



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) FEB 23 11 08:26
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 335

Date Received

Repository ☐Reference No.
10057543

FEB 23 11 08:26

OWNER INFORMATION (Type or Print)

Name

Address

City

MANCHESTER

State NH

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 ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date 1 / 1 /

VEHICLE INFORMATION

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

1RF634645

Make

SAFARI

Model

ZANZIBAR

Model Year

2004

Date Purchased
07-NOV-03

Dealer's Name and Telephone Number

Engine:
No: Cylinders

Fuel Type:

Original Owner
☒

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

138000 VISIBILITY: DEFROSTER/DEFOGGER SYSTEM

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

Failure Mileage
3300

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: DOTM4SABC036)

☐ 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), condition(s), and injury(ies).)

Crash

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No☐ Yes ☒ No☐ Yes ☒ No☐ Yes ☒ No

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).

MANUFACTURER IS REFUSING TO PROVIDE HEAT. THE DEALER SAYS MONACO IS NOT RESPONSIBLE FOR HEAT BELOW 30 DEGREES. *AK

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 responses 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 responses, or a statistical summary thereof, may be used in support of the agency's action.

Jimenez, Alberto

Subject: FW: 2004 Safari Zanzibar- incoming email concerning complaint

---Original Message---

From: [REDACTED]
Sent: Thursday, January 29, 2004 2:09 PM
To: [REDACTED]
Subject: 2004 Safari Zanzibar

Here is a short description about our complaint with respect to our 2004 Safari Zanzibar

2004 Safari Zanzibar
Manufacturer: Monaco
Model No. 704712
VIN: 1RF63464541025939

The major problem we are experiencing is that there is no heat or defrost in the dash area of the coach. I believe that this is a major safety issue due to the fact that no defrost would not be able to clear the windshield in the event of snow, sleet or just cold weather. No heat and driving down the road, the whole front section (where the driver and passengers sit) is frigid and I believe this is also not safe.

We informed Monaco about this problem the day we picked it up.

We have had the coach looked at:

1. NH Coach - November 16 and 17. They found no problem with the system. [see attached]
2. Freightliner [monaco referred us there] - November 25 and 26. Ran test. They believe that there needs to be some sort of pump to the front heater/defrost. [see attached]
3. Ken Robertson [monaco called him to look at our coach] - Dec. 22 thru 24. He confirms that there is a lack of heat. Does not believe Freightliner's suggestion of pump. They did this before and it didn't work. [refusing to give us paperwork after many demands]
4. Freightliner - January 12. Again confirmed that there is no heat. Had a conversation with Monaco. They were waiting to hear back from Monaco. They haven't heard anything to date.

We have an appointment to bring it to Indiana on Feb 9. We are concerned for our safety to drive it there. If we delay on having this coach worked on, it will be summer, and then we will have the issue of not being able to produce our problem, though, the a/c also doesn't work in the dash.

<<J29.PDF>>

You have our permission to discuss with Monaco our situation with our Zanzibar.

2/23/2004

[REDACTED]

Manchester, NH

[REDACTED]

(H)

[REDACTED]

Route 25 • PO Box 436
Rumney, NH 05266
www.nhcoachandcamper.com



603-786-2501
1-800-441-2202
Fax 603-786-2502

██████████ dropped off his 2004 Zanzibar on Sunday November 16th for a service appointment on the 17th. The customer complained that the dash a/c and heat were not working and the insulation in the engine compartment was falling down. Our technicians looked at the dash a/c and heat and were not able to find out what the problem was. The technician also looked at the engine compartment and found falling insulation. A call was placed to Monaco for authorization to re-attach the insulation using bolts and washers through one of the exterior compartments. Authorization was granted by Monaco. Before work started we called Mr. ██████████ to review the procedure and asked him for approval to start the work. He declined and picked up the coach on the evening of the 18th. No work was done by NH Coach and Camper on the coach.

Jeffrey R. Killion
Service Manager

**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).**