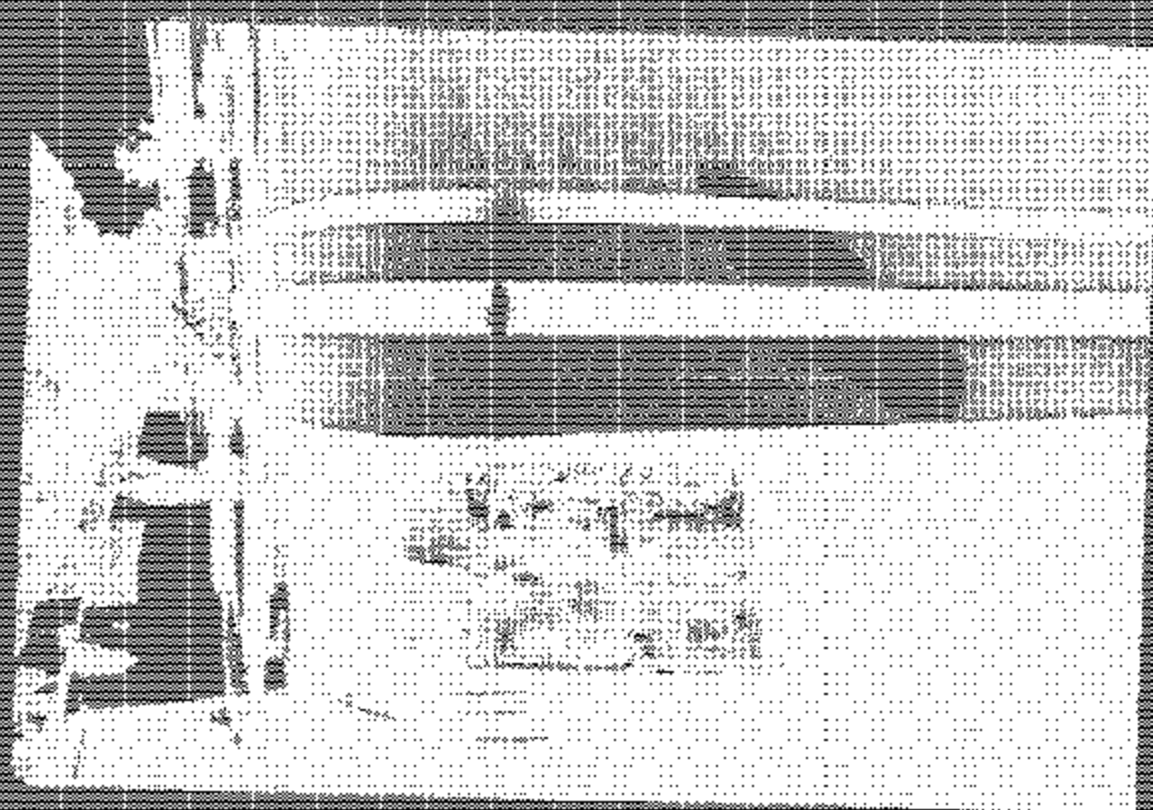
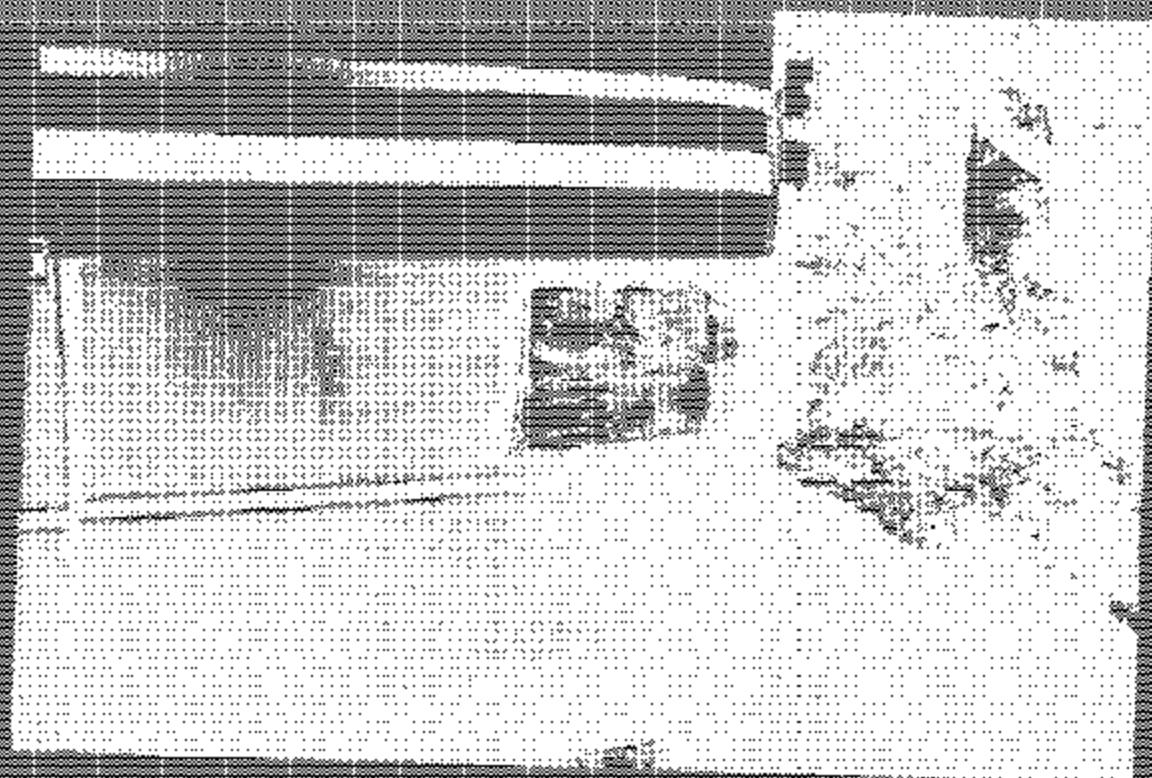
I hope that we can resolve this problem as soon as possible.

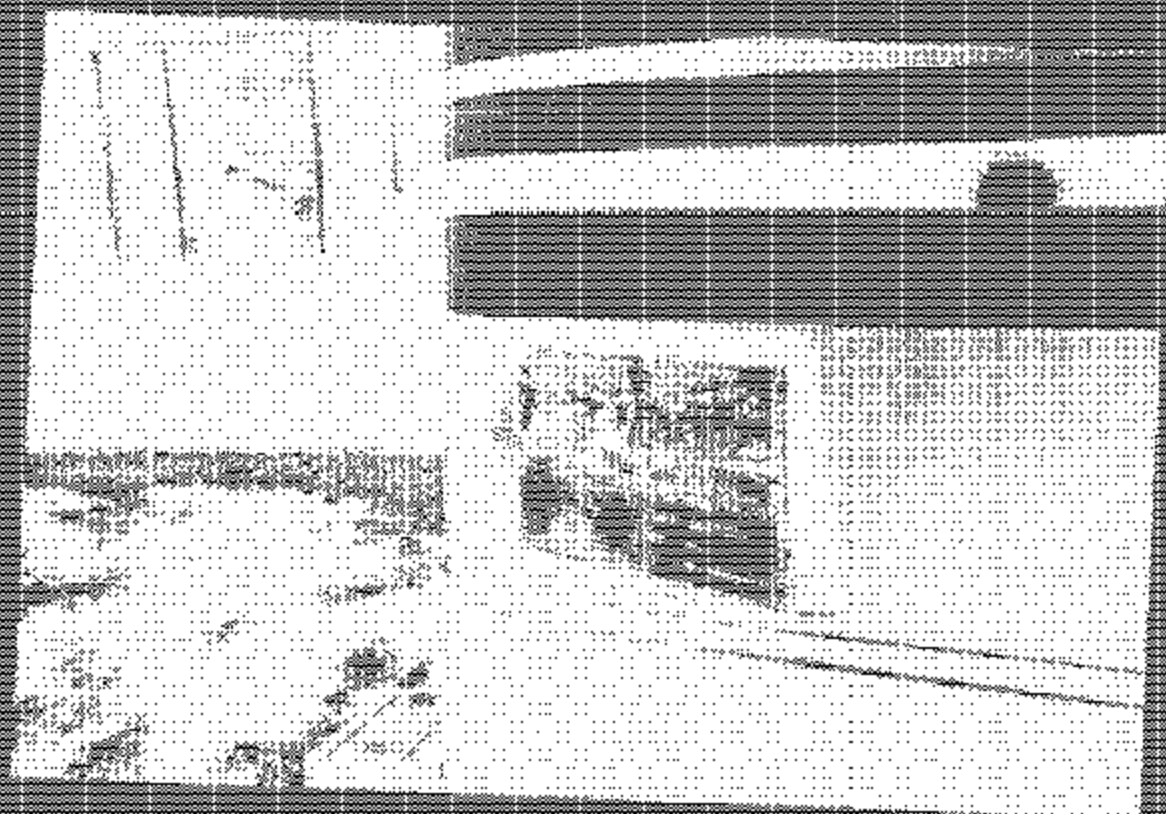
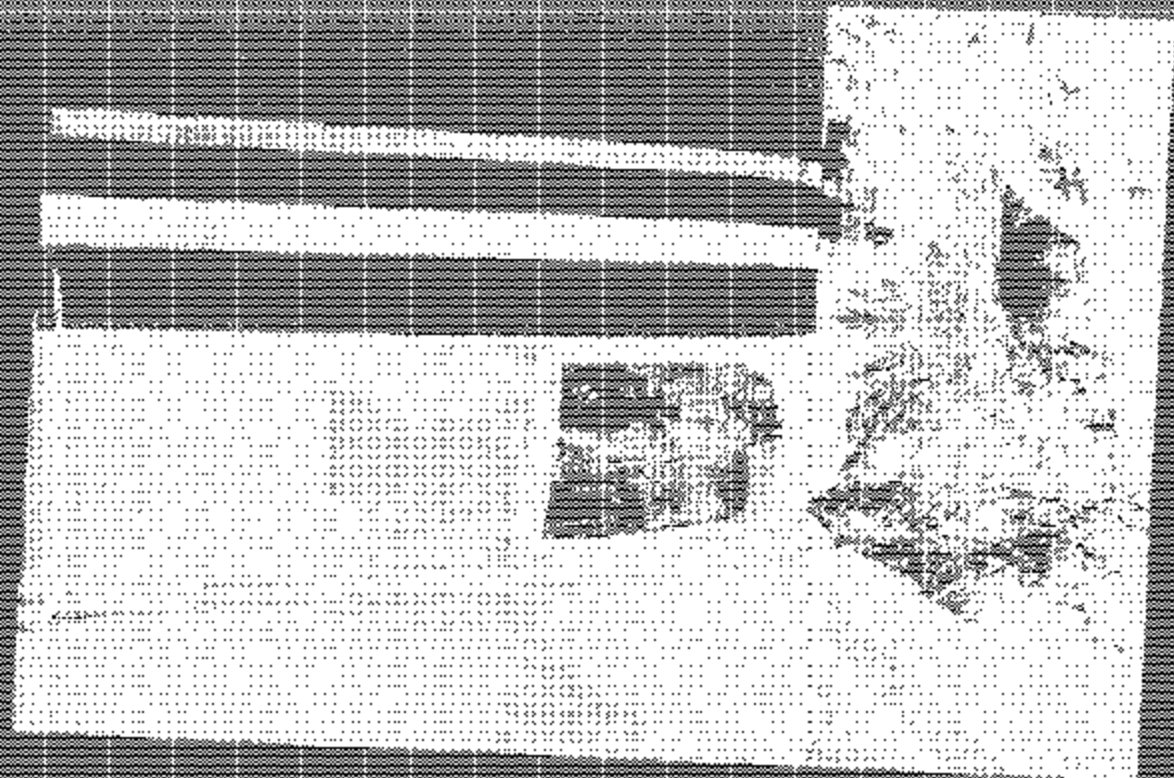
Please give me a call if I can answer any questions or discuss this matter.

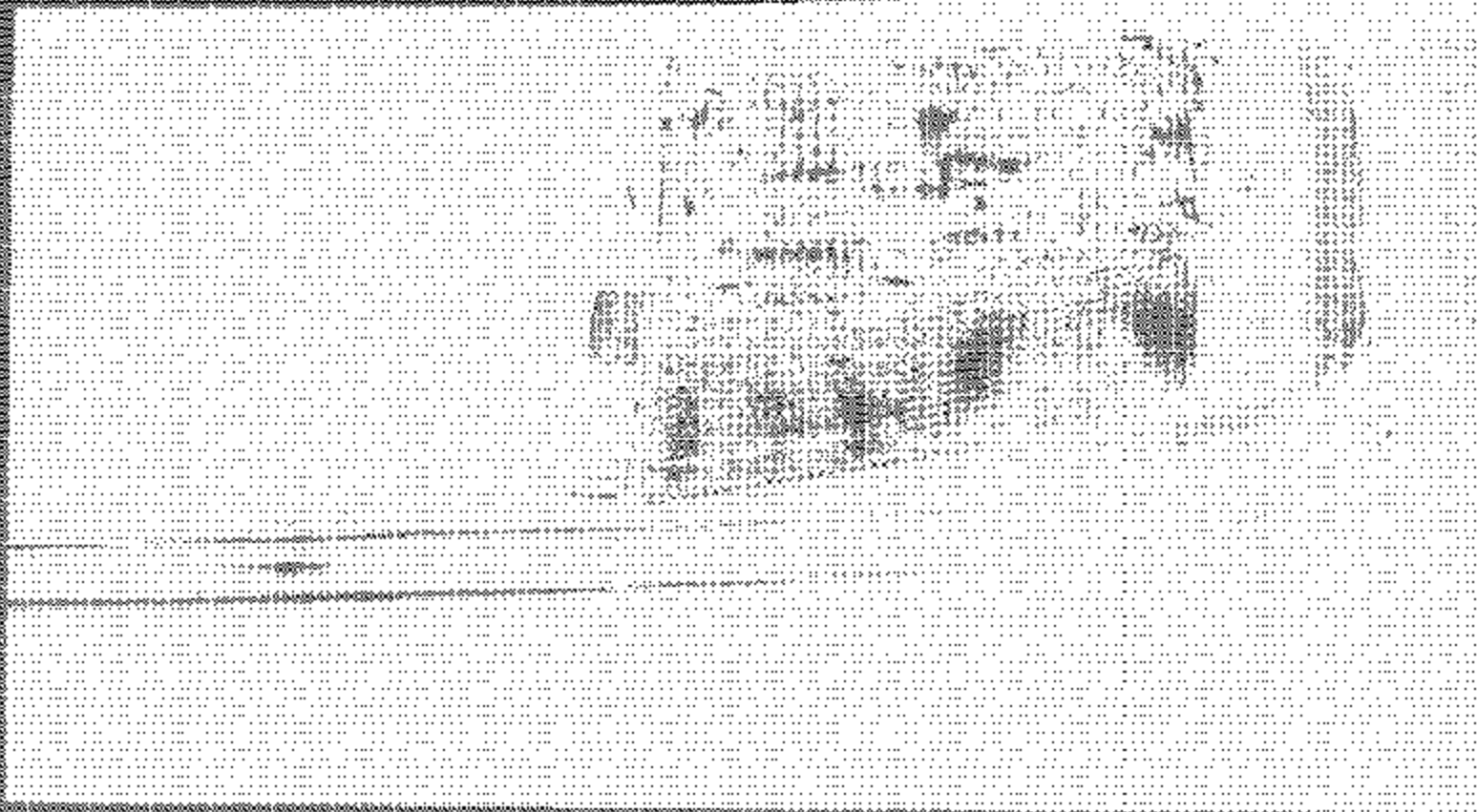
Sincerely,

[REDACTED]
[REDACTED]
[REDACTED]
El Cajon, CA. [REDACTED]
[REDACTED] Office
[REDACTED] Fax.
[REDACTED] Cell

cc. Craig Moffett, Sales Manager, Holland Motor Home
Brian Yockey, Service Asst Manager, Holland Motor Home
Paul Jordan, Factory Representative. Monaco Coach Corp.









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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).