



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 100192

Date Received: 2004 OCT 20 12:00 PM 5
Repository:
Reference No.: 10087766

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: CANOGA PARK State: CA Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED]
Evening Telephone Number: [REDACTED]
E-mail Address: [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorized signature, please provide your name or address to the vehicle manufacturer.
Signature of Owner: [REDACTED] Date: 9/14/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 584LP3716Y3 [REDACTED]
Make: SAFARI Model: TREK Model Year: 2000
Date Purchased: [REDACTED] Dealer's Name and Telephone Number: GIANT RV 1300 SANTA ANITA
Engine: No. Cylinders: 8 Fuel Type: Gas
Original Owner: Dealer's City: COLTON State: CA Zip Code: [REDACTED]
Transmission Type: AUTOMATIC Antilock Brakes Powertrain: REAR WHEEL DRIVE Vehicle Component Code: 110000 ELECTRICAL SYSTEM
 Cruise Control Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 25-JUL-2004 Failure Mileage: 8000 Failure Speed: 45 MPH
ELECTRICAL SYSTEM SHUT DOWN

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]
DOT No. (Example: DOTM15ABC036): [REDACTED] Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

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

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: [REDACTED] Number of Deaths: [REDACTED] 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).

THE CONSUMER STATED THE MOTOR HOME HAS A HARNESS THAT WAS FASTENED AND HELD TOGETHER BY PLASTIC. IN EXTREME HEAT THE PLASTIC MOUNTS MELTED AND CAUSED A SHORT CAUSING THE ELECTRICAL COMPONENTS TO FAIL. THE BATTERIES BURNED CAUSING THE VEHICLE TO OPERATE ON THE CHASSIS BATTERY. THE OTHER BATTERY EXPLODED. VEHICLE IS NOW AT THE R.V. CENTER. *JB

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)

FINAL OUTCOME - RED POSITIVE CABLE CONNECTING BATTERIES TO ALTERNATOR, GENERAL CHARGE ISOLATOR WAS INSTALLED BY MANUFACTURER TOO LONG. THE EXCESS CABLE WAS SOMEHOW TAKEN AWAY UNDER THE FRAME. THE EXCESS CABLE (HOT) FINALLY HAD ITS WAY LOOSE AND WAS LONG ENOUGH TO FALL ON TOP OF THE EXHAUST PIPE AND MUFFLER. THIS OF COURSE MELTED THE PLASTIC HARNESS AND BURNED THROUGH THE CABLE CAUSING THE SHORT AND LOSS OF ALL ELECTRICAL POWER.

REPAIR WAS TO REPLACE THE CABLE WITH ONE OF SHORTER LENGTH. NEW CABLE AT PROPER LENGTH WILL NEVER FALL ONTO ANY MOVING PARTS OR HOT EXHAUST PIPES.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department
of Transportation

National Highway
Traffic Safety
Administration

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

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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



US Department of Transportation
National Highway Traffic Safety
Administration
<http://www.nhtsa.doe.gov/hotline>



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DASH2DOT
and dial toll free at

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DOT AUTO SAFETY HOTLINE

QUESTIONNAIRE

**VEHICLE
OWNER'S**

Winnetka, CA

Monaco Coach Corporation
91320 Coburg Industrial Way
Coburg, OR. 97408

To Monaco Coach Corporation,

Re: Safety Issues on the 2000 Safari Trek Class A Motor Home

As I ponder my situation I wonder what to do. I know I must do, not what I feel I should do, but rather I must do what is right. In the long run I am hoping that the out come will be a great benefit to many Safari owners and perhaps to other owners of the other brands of motor homes that you manufacture.

I own a 2000 Safari Trek Motor home, why? "Because it is the only vehicle I will ever need." I know that there are currently three recalls on this motor home: 1) NHTSA CAMPAIGN ID Number: 01V097001 - Recall Date: March 22, 2001 - Component: SEAT BELTS:FRONT:BUCKLE ASSEMBLY - Potential Number Of Units Affected: 828. 2) NHTSA CAMPAIGN ID Number: 01V128003 - Recall Date March 22, 2001 - Component: SEAT BELTS:FRONT:BUCKLE ASSEMBLY - Potential Number Of Units Affected: 828. 3) NHTSA CAMPAIGN ID Number: 02V278000 - Recall Date: Oct. 11, 2002 - Potential Number Of Units Affected: 8342.

Point being there should be a 4th Recall. There is a positive electrical cable that is run underneath the body of the coach that is incased in a plastic harness. It is not secured properly by any means. The cheap plastic fasteners that hold it up and away from the ground and exhaust pipe break or melt off, leaving the cable dangling and touching the exhaust pipe causing the plastic harness to melt and burn through the positive cable, hence causing the electrical short. Consequences: THIS COULD RESULT IN LOSS OF CONTROL, AND/OR THE POTENTIAL FOR A FIRE.

I trust that this knowledge will prompt some action on your behalf to do what is necessary to inform the many proud owners of the 2000 Safari Trek Motor home and remedy this. I on the other hand will inform The National Highway Traffic Safety Administration's Auto Safety Department of the dangerous situation of this motor home to aid in the remedy and notification to others before another unsafe situation should occur on the road. Here is my experience:

While driving home from a family trip on July 25th 2004 on a Sunday afternoon my 2000 Safari Trek motor home lost all electrical power. First the radio turned off, then the coach air conditioning unit shut off as did the generator running the a/c, followed by the dash fans and interior lights. Looking down at the instrument cluster the battery gage was at 10 instead of 14. Prior to all this we had heard an explosion sound coming from outside and a burning smell. We were hoping it was the big rigs next to us driving down the highway. I turned off at the next exit to see what was the problem but could find nothing out of the ordinary. I kept the motor home running and managed to get us safely

close to home before the vehicle finally shut off on its own. The tow company charged the battery and attached a charger to the battery so that I could drive it 4 miles to my home. The next day I called another tow company who could not tow the motor home because it is too low to get it on to the flatbed. Another issue I will have to deal with later. I suggested switching batteries from my SUV to the motor home. The driver said this would be a good idea and that I would be able to drive it 11 miles to the RV Center for repairs. I got it to the RV Center and authorized work to be done naturally assuming that this would be covered by my extended warranty, since it was obvious a mechanical breakdown of some sort. After a few days at the shop the RV Center called to inform me that there was an electrical short in the system though not due to a mechanical failure of any covered parts or components. The RV Center explained that a harness had fallen loose and fell on the exhaust pipe causing the short to the electrical system. The harness is held in position by a set of brackets or fasteners made of plastic that melted in the extreme heat of that Sunday afternoon on my drive home. Fortunately we are all safe. The folks at the RV Center say I was very lucky that there wasn't a fire.

Neither my extended warranty nor my motor home insurance policy will cover the damages.

My motor home is currently at the RV Center for the repairs. They did contact Safari and explained the damages and circumstances, but Safari refused and denied any repairs or remedy to be made. I hope The Monaco Coach Corporation will take this matter seriously and cover the damages. My motor home is only 4 years old with 8,000 miles on it. Yes eight thousand miles.

Respectfully,

A large black rectangular redaction box covers the signature and name of the sender. A thin line extends from the right side of the redaction box towards the right margin of the page.

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).