



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-DDT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100079

Date Received

Repository ☐

28-AUG-2004
0 P 2:59

Reference No.
10089808

OWNER INFORMATION (Type or Print)

Name

Address

City

OWINGS MILLS

State

MD

Zip Code

Telephone Number

E-mail Address

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 9-9-2004

VEHICLE INFORMATION

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

1RF120519W

Make

HOLIDAY RAMBLER

Model

IMPERIAL

Model Year

1998

Date Purchased

7-15-99

Dealer's Name and Telephone Number

McNair's Rolling Hills, VA 1-800-462-2856

Engine: 3300cc

No. Cylinders

Fuel Type:

Diesel

Original Owner

☒

Dealer's City

Chesapeake, VA

State

VA

Zip Code

23065

Transmission Type

AUTOMATIC

☐ Antilock Brakes

☒ Cruise Control

Powertrain

REAR WHEEL DRIVE

Vehicle Component Code

180000 VEHICLE SPEED CONTROL

Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

28-AUG-2004

Failure Mileage

60,000 THIS TIME

Failure Speed

85

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: DOTM18ABC036)

☐ 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).

INTERMITTENTLY WHILE DRIVING AT 85 MPH SUDDENLY VEHICLE WENT ON IT OWN TO 85 MPH. CONSUMER DISCONNECTED THE ELECTRONIC THROTTLE UNIT, THAT WAS THE ONLY WAY TO STOP THE VEHICLE. DEALERSHIP INSPECTED VEHICLE SEVERAL TIMES. HOWEVER, PROBLEM RECURRED. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

This Privacy Act of 1974-Public Law 92-579 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)

Please see attached history on this camper -
Thank you -

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 78175 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

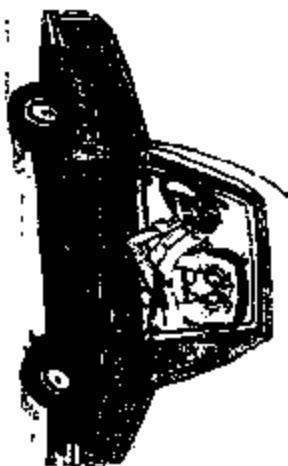
DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
<http://www.nhtsa.dot.gov/office>

DOT HOTLINE,

Sept 9, 2004

The attached 4 pages are the most recent problems occurring to our campers. But I have also enclosed the past history so you can see that there have been numerous problems since "Day One".

Please help us if you can. We don't know who else to see about all of these terrible problems. We can be reached at

[REDACTED]

Thank you -

[REDACTED]

Owings Mills Md.

[REDACTED]

July 21st '04 We were heading home from Cody, Wyoming & everything was ok with the camper until we reached Nebraska. We were on Interstate 80 in Western Nebraska when we lost all throttle control - no power at all. We had been doing approximately 70 MPH. We pulled over & tried to fix the problem - checked fuses, etc - but no luck. Bob then ran an 18 gauge length of wire from the throttle arm - under the rear bed - thru the coach - up to the fuel pedal & wrap it around the pedal. We then proceeded to drive home. Of course since there were 5 other adults in the coach, the ride home was a little tense - what with people tripping on that wire & the exhaust fumes coming from the rear of the coach (the bed had to be raised a foot or so with the wire running from the motor).

July 22nd '04 The following morning when we stopped for fuel at a "Flying J" service station west of (Cody) Indianapolis on Interstate 70, we lost all transmission functions. The motor was running but would not move the coach at all. When the trans buttons were pushed, the number "6" would blink & so would the number "R". But nothing would engage. After sitting there trying this for 20 minutes, the motor home finally did start to move forward & we again proceeded home. All of this time - we still were operating the coach with the 18 gauge wire running from the

throttle to the pedal.

We had passed thru Columbus, Ohio on Interstate 70, when the throttle stuck. All this time, we were traveling with a friend who was running ahead of us with his truck and enclosed trailer.

When the throttle stuck wide open - the speedo needle was buried, I don't know really how fast we were going but it was in excess of 85 MPH for certain. One of the men with us in the coach - Chris Baker - tried to disengage the throttle box (electronic unit) as we were going down the highway. We had the rear bed propped open & he was hanging down into the motor area head-first at over 85 MPH. I was holding onto his belt and waistband trying to keep him from falling into the motor. But was at the wheel trying everything he knew to get it stopped. He could not get it to go into Neutral or any lower gears. So he just kept applying the brakes. The whole coach filled up with smoke and enormous clouds of smoke were rolling out from under the coach as we went down the highway.

The man in front of us, our friend [redacted] said he thought

the coach was going to explode at any minute with all that smoke coming off of it. We finally got it to stop - I guess a combination of applying brakes & getting that throttle box unhooked. When we stopped, we were only about 6 feet from hitting the trailer in front of us.

Other passersby had seen the smoke & called the fire department. A trucker had stopped to check & see if we were ok. The police were also there. We stayed on the side of the road for about an hour I guess - just to make sure everything was ok. Then we proceeded to go home again. But this time, the woman rode with [redacted] in his Peterbilt tractor in the sleeper unit - we were too afraid to stay in that camper and we still had 10 hours of travel time to go.

Of course, with the throttle unit unhooked we had almost no pulling power on the long hills, so it was really slow going. But we finally made it home - all in one piece but very upset. We haven't done anything to the camper since then. I guess the brakes & rotors are in bad shape as well as the throttle problem. If you



ENGINE OVERHAULS
TRANS. WORK

10124 LIBERTY ROAD
RANDALLSTOWN, MD 21133
(410) 922-6141

CHROMING-
ACCESSORIES

Enclosed are all of our notes on our Camper "adventure". It's a big list of problems from day one (July 15, 1999). I know it's a lot of pages to read but there were an awful lot of problems.

I know that the sticking throttle is a dangerous one - as is that leaking 100 gallon fuel tank!

The Monaco/Holiday Rambler has been very good to us but Bill, I know the problems aren't over, they just seem to be getting more complicated.

Please see if you can help us or if it's going to be a big hassle for you, then maybe you'll be able to turn me on to someone else - Either way - Thank you for helping. *Mike*

LEWISBURG FIRE DEPARTMENT
RUN REPORT

DATE: 8/22/04

RUN NUMBER: _____

NAME OF OCCUPANT: _____

ADDRESS: _____

TX#: _____

OWNER: _____

TX#: _____

LOCATION OF CALL: 1-70 E B 14 mm

TYPE OF SITUATION: Vehicle Fire

DISPATCHED: _____ 65 SCENE: _____ 37 SCENE: _____

UNDER CONTROL: _____ 65/25: _____ 37: _____

MATERIAL BURNING Brakes Hot COMMAND OFFICER: LC-1

ESTIMATED DOLLAR LOSS: _____ IGNITION FACTOR: Equipment Malfunction

ACTION TAKEN: Investigate

MAKE & MODEL OF CAR OR EQUIPMENT: 1998

VIN/Serial #: 1RF120519W

LIC. NUMBER: _____

POLICE ON SCENE: _____

AMBULANCE: _____

VILLAGE ☐ HARRISON ☒ TWIN ☐ MUTUAL AID: _____

☐ 119 ☒ 219 ☒ 319 ☐ 519 ☒ 919

EQUIP. USED: Thermal Imaging Camera

LATITUDE: _____ N LONGITUDE: _____ W

FIREFIGHTERS ON CALL: ☒ = RESPONDING ☐ = STANDBY

☐ ALLEN, CHARLES
☐ BALDASARE, DARREN
☐ BELL, MARK
☐ COOPER, AARON
☐ CREECH, BRADY
☐ CREECH, RANDY
☒ FINK, PAT
☐ FRANTZ, TIM

☐ GEBHART, TODD
☐ GOLDY, GREGG
☐ HATFIELD, ROBIN
☐ HOBBS, STEVE
☐ KERBY, JASON
☒ KRING, TIM
☒ PHELPS, KYLE
☐ PIERCE, KEN
☒ SEWERT, BOB

☒ STEVENS, WILLIAM
☒ STANLEY, MIKE
☐ VANBREDERODE, BILL
☒ WHIPP, DAVE

NARRATIVE: USE SPACE ON BACK:

LEWISBURG, OHIO

P.O. Box 697

Lewisburg, Ohio 45338-0697

(937) 962-4640

219

319

119

519

919

Station

Driver

Officer

Crew

Crew

Crew

Crew

Crew

Crew

FAX : 937 962 4545

Narrative:

HOLIDAY RAMBLER

"IMPERIAL"

38 CDS

1998 38' DIESEL PUSHER

8.3L ROADMASTER CHASSIS

6 SPEED WORLD TRANS

BEGINNING MILAGE: 1453

ONAN 'QUIET' DIESEL GENERATOR: 178 HRS

PURCHASED ON JULY 15, 1999

IMPORTANT PHONE NUMBERS

HOLIDAY RAMBLER - MONACO - TOLL FREE - 1-877-466-6226



PUSH #2 - HOLIDAY RAMBLER

PUSH #2 - INDIANA FACTORY

WAKARUSA, INDIANA

ASK FOR: EXT. 

SPEAK TO: 

HER DIRECT LINE: 

ROAD SERVICE: 24 HR: 

ALLISON WORLD TRANS: 

CELL PHONE: 

BOUGHT FROM:

[REDACTED] [REDACTED]
ROLLING HILLS RV SUPERCENTER

[REDACTED]
ASHLAND, VIRGINIA [REDACTED]

LOCATED ON RT 95s ABOUT 15 MILES EAST OF RICHMOND
TAKE EXIT 86 IT'S ON LEFT - LONG DRIVEWAY.

SALESMAN: BOB MELTON

SERVICE MANAGER: TROY

MECHANIC: PEE WEE

FINANCING: JOE O'CONNELL

WINDBAG
FOUR WHEEL
HOLIDAY RAMBLER
BAMBI



ALLARD
BU-WA
DUTCHMAN
BREEKBRIDGE

ROLLING HILLS RV SUPERCENTER
RV Sales & Service • Rentals • Parts Superstore

Lisa
1-800-462-2556
E-mail: lhrs@dohmond.hill.net

10201 SLIDING HILL RD.
ASHLAND, VA 23005-8118
PHONE: (804) 550-7323
FAX: (804) 550-8595

Problems at time of Delivery 7-18-99

Before we took the unit off the lot, Rolling Hills was supposed to fix the following problems:

1. Tilt steering wheel didn't work smoothly at all

2. Squeak in floor near sofa

3. Molding outside door, torn

4. Service unit

5. Oil leak at back of motor:

they said they'd clean it & let us take it to see if it stops or not by the time we get back from our 2 week vacation to Yellowstone.

12/21
repaired

[Redacted]
Owning [Redacted] [Redacted]

804-500-1000
1-800-462-2856
410-655-5432 Home
B.B.
KILLIN

- X 1. Air bag (passenger side front) - ^{leaks air} leaning
- ✓ 2. Check levelers - reads 'LEVEL' even when they're off ground.
- ✓ X 3. Generator slide-air tray needs adjustment.
- ✓ 4. Windshield wiper - drivers side hits center line of window
- ✓ X 5. Search light will not rotate - it's stuck backwards.
- X 6. Galley slide: See if anything can be done to fix plastic/rubber seal on outside underneath front.
- ✓ 7. Compartment door under Galley slide rubs at top hinge area when opening while slide is in.
- X 8. Touch-up PAINT on Galley slide bottom front also top like Rear roof
- X 9. Compartment door - "hydraulic" (driver side front) key lock is loose + you can't get it open
- ✓ 10. Electrical plug ^{REAR DRIVER SIDE} compartment & rubber seal is loose at bottom.
- X 11. Trip scuff mark + crack under rear bumper - driver side
- ✓ 12. Trip rear ladder "swing-away" join. Was broken at delivery.
- ✓ 13. Oil leak at hydraulic tank rear of camper (motor)
- ✓ 14. Awaiting recall: any news on the "FIX" for it?
- ✓ X 15. Jack stops working off + on
- ✓ 16. Ceiling fan doesn't work (one in front of frig)
- X 17. Radio: plastic around housing is cracked: top + bottom (left)
- ✓ 18. VCR: can view Rear VCR only while Both TVs are on.
- ✓ 19. Freezer icemaker screw is stripped - it fell out.
- ✓ 20. Floor-length mirror behind slide: screws stripped - TOP LEFT
- 21. Bathroom sink stopper is too hard to push + pull.
- X 22. Floor still squeaks. Bath/safe area
- ✓ 23. Bath: must be level along wall + please fix screw ^{has}
- ✓ 24. Driving lights switch: what does this do?
- X 25. Water - filter element: install one in outside compartment
- 26. How do you check trans oil? What is 2nd stepstick for? need manual for tranny.
- X 27. Grease or oil at rear wheel area
- ✓ 28 - Explain the "Rear air inverter" to us (in cupboard)
- ✓ 29 - AIR BATTERIES GO DEAD FAST!!!

✓ OUR COPY

804-550-1023
PGEW66
Drop off NOV 22 ^{mon.}
pick up DEC 6 ^{mon.}

1. Jack stopped working again
2. Nite-lite rocker switch is hooked up backwards
3. Dinetto drawer (at floor) has ~~not~~ 'stop' - it flies open.
4. Replace Passenger front Airbag
5. Replace Relay
6. Install Water filter element (outside)
7. Front brake pull to LEFT
8. Rear wheels have grease coming out (both sides)
9. Computer board for slide-out (slide goes out by itself)
10. Install other dinette drawer - make sure it has a 'STOP'
11. Door step will not stay out. when we're parked
12. Step lite is out.
13. Doorbell + handle lite is out
14. _____
15. Fix scratches on rear bumper + patch underneath (Rear ^{Driver's} side)
16. Paint spot on roof + left of slide-out
17. Replace rubber under slide-out
18. BATTERY LIGHT COMES ON WHEN AT IDLE

76
Supposed to drop it off
Nov 22nd + pick it up Dec 6th

2nd Repair job

We called Rolling Hills Friday Nov 19,
spoke to Sue in service. She said our
parts weren't even IN YET! She said the
FACTORY hadn't sent her the parts yet.

When we called Haleday Rambler
Factory - after speaking to Sue - we spoke
with Shirley there and she pulled up the
confirmation # 3092654-46 and it showed
that the parts hadn't even been ordered
until NOV. 15th and one part - not until Nov 18th

Shirley called us back and said that
she, at Haleday Rambler, wouldn't get those
parts until Dec 3rd - then - they would
have to ship them to Rolling Hills!

Part ordered on Nov 18 was for
radio dash with spot lite



1998 H. Ramb.
Impaired
381

OWINGS MILLS MD.

Home



ENGINE OVERHAULS
TRANS. WORK

10124 LIBERTY ROAD
RANDALLSTOWN, MD. 21133

CHROMING —
ACCESSORIES

WORK
DAYTIME

1. TACH STOPPED WORKING AGAIN
2. NITE LITE ROCK-SWITCH (on dash) IS WIRED BACKWARDS.
3. DINETTE DRAWER (AT FLOOR) HAS NO 'STOP' IT FLIES OPEN.
4. REPLACE PASSENGER FRONT AIRBAG
5. REPLACE RELAY
6. INSTALL WATER FILTER ELEMENT (OUTSIDE)
7. FRONT BRAKES PULL TO LEFT.
8. REAR WHEELS HAVE GREASE COMING OUT (BOTH SIDES on CAMBER)
9. INSTALL NEW COMPUTER-BOARD FOR SLIDE-OUT (IT GOES OUT BY ITSELF!)
10. INSTALL OUR OTHER DINETTE DRAWER - MAKE SURE IT HAS A 'STOP'
11. DOOR STEP WILL NOT STAY OUT WHEN WE'RE PARKED.
12. STEP LITE IS OUT.
13. DOORBELL LITE IS OUT.
14. DOOR HANDLE LITE IS OUT.
15. FIX SCRATCHES ON REAR BUMPER + PATCH UNDERNEATH (REAR DRIVER'S SIDE)
16. PAINT SPOT ON ROOF * LEFT OF SLIDE-OUT
17. REPLACE RUBBER UNDER SLIDE-OUT
18. GENERATOR TRAY FLEW OUT ON US AGAIN GOING DOWN HIGHWAY
19. INSTALL NEW SEARCH-LITE MOTOR

20. RADIO - REPLACE. OUTER PLASTIC RING - IT'S CRACKED.
21. DINETTE TABLE TOP HAS CRACKS IN IT NEAR WALL (SCREWS WERE TOO LONG)
22. REAR DRIVER SIDE HAD BEEN HIT WHEN WE BOUGHT IT. YOU CAN SEE WHERE IT'S DENTED + THAT'S WHAT CAUSED THE SCRATCHES + CRACKS IN REAR AT + UNDER THE BUMPER.
23. WHEN I PUSHED THE FRONT WATER-PUMP SWITCH, THE VOICE BOX (KITCHEN SINK AREA) FOR THE SLIDE-OUT CAME ON + SAID IT WAS GOING 'OUT'.
24. BATTERY LITE IN DASH COMES ON WHEN YOU TURN HEADLIGHTS OUT + SIT WITH MOTOR RUNNING AT AN IDLE.
25. DASH SCREW IS MISSING, LEFT OF LIGHTING CONSOLE (SIDE/DOOR) SCREW AT BOTTOM CENTER OF DASH IS STICKING OUT. THERE ARE SCRATCHES ALL AROUND CAMERA AREA OF DASH. BE MORE CAREFUL WITH TOOLS PLEASE. AND ABOVE CAMERA AREA, THE SCREW WAS TIGHTENED TO MUCH + IT'S STARTING TO CRACK THE DASH.
26. WHEN WE WERE THERE LAST TIME, SOMEONE FORGOT TO LOCK DOWN THE AWNING ON THE SLIDEOUT + THE WIND GRABBED IT + TORE IT OPEN ON THE WAY HOME - RIPPING THE CANVAS.
27. ANTI FREEZE LEAKING AT ABOUT REAR AND ABOARD
28. ANTI FREEZE LEAKING AT PIPE INSIDE CABINET AT HOT WATER HEATER
29. ~~WATER PUMP IS SUCKING AIR?~~
30. GENERATOR WON'T START MAYBE BAD BATT. REAR WIRE IN BACK DRAWER STRIPPED

Dec. 26th 1999

We started out on our winter vacation.
Stopped in Nashville, Tenn.

Started out next morning for the WEST.
We lost our throttle in Arkansas
(just West Memphis). Got a wire
hooked up to the motor - ran it all
way up thru the coach to the throttle
pedal and we went to a Ford/Perminius
dealer - repair shop, in West Memphis TN.
Sat on his lot for 4 hours with the
motor running - Everyone hid from us
& didn't want to help.

We finally left & stayed at a
KOA. Next morning we got to
National Traveler's H.R. dealer. They
were in Sherwood, Arkansas. We
lost Reverse and Drive also at this
time - as well as NO Throttle. They
worked on us for 2 whole days but
couldn't fix it.

So we decided to use our
wire-to-throttle system & got to
Holiday Rambler Corp in Wakarusa,
Indiana - 700 miles away!
We had been talking to advi

road service Rep. and also to
Shirley Sylvia - Customer service at
Holiday Rambler Corp. Inc.

She told us to come on up there
and they'd take care of everything.

We arrived there around 5:00 AM
after Rob drove all night! It was
cold, windy & icy in some places,
especially when we got near Lake
Michigan area.

Roger - Shirley's boss, took care
of getting us a U. haul to come home
in.

They paid for everything.
They fixed it and delivered it
to us Feb 13, 2000. But it still
wasn't right so the driver, Rick,
took it back.

They worked on it some
more and delivered it to us
again on March 3, 2000.

So far - so good. Rob had
to lubricate the step to get it
working but everything else
seems to be OK - except -
they only fixed the bottom part
of the dent on the driver's side

in the very rear of the coach. The
top dent is still there. But we
aren't going to bother with that.

H.R. Imperial 1998 BOUGHT July 18, 1999
BEGINNING ENGINE MILEAGE: 1400 GENERATOR HOURS: 178

With purchase deal - they agreed to install a dinetto booth (to replace the original table + chairs set up). A temporary set was installed so we could take it on vacation, while regular booth was ordered.

Problems existing at time of delivery/pickup:

1. needed "permanent" dinetto Booth installed
2. needed an outside water filter element (missing)
3. needed "scuff marks" on rear bumper fixed
4. needed hinge pin on rear ladder replaced
5. there was a hydraulic fluid leak on rear, at motor (hydraulic tank)
6. Ordered permanent dinetto booth + drawers
7. Ordered mirrored closet doors
8. various chips in paint

Problems occurring during 1st vacation trip (7-22-99)

1. tachometer stopped working - intermittent

2. trans Hi-TEMP lite in dash came on +

⊗ we called McGORRIS stayed on for 2 days - - - ⊗ we called
1st they said they couldn't a Cummins dealer + were told it
help us at all!

must be an electrical malfunction since the actual temperature was normal. Therefore, they thought it was a faulty sensor. It went out by itself.

3. Searchlite would not work.

19th Return trip to VA. Dealer for warranty repairs!
 AUGUST ~~1998~~ 1999

① Searchlight - won't turn back to front position
 PROBLEM → didn't have parts to fix it - ordered them

② water-filter element missing (outside)
 PROBLEM → still not in yet - supposedly ON ORDER

③ Tack not working
 PROBLEM → Tightened wires - did NOT solve problem

④ hydraulic fluid leak
 PROBLEM → they tightened cap - did NOT solve problem

⑤ Anti-freeze leak above rear
 PROBLEM → tightened fittings - did NOT solve problem

⑥ Rubber under stick-out torn - needed replacing
 PROBLEM → had to be ordered

⑦ Bad squeak in floor
 PROBLEM → They said they Braced it, but the squeak was as bad as before

⑧ Replace stripped screw in long
 mirrored wall - OK

⑨ Replace stripped screw in freezer - OK

⑩ Air bag leak (front passenger)
 PROBLEM → didn't have one - were supposed to order it

⑪ Rear wheel seals leaking - both sides
 PROBLEM → They jacked hubs down + told us to go on trip + keep them posted.

⑫ Asked them to touch up various chipped paint - one large area at slide-out + one large area on top of roof-ramp
 PROBLEM → NOT FIXED - I don't know why

2nd Return trip to VA. Dealer for warranty repairs:
OCTOBER '79

① install permanent denette booth + drawers.
 PROBLEMS: → put 2 long screws in tabletop & they came thru the top of it.
 → did NOT patch + sand previous screw holes under table - the feet whole panel should have been replaced at this point.
 → one drawer was installed with NO latch.
 → other drawer was sent back because they said it had glue all over it.

② installed mirrored closet doors.
 PROBLEM → Billed us \$1041.76 for this - we were quoted \$360⁰⁰ for the whole job. We have not paid for this yet.

③ Replace rubber under slide-out.
 PROBLEM → Material had not arrived yet.

④ Trip searchlight.
 PROBLEM → They said factory sent wrong part.

⑤ Slide-out room started coming out all by itself.
 PROBLEM → They needed to order a computer module to fix it - so PEE-WEE (mechanic) disconnected something so this wouldn't slide out accidentally, till the part came in.

*
 Mirror lite on dash stayed on after that + they were supposed to fix it - ^{next time} all they actually did, was unplug that wire!

⑥ Water filter element
PROBLEM → wrong element was sent

⑦ Tach
PROBLEM → fitted loose connections in dash - But it did NOT fit it.

⑧ Air bag
PROBLEM → Per-Weel said air bag was "supposed" to lose air + no one had ordered one for us. We demanded one be ordered THIS time.

⑨ Hydraulic oil leak - FIXED OK

⑩ Leak - antifreeze above rear end
PROBLEM → steel leaks

~~⑪ Antifreeze tank leak - replaced tank~~
~~PROBLEM → they replaced fittings - but it still leaked~~

⑪ Scuff marks on bumper - ~~OK~~
PROBLEM → DID NOT FIX

⑫ Ladder pin - replaced pin OK

⑬ 'Carafree' lock said was an update locking latch bit - We thought it was for main coach awning but the camper dealer said NO it was for slide-out awning.
PROBLEM → they had the slide-out awning out + did NOT lock it when they

retracted (they said the lock-hit was not necessary) - ~~when~~ when we were on the road home - wind caught the awning + tore it + broke one of the retractor clips. When we told McGeorge's (the dealer) about it next time we were there, they didn't offer to replace or repair it. In fact - they ignored it all together.

⑭ Step would not ~~stay~~ stay out when parked - ~~was~~ FIXED - OK

⑮ Lite on step was out - FIXED OK

~~⑯ Lite on door lock + handbrake out~~

⑰ Generator tray came rolling out at 70 M.P.H. while going down highway happened TWICE.
PROBLEM → they adjusted latch - but it came out on us again - We made up our own safety strap.

⑱ Bee-Wee said there was a bad relay (somewhere). One was ordered.

⑲ Bad squeak in floor. Well -
PROBLEM → they said they would have to tear up carpet + tile. We didn't feel they were qualified to do this - so we told them to NOT do anything yet.

7
(20) Made it known to Pee-Wee that something had gently hit our unit on driver's side - rear - There was silicone along strip in rear where someone had tried to cover it up. This had happened before we bought the unit + no one had made us aware of it. We discovered this ourselves while on our following trip.

Dealer said they would take care of it - the bumper was cracked underneath + fiberglass needed to be patched -

They couldn't do anything at this time because of the WEATHER! they said.

(21) Batteries (coach + house) were not staying charged

PROBLEM → They replaced 4 of the 6 but the remaining 2 wouldn't hold a charge.

(22) Asked them again to fix paint chip areas - One large one at slide-out one large one top roof

PROBLEM → They didn't fix it - I don't know why.

3RD return trip to VA Dealer
 DEC: 15, 99

① Lite on doorbell unit
 PROBLEM → didn't fix it

② Lite on handrail unit - FIXED OK

③ Air bag still leaked down - FIXED ?

④ Penette area - wall holes not patched
 PROBLEM → weren't touched - TROY said he was
 ordering a new panel - NOT IN YET

⑤ Table top - screws came thru
 PROBLEM → Troy ordered a new table top - NOT IN YET

⑥ Step - not staying airt - fixed - they
 said that there was a lot of bad
 wiring there.

⑦ Water filter element - finally got it in

⑧ Water pump - not holding frame - REPLACED it

⑨ Tach - still wouldn't work - they
 worked on it some more - maybe fixed

⑩ Slide and rubber -
 PROBLEM → they said they didn't have the time to
 fix it since the renter's slide had to
 come out.

⑪ They were discussing what to do about damage to rear bumper (while at dealer)
 Bob Melton (salesman) said he wanted
 "Take care of us."

⑫ Denette drawer - needed latch
 PROBLEM → They didn't even touch it.

⑬ Missing denette drawer - installed
 PROBLEM → They didn't install a latch on this
 one either

⑭ BOTH of these drawers slide out
 when you make a turn on the
 highway.

⑮ Rear brake seals - still leaking
 PROBLEM → Cummins dealer near them was going
 to replace the seals but they
 supposedly didn't have them in stock

PROBLEM → ⑮ REVERSE - McGeorge's RV called us +
 told us we had NO REVERSE in unit!
 Troy (service manager) admitted that
 they had created this problem due to
 wiring problems they'd been working
 on. They had to take it to The
 Cummins dealer near them to get
 it fixed. Cummins told McGeorge's RV
 that McGeorge's mechanics had either
 bent or dislodged a pin + that was
 why the trans wasn't working.

①6 Searchlight - still broken
 PROBLEM → Wrong parts had been ordered by Ron-Mon
 Troy ordered in all new searchlights
 ON - ORDER

①7 Generator - steel comes out
 They may have fixed it - they
 re-adjusted the latch
 PROBLEM → it still feels unsafe

①8 Tack - was still not working - FIXED

①9 Slide-out - steel comes out -
 PROBLEM → They installed the module - but the
 bottom steel comes out.
 Whenever the room starts to
 slide out - the vehicle will not
 start unless you push override
 button - This happened 4 days
 ago ON THIS TRIP DEC. 28.
 If it were not for using the 2
 slide-out safety bars, we feel the
 room would have gone all the
 way out.

②0 Batteries - 2 still going dead.
 PROBLEM → They replaced them - but they
 do not look new.

Campers was dirty when we picked it up. There
 was grease on my carpet + at carpet at entryway
 + on driver side curtains - I cleaned as best as I could

Dec. 29, 1999

Problems on this trip:

When we went to leave for our trip, we discovered that the slide-out room had started to come out all by itself (again).

On day one, we had no problems driving to Nashville. TN

Day 2 - left Nashville - coming into ARK. we were in cruise-control - when we kicked it out of cruise, we had NO throttle - We coasted to side of road & was able to drift into a truck scale station. Called our emergency road ser. who got a Hol. Ram. Tech on the line (approx 3 PM.) He told us to try some cruise control tests - they didn't solve problem. He contacted Stayley Ford & ~~the~~

Revermins + RV repair facility. A man named Steven (from there) called us & said he'd send a tow truck, but we ran a wire from the motor throttle to our foot pedal in front & got it there ourselves.

Someone came out & told us they'd take care of us. But after sitting there with the motor running for 4 hours, we tried turning motor off & fired it up again - We HAD THROTTLE. Told them we were leaving - that we had fixed it ourselves & away we went - road on I 40.

It stopped working again. We made it to N Little Rock KOA. Called National Traveler's RV next morning - They said come right over.

We started out - had throttle - got almost there when trans started shifting real hard. We pulled off to side of road.

Trans went into Neutral by itself - crept backwards & hit low-hanging sign - bending

Ladder. Turned engine off 15 minutes & when we started it up again - We could get it into DRIVE & we had throttle. Got it to National Trans last yesterday (Dec 28th) & trans started acting up again also tach had problem. They worked on it all day. They think alternator is bad but don't know what trans. as throttle problems are. They have talked to H.R. techs all thru this time.

I'm sure there are more problems here that we have overlooked - due to this very stressful time. We are very dissatisfied with this unit - needless to say - & more dissatisfied with Mr. George's R.V. in Ashland VA.

10291 Sledgehill Rd
1-800-462-2856

Superman - Bob Melton
Service Manager - TROY

This is not the 1st vacation this unit has ruined but the THIRD one. This was to be a big trip for us - A MONTH away from all business problems & stress! We planned & saved many months for this & have had it all ruined.

So far this unit has caused us a lot of missed days from work & trips back & forth to the Dealer (1000 miles total) and a lot of stress.

Dec 30th - arrived at Hal Ram. Factory 6: AM - what
a nice ride! - met with Sherry the service
unit - gave for a load of 48 things that needed
tending to. Then we met Roger - he's
Shirley's boss - Shirley helped us all the
way - He was very nice too, they are all
into Harley's. Great luck! They loaded up a
10' box van for us to drive home, took us to
get it & are going to pay all of our expenses
home including the rental truck! They
said that if we don't want to come up & get
it when its done - they'll deliver it!!
On the road towards Home - 30 PM

John C. ...

CURRENT PROBLEMS:

DEC 29 1999

- * OIL PRESSURE > 800#
- ① No fuel to pedal - throttle won't work
- ② No "Reverse"
- ③ No "Drive"

WHY * WHY ④ Slide out comes out by itself

⑤ Slide out rubber ^{UNDERNEATH} torn + piece ^{SEAL} missing at top, behind driver

⑥ Doorbell lite out

X ⑦ Tach doesn't work

- ⑧ Rear axle seals leak BOTH SIDES

- ⑨ Brakes pull to left

⑩ Table top needs replacing ^{has screw holes in top} + it's really wobbly

⑪ Wall under table needs to be replaced (screw holes from old table)

⑫ Squeak in floor - between leather sofa + dinette seat - where the carpet + the tile meet

X ⑬ AROUND WAS RIPPED

- ⑬ Both drette drawers need to have STOPS installed
- ⑭ Kitchen faucet leaks
- ⑮ Antifreeze leak above rear-end at motor
- ⑯ Hot water tank fitting is still leaking
- ⑰ Does FANTASTIC Fan at galley area working properly?
- ⑱ Is ZONE 1 heat pump working properly - all we get is cool air - constantly - it NEVER warms up even when ^{it} on 76°
- ⑲ Dash-area at back-up monitor, has a scratch on it from when dealer last worked on it
- ⑳ Tonn awning at slide-out
- ㉑ Slide-out awning clip broken
- ㉒ Rear ladder is masked due to drifting under low-hanging sign when trans was acting up.
- ㉓ Fiberglass under rear bumper

needs patching + along bumper ^{Rear} pass side

- (24) Dent along rear driver side needs something done about it (this was done at dealer's before we purchased unit)

(25) Chipped paint on slide-out area
chipped paint on roof

(26) Door latch - entry door - latch needs to be adjusted - its a 2-stage latch - air noise is bad here

~~(27) that water at front window~~

(27) Curtains at windshield didn't have a 'stop' on pass. side. We installed a screw - please fix properly.

(28) dinette table is too low - you hit your legs on top getting in + out

(29) Is there a heat-temp sensor for rear of coach?

(30) Need some kind of seal between frig + canned goods slide out - Lot of air comes in

(31) Is there a gauge or automatic shut-off for propane tank and seal?

(32) 20% valve is clogged on propane tank.

(33) One of the levelers came down while we were going down the highway

(34) We found a jumper wire on electrical panel (outside by driver area) running from top bus bar to bottom bus bar. This was put there by McGee & RV. Packer.

(35) The timer relay that ~~was supposed to~~ had been replaced, was found to be bad by Nat. Traveler RV in ARK. today (Dec. 29)

(36) Why does it take 2-3 seconds for engine air pressure to come up?

* When we take air filter off to change air - the filter itself is a quart per

(37) Back up camera always fills up with water.

(38) Need any owner's manuals or books, pamphlets, etc. on unit - especially dash + storage wheel switches + buttons. We never got an owner's manual for dash or driver functions.
WIRING DIAGRAM

(39) front (engine) air conditioner doesn't work well at all. Does it need "charging"?

(40) tach keeps jumping when idling + battery lite on dash flickers off + on.

(41) Is underneath treated (where water lines run)?

(42) Entry step stays out - sometimes

43. Check batteries - we think they were NOT replaced + are bad.

45. Is there a way to bring slide out in in case of power failure?

46. Did I tell them when you put it in gear "D" + "R" flash when it won't go?

47. There's a red wire under dash. It has been cut - why - and in what did it go to?

Dec. 29, 1999

Holiday Rambler, Mahanese, Indiana

Shelly Lyler - customer service

Roger - Boss at customer service

Shelia Kibby - service writer

They rented us a U-Haul (Penske) so we
could get home. And Holiday Rambler
reimbursed us for all of our expenses on
the way home \$722.88

U-haul

gas

hotel

meals

tax

Feb 13th delivery

Holiday Rambler, Wabamun, Indiana

They faxed a list of all repairs they had done to our camper.

There was no charge for anything.

But we still had some problems.

195 Delivery from Monaco, Wabaruwa, In.

February 13, 2000

Our camper was delivered to us by Harey's Transport right door to the Holiday Rambler Factory (Monaco). The driver's name was Rich Masson.

There was NO CHARGE (at cost Monaco 400⁰⁰ each way)

Problems encountered:

1. Backup camera so foggy you couldn't see out of it.

2. Slide out wouldn't go out well, it was very - jerky -

3. Dent on rear side was not fixed.

4. Step lite was out

5. Safe handle wasn't fixed

6. Levelers wouldn't go down

7. Wheels still had grease on rims.
8. Search lite still didn't work.
9. On the way down + back - all dash lites went out for several hours.
10. On way back - sofa fell over - They forgot to secure it.

Rich took it back up - They fixed all these problems - plus did an oil change and he brought it back down to us.

2nd delivery from Monaco-Waharusa, In.

March 3, 2000

Harizon Transport delivered our camper to us again - on March 4, 2000. Rick Masson was the driver again.

Everything seemed to be ok except for UPPER dent in rear of unit on driver's side. But we aren't going to complain about that any more.

The step did not work, it wouldn't go back in when you closed the door, but Rob lubricated it real good when we got home (they left it at Charlie's Camper's for us that day till we closed). After that it works fine.

We're going to try to take an overnight trip just to see how everything goes this weekend March 11, 2000.

Delivering Camper to: "Endless Summer"
Thurmont, Md.

April 18th 2000, to be worked on April 19th
Remaining problems:

1. Tach needle jumps (unless headlights are on).
The AMP gauge jumps + the BATTERY INDICATOR
lite flashes when tach jumps.

2. Air bag locks - right passenger side. Unit
leans down on that front side.

3. ANTI FREEZE LEAK at rear engine - dripping
at top of apfel area.

4. DASH: ELECTRIC MIRROR INDICATOR LITE is not
working - doesn't lite up on dash.

5. INSIDE: "STEP" socket switch lite is out.

6. Porch lite bulb out.

May 3 - Called Endless Summer - Carper's not ready yet. They had to order a new alternator. They said ours was bad but the dealer in Arkansas had just replaced it!!!

They said they found some bad air bag valves.

And also had found a few leaks in rear of motor area.

They had already ordered the parts & were just waiting to get them.

May 4 - Rob called Holiday Rambler & spoke with Sherry. She said she'd home Roger (impulse) call us. He never returned our call.

May 5 - Rob called Holiday Rambler again & spoke with Sherry again. She gave him Roger's extension. Rob spoke with him & found that the parts weren't even ordered at all. Roger told him to call Endless Sum. & have them fax him the order & he would ship right away. So Rob

called & told them to do that. Now we'll
have to wait & see

(We seem to have no luck no matter
where we take it)

May 18th Rob called John at Endless Summer.
John had to wait for OK from Mon at
H.R. to get the air values for the bags. They
didn't want to send them. Rob then
hung up & called Roger at H.R. & Roger
supposedly got things moving. If
John had called Roger in the very beginning
like Rob had told him to, we would
not have had to wait this long. The
facts still had not been ordered yet!!

May 24th Packed up camper to take on
3 day holiday. Air bag values supposedly
had come in that very day! Of course they
didn't have time to fix them. We took
camper as is & are supposed to take it
back up to them when we get back.

Repairs needed for 2nd delivery:

May 27 ... Air bag valves not fixed
(as we were told)

Porch lamp was not fixed. (port light)

Levelers did not work when we made camp that site. They wouldn't 'dump' nor 'level'. After we hooked up to electric & put the slide out - we tried it again & it worked.

Step lite switch on inside does not work at all & lite on it is stuck out. Step doesn't go out unless key is on.

Trans seems to be "chattering" at low speeds when shifting especially 3rd gear.

Water pump keeps sucking air & has to be bled from outside all the time.

Brakes make a loud clicking/ banging noise (up front) when you hit them.

June 19th Monday

Picked up Camper 5:30 P.M.

1. They didn't even touch the water pump.
2. Trans still has shifting problem.
3. Brakes still make a noise - though not quite as loud.
4. Stop seems to be ok - they said it was corroded & rusted & they replaced - removed the switch junction & wired it direct.
5. Fixed gorch site.
6. Said they replaced valves on air bags.
7. Fixed stop site switch.
8. Load levers - ?

June 20th 2000

Rob called John at Endless Summerfest
told him the water pump doesn't work
AT ALL now. Rob removed it last
night. He told John we needed a new
one today! Jeremy stopped there on his
way to work & picked it up for us.
Rob installed it tonight & it works
fine.

3 RD Trip to Endless Summer
June 26th Monday 5:00 P.M. (will be ready
5000 in 2 weeks)

1. Load levelers do not "dump" on first try. You have to keep pushing button + fooling with ignition switch, etc. before they work.
2. Beer air conditioner (zone 2) does not work. Fan comes on but not with cool air.
3. Brakes (up front) make a terrible loud noise everytime you step on brake pedal. Even when sitting still.
4. How do we wire hotel to work properly with our trailer.
5. What would make the coach lights go dim while we're at camp using the generator?
6. Pump still doesn't shut off right. It runs a long time. Could the sensor in the tank not be long enough?

Picked up from Endless Summer July 24, 2000

1. Load leveling didn't "act-up" on them. They seemed to work ok at the time we picked it up today.
2. Rear air-conditioner was replaced with a complete new one! It worked fine when we tried it there.
3. They adjusted front brakes & the loud noise is gone. They had never been adjusted before.
4. They put an adapter on the trailer - hitch so we can use it now.
5. Don't know why lights would go dim when using generator at campsite. (It may have had something to do with the bad air-conditioner in rear).
6. Water pump did not "act-up" on them. We took it for a test run when we picked it up & it worked ok at that time.

4TH trip to Endless Summer RV

August 9, 2000

Charging system has a problem.

The inverter is receiving 24 volts instead of 12.

We think the batteries are hooked up wrong.

Rob has been talking to the inverter people at True Engineering in Washington State. They feel that this condition could easily ruin our inverter all together.

August 29, 2000

Picked up camper from Endless Summer

Rob's meter was reading double what he had checked charging system at home. They couldn't find any "double" charge.

They didn't have time to see why the inverter keeps reading "low battery" when plugged into wall 'house' current in garage.

We piled it up after house & I guess we'll take it back up there after we get home from Fuddruss (after Labor Day).

* Water pump still loses its prime.

* Front brakes still make a loud banging noise when you apply them.

* They didn't have time to look at inverter later.

5TH TRIP TO ENDLESS SUMMER, RV

Sept. 18th 2000 Mon. eve. 6: PM

1. Water pump still having its' problem + won't shut off
2. Inverter reads 'low battery' when hooked up to house current + you use more than 2 liter
3. Air bag on drivers side is down (3" lower than passenger side)
4. Step at door jerks + makes noise sliding in + out
5. Front brakes still make that loud banging + popping noise

* We also asked Jon to look into a metal flap for us + backup ^{camera} visor automater: ONE-STEP hardware for our awning he said it would cost about 1200⁰⁰ - way over our awning (we'll let him know)

Oct 2, 2000

Picked up camper from ~~Larry~~ ^{Engle's} ~~camp~~ ^{lumber} 8:30 A.M.

1. Water pump seems to be fixed. They found several loose fittings on line - one at water tank.
2. They called the Inverter company - seems we were reading the display unit wrong - the still aren't too sure they are correct in this assumption.
3. There were some loose fittings on the air bag lines. So far it seems to be staying up.
4. Steep at den needed lubricating. It's ok at present time.
5. Didn't do anything to front brakes.

* Mud flap is too expensive about 800⁰⁰

* We're not doing anything at this time too expensive

Oct 17th 2000

1. Waterpump still loses its prime.

2. Front brakes pull to left and still make loud popping noise.

Called Freightliner in Baltimore
10:17:00 spoke with John Blatterberger
& he said to bring it in 7:30 AM Oct. 25th Wed.
then run it on up to ^{Exeter} Summers as soon as
the brake people are done & they'll check
out the waterpump again.

Oct. 17, 2000

2:30 P.M. Tuesday

1-800-458-7071

Called Easy-Care extended warranty co
to see if brakes are covered by the 7 year
contract [redacted] A woman told me
that the contract was NOT in effect and
in fact, it never had been!

I immediately called Rolling Hills RV
& spoke with Joe Dornel in financing.
He doesn't think she is right about that.
He's going to call her, find out what's
going on & get back to me -

He also said that the braking system
should be covered by the factory for at
least 2 years - possibly 3! Whatever
freightliner has to do to it - whatever the
factory doesn't cover - the 7 year contract
should.

[redacted] called at 5:15 PM 10/17/00. He's waiting
to talk to Rep from Easy-Care - but says he'll
supply any info they need & contract should
be good from "original" date of purchase - He'd
let me know for sure. He called next day &
said the brakes are covered for sure (from original date)

dropped off October 24, 2000 AM FREIGHTLINER - ANNAPOLIS Rd
picked up October 25, 2000 AM BALTIMORE 21230

Took camper in town to Frigull's for brake repairs. Mechanic named Jim 410-685-4474 worked on it. He said all the springs & pins on all four wheels were rusted really bad & had never been lubricated (like we were told at Endless Services - they were supposed to have done it the time before last when we had it up there).

He replaced all of those parts & gave us the old pins & springs back. He said it was due to the frame sitting acid in the weather for a long time before it had the coach body put on it.

The bill came to \$630⁷⁴. We paid for it but John at Endless Services contacted the factory & they said they'd reimburse us.

Brakes have never worked this good Rob said!

⑩ 11-1-00

Mailed request for reimbursement to customer service - Monaco Corp. Waukegan, IL
Will take approx 3 weeks

November 5, 1920

Lead Sials - would not come down (or down)
when we first got to campground. After
pushing the porch buttons numerous times,
they finally worked.

Water pump lost its prime a few times

Nov. 18 2000

Rob called - HWH Load Leveler Co & spoke
with a sales rep customer service Rep.

He sent us a new control box 41203

touchpanel 141-81

~~inlet valve~~ 141-81

all NO CHARGE.

777 553 81

We sent our old units back to them
UPS on 11-28-2000. Rob had installed
all the new items & everything seems to be
working fine so far. Rob said it was very
easy to install.

Xmas trip Dec 26, 2000

1. Trans temp gauge ^{doesn't work since brake light} ~~keeps coming on at low idle~~
2. Tach needle starts to jump ^{get away idle} ~~at this time~~
3. Load levelers go back up by themselves over time
4. Low-coolant lite comes on
5. Air pressure doesn't hold at 120 anywhere

December 5th 2000 Fuel leaks at meter
Get tightened things - seems to be ok

December 31st 2000 Lost air - brakes in Kingston, AZ
\$4400 - Had to spend 2 miles at KOB.

JAN. 2, 2001 Short West Service Co (Freightliner) AZ
\$850 - bypassed air brakes so we could
get to Las Vegas Freightliner for filter
repairs

JAN 3rd 2001 Las Vegas Freightliner had filter + did repairs
\$300 - Brakes not holding some air pressure
Something is still wrong - fix it when
we get home to our Freightliner in Bull.

JAN. 5th 2001 Tank jumps intermittently

Load leaders aren't staying down
overnight.

May 11th

The were given a 3 month
extended warranty by the
factory - good until
Oct 17, 2000.

Authorized by Roger Morgan
Consumer Affairs Supervisor



MONACO

May 11, 2000

[REDACTED]
Owings Mills, MD [REDACTED]

RE: [REDACTED]

38CDS Imperial Motorhome

Dear Mr. [REDACTED]

Please accept this letter as confirmation of Monaco Coach Corporation's agreement to provide you with one month copious quantities of goodwill for the above mentioned unit.

In the spirit of consumer satisfaction you have been offered three months of goodwill for repair to your 1998 Imperial Motorhome, unit number 102735, as we deem appropriate and as circumstances dictate under the guidelines of our published limited warranty. This offer of goodwill will be from July 17, 2000 to October 17, 2000 and is made to you exclusively and is not transferable.

Sincerely,

Roger Morgan
Monaco Coach Corporation
Consumer Affairs Supervisor

RM/cw

cc: Bob Harlan, Customer Service Manager
Janae Green Legal and Consumer Affairs Manager
Donn May, Warranty Administrator
Customer File

MONACO COACH CORPORATION

INDIANA DIVISION • 606 Nelson's Parkway • P.O. Box 465 • Wakarusa, IN 46573

Telephone: (219) 862-7211

June Summer
2001

Tach. keeps jinning. Holiday
Rambler sent us a relay to try
& we installed it & it didn't work.

They also sent us a wiring
diagram.

Volt meter doesn't work properly.
Shows a constant charge of 18+.

Alternator has been replaced
several times before.

Left for vacation on Sept. 21, 2002.

Sept 23RD - something was wrong with the air conditioner - (FRONT ENGINE AIR) it kept going off while we were driving down the road. Rob finally wiggled the fuse & it seemed to be ok.

Sept 23RD - Circuit board in the steering wheel has something wrong - when you push "lites" - the "wind shield wipers" come on and when you push wipers - the lites blink.

Took top off of circuit board & moved the butt-splines around - maybe they were squashed. Seemed to work - (for a while)

Sept 25TH - Discovered two small leaks in our fuel tank in Oklahoma. Tried some kind of RV patch - it slowed it down.

No one would work on it for us. We checked 3 or 4 places.

Called Stanley Selva at Monaca in
Waurarusa & she's trying to line up a
fuel tank for us. They have to make
one - special order - & it will take about
a week before they can ship it. We
have patched ours as best we can.
hope it makes it home.

Jack keeps jumping unless you
turn headlights on - then it stops.

Oct. 2, 2002

Wipers came on by themselves
+ horn started blowing while we
were going down highway I-40 on our
way home. We pulled out the fuse
for the wipers but couldn't find
anything for the horn. Took off circuit board
+ it helped a little. ^(IN STEERING WHEEL)

Lost throttle next. Pulled
over + got it working again. Called
Shirley Blue at Monaco in Waukegan.
She's having a new circuit board sent
to us at the Ark. KOA near TN. line.

Oct 3, 2002

9:00am. Waiting for Fed. Ex -

We took steering wheel off - per
Tech's advice - + wrapped tape around
column springs - they said the springs
may be touching metal in the column,
causing something to short out.

3:30 P.M. - Still waiting in
parking lot of KOA for Fed-Ex →

Part of Hurricane Lili headed this way
w/ possible tornadoes - Hurry up Fed-Ex!!
want to leave here as soon as possible.

The parts man, DAN, told us he couldn't
get the exact circuit board that we need, so
he is sending one that he HOPES will work.

4:15 PM - Fed-Ex finally arrived
— Wrong part —! We're filling up w/ fuel
& heading home — as is — 1000 miles
to go.

Coolant lite on dash comes on
& the buzzer goes off every so often
for no reason — we checked coolant level
each time & it's fine.

Oct 5, 2002 20 miles from home — wipers are
acting up again — I pulled the fuse
while Rob was driving.

Throttle is sticking — wide open!
Had to apply air brakes to shut
it down to a normal speed but it
keeps going back up! so dangerous!

Pulled into garage & shut it off -
Running lights will NOT go off!!! Had
to unhook main battery source.

Our horn no longer works at
all. I guess it burned itself
up.

We also have a propane leak
at our big propane tank in rear of
campers. Tried to fix it - but
can't get it to stop - We have shut
off the valve at the tank itself.

Shiley is trying to get a new fuel
tank shipped to us. We'll also need
a new circuit board I believe.



November 11, 2002

[REDACTED]
Owings Hills, MD [REDACTED]

RE: Coach [REDACTED], 1998 Imperial

Dear Mr. & Mrs. [REDACTED]:

We have received the photos you sent to our office on October 8, 2002.

Please accept our sincere apology for any inconvenience you may have experienced. Monaco Coach Corporation is committed to producing quality products and providing the best customer service in the industry. Our goal is to have satisfied customers and we will work diligently with you to achieve this goal.

Per our conversation, it is my understanding that you have scheduled an appointment at Endless Summer RV so they may assist you with the repair of your motorhome. Please have Endless Summer RV contact us for any technical assistance they may require. In addition, as a goodwill gesture and in the spirit of customer satisfaction, I have authorized the necessary parts needed to repair your motorhome. You may have already received the parts by the time you get this letter.

In the meantime, if you have any questions or if we can be of any further assistance, please do not hesitate to contact me, or any member of our customer service group, at 1-877-466-6226.

Sincerely,

Shirley Sylvia
Customer Service Technical Advisor

SS/kms

CC: Michael R. Becker, Customer Service Manager

MONACO COACH CORPORATION

INDIANA DIVISION • 1808 W. Hively Ave. (CR 10) • P.O. Box 4313 • Elkhart, IN 48514-0313

Telephone: 1-877-4-MONACO (1-877-466-6226)



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Company name: <i>Bob</i>	From: <i>Vanessa</i>
Attention:	Date: <i>3/3/02</i>
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- ☐ Urgent ☐ Reply ASAP ☐ Please comment ☐ Please review ☐ For your information

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COMMENTS

*Have a call into Sylvia Shirley
Waiting to hear back from her*

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