



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100182

Date Received

17 PM 12:01
13-SEP-2004

Repository

Reference No.
10081898

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City HIGHLAND State IL Zip Code [REDACTED]

Daytime Telephone Number

[REDACTED]
Evening Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an address or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 10/8/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
4SLB1DP251 [REDACTED]
Make BEAVER Model MONTEREY Model Year 2001
Date Purchased [REDACTED] Dealer's Name and Telephone Number [REDACTED] Engine: No. Cylinders [REDACTED] Fuel Type: Gas
Original Owner Dealer's City [REDACTED] State [REDACTED] Zip Code [REDACTED]
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain REAR WHEEL DRIVE
Vehicle Component Code 030000 SERVICE BRAKES, HYDRAULIC
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 02-SEP-2004 Failure Mileage 28000 Failure Speed [REDACTED]

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: DOTM19ABC036) 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).

RECALL: 02V278000/MONACO/BOSCH BRAKE ASSEMBLIES. CONSUMER HAS A BEAVER MONTEREY MOTOR HOME WHICH IS BEING RECALLED BY THE MANUFACTURER TO REPLACE THE BRAKES. FRONT BRAKES ARE BOSCH WHICH THEY AGREED TO REPLACE, BUT THE REAR BRAKES ARE BENDIX WHICH THEY WANTED TO CHARGE CONSUMER. HOWEVER, THE RECALL STATED THAT THE BRAKES WERE TO BE REMOVED AND REPAIRED, BUT THE DEALER WANTED TO LIMIT THE REPAIR TO THE BOSCH BRAKES ONLY. *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 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.

[REDACTED]
Highland, IL
[REDACTED]

October 8, 2004

**Michael R. Becker
Customer Service Manager
Monaco Coach Corporation
Consumer Affairs Department
1809 W. Hively Ave.
P.O. Box 4313
Elkhart, IN 46517**

Re: Safety Recall – Bosch Brakes

Dear Mr. Becker,

We received your letter of August 18, 2004 concerning the recall of the brakes on our 2001 Beaver Monterey on August 31, 2004 (copy attached). I called the number listed in the letter (877-466-6226) to ask where we should take the coach for repairs and was told to take it to the Truck Centers, Inc. in Troy, IL. We called them and made an appointment and took the coach to them on September 2, 2004.

After the mechanics at the Truck Center inspected the brakes, they found that both the front and rear brakes were in the same condition and in serious need of repair. However, your company refused to pay them for the repairs for the rear brakes. Apparently the rear brakes were not the Bosch Brakes that you were recalling but a different brand. We purchased this coach new in November 2000 and it came with the brakes that are on it now. We don't understand why the coach came from the factory with two different brands of brakes rather than the same on the front and rear. The coach only has 26,348 miles on it and the brakes should not have gone bad.

The coach was at the Truck Center for one month, the repair work was not actually completed until Oct. 1, 2004 and we were required to pay \$648.44 for the repairs on the rear brakes (copy of invoice attached).

We are very dissatisfied with the service that your company provided and with the failure of your company to take responsibility for this problem. When we called the Recall Hotline number 800-685-6545, we were told that we had no recourse and that Monaco would not cover any part of the rear brake problem. The Truck Center later informed us that we would have to pay not only for the repairs to the rear brakes but also the labor for pulling the wheels to check them. Your company told the Truck Center to pull all four wheels and check calipers, and in fact sent four calipers (front and rear Bosch calipers) to them for use in the repair work. The coach should not have been manufactured with different brands of calipers on the front and rear. We should not have had to pay for any of the labor or the repairs for this brake problem. We are hereby requesting reimbursement for \$648.44.

We did notify you of our address change by telephone; however, your letter came to our old address. Please note that our address has changed and correct your records accordingly. Our new address is:

[REDACTED]
Highland, IL [REDACTED]

Phone [REDACTED]

If you need any additional information, please contact us.

Very truly yours,
[REDACTED]

cc: National Highway Traffic Safety Administration



Description of Parts Replaced, if Component, Record Book Name, Model and Serial Number.	Dealer Cost for Non Rechargeable Part	Description of Services Performed	Labor OP #	Time or Flat Rate	Labor Cost

Claim must be Submitted within 90 days after completion of work
Return Claim Form WITH any Rechargeable Part, if Required.

I confirm the performance of the above work and accept it as being satisfactory.

Dealer Signature 07/31/2004	Date 39 02V278000	3524	Servicing Dealer	Customer Signature	Date
LAS VEGAS, NV 89149			48LB1DP2511 011820823008001		



Mercedes Coach Corporation

39 02V278000

RECALL NOTIFICATION
RETURN POSTCARD

If Vehicle was sold/transferred retain this postcard.
 I have moved to this new address:
 I no longer own the vehicle described below. It has been transferred on _____ Date.
 Tel: _____
 Name: _____
 Address: _____
 City, State: _____

I have already had the vehicle inspected and/or repaired at an authorized dealership.
 On _____ 20____ the vehicle identified below was inspected and/or repaired by (Dealer) _____ in (City/State) _____
 Owner Signature: _____
 Date: _____

I was unable to have the Recall Service Performed. On _____ 20____ I took the vehicle identified below to (Dealer) _____ in (City & State) _____ but was unable to have the Recall Service performed because _____

Phone No.: () _____ Owner Signature _____

48LB1DP2511 07/31/2004 39 02V278000 3524

LAS VEGAS, NV

011820823008001

I do not possess the vehicle identified above for the following reason:
 Destroyed/Totalled
 Stolen
 Exported

To the Owner: 39 02V278000 3524

The enclosed letter describes a condition which may exist on your recreational vehicle. Contact an authorized dealer for an appointment to have service performed at no charge to you. Please remove this return postcard and present the remainder of this form intact to the servicing dealer. The dealer will complete the form and notify Mercedes Coach Corporation that your vehicle has been repaired.

Attn: Service Writer

If form is presented with postcard still attached, please remove at the left perforation and provide to owner.

Please give a copy of this completed form to the owner, retain a copy for dealership records, and return original completed form to Mercedes Coach Corporation.

RETURN THIS POSTCARD IF: (Please Print)

- Section 1) You have moved or no longer own the vehicle.
- Section 2) You have already had the vehicle inspected and/or repaired by a dealer as instructed in owner letter.
- Section 3) You were unable to have the Recall Service performed.
- Section 4) The vehicle identified on the postcard has been exported, stolen or destroyed / totalled.



MONACO
COACH CORPORATION

August 18, 2004

VEHICLE SAFETY DEFECT SERVICE BULLETIN

Recall Campaign No. 82V278000

Monaco File # R02175

Re: Safety Recall - Bosch Brakes

Dear Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Monaco Coach Corporation ("Monaco") has decided that a defect which relates to motor vehicle safety exists in certain Class A motorhomes manufactured from April 10, 1998 through September 3, 2002. The affected motorhomes are equipped with the Bosch Zero Offset Pin Slide ("ZOPS") caliper manufactured by Robert Bosch Corporation. The affected Class A motorhomes are:

1998 - 2002 Beaver Contessa
1998 - 2002 Beaver Monterey
1998 - 2002 Beaver Patriot
1998 - 2000 Beaver Patriot Thunder
1998 - 2001 Harney Renegade
2000 - 2003 Holiday Rambler Ambassador
2002 - 2003 Holiday Rambler Neptune
2000 - 2003 Monaco Knight
2002 - 2003 Monaco Cayman
2000 - 2002 Safari Chectah
1998 - 2000 Safari Continental
1998 - 2002 Safari Sahara
~~1998 - 2001 Safari Serengeti~~
1999 - 2002 Safari Zanzibar

According to our information, your motorhome identified on the enclosed form is affected. Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

The Bosch 66 and 73 millimeter ZOPS brake assemblies may exhibit elevated temperatures that can lead to catastrophic deterioration of the wheel end components such as bearings, races, spindles, knuckles, seals, hubs, rotors, patch bolts, calipers, brake pads, and ABS sensors, which could result in loss of proper braking or fire in a wheel area.

Monaco • Holiday Rambler • Safari • Beaver • McKenzie • Royale Coach • Roadmaster
www.monaco-online.com

The symptoms of a thermal event can include a tripped ABS indicator light, pulling of the vehicle to one side or the other, deceleration, a high drag- a condition similar to that of a vehicle struggling to make a grade or to accelerate, or the smell of hot brakes while operating the vehicle. In addition, obvious symptoms would include smoke or fire in a wheel area.

The remedy consists of an inspection and repair/replacement protocol developed by Robert Bosch Corporation. Bosch is supplying Monaco with the part kits to be used in this recall campaign.

The remedy will involve an inspection of the front and rear brake calipers for corrosion and the replacement or rebuilding of the calipers as necessary. The recall repair will be performed at no cost to you. If you paid to have this repair completed prior to receiving this letter, you may be eligible for a reimbursement of a portion or all of your remedy costs.

You may contact your Monaco Coach Corporation dealer to arrange for a service appointment. *If you need assistance in locating a service center to perform this recall, please contact our Customer Service Number 877-466-6226 or the Recall Hotline 800-685-6545.* The instructions for making this correction have been sent to your dealer. At the present time, we anticipate that Bosch will make the parts available to Monaco by mid-August 2004.

The labor time necessary to perform this recall campaign is approximately 1 to 5 hours, depending on the exact repair required after inspection of the calipers. Please ask your dealer if you wish to know how much additional time may be needed to schedule and process your motorhome.

The enclosed Recall Notification Form identifies your motorhome and will serve as an authorization and claim form to have the correction made. Presentation of this form to your dealer will assist in making the necessary correction in the shortest possible time. If you have sold or traded your motorhome, or for any reason cannot have this recall service performed, please let us know by completing the postage paid reply card and returning it to us promptly.

Your Monaco Coach Corporation dealer is best equipped to provide service to ensure your motorhome is corrected as promptly as possible. If, however, you take your motorhome to your dealer on the agreed service date and the dealer does not remedy this condition on that date or within three (3) days, please call our Recall Hotline number (800) 685-6545.

If, after contacting your dealer, and the recall assistance service line, you believe Monaco Coach Corporation has failed or has been unable to remedy the noncompliance without charge or there has been an unreasonable delay in securing the remedy, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590 or call the toll free Auto Safety Hotline at (888) 327-4236.

We apologize for this inconvenience. However, we have taken this action in the interest of your safety and continued satisfaction with your motorhome.

Sincerely,



Michael R. Becker
Customer Service Manager
Monaco Coach Corporation

mb/tt

443131 1

51928 *T*

OPEN ACCOUNT

MONACO COACH CORP.
WARRANTY
1809 W. HIVELEY STREET
ELKHART IN 46517

MONACO COACH CORP.
WARRANTY
1809 W. HIVELEY STREET
ELKHART IN 46517

GET P/O 443131



(877) 466-6226

GO 000/

R/O START DATE: 09/02/04
Unit: [REDACTED] Year: 2001
Serial: 4SLB10P251 [REDACTED]

TAX #
Make/model: MONTEREY
Mileage: 26348 Type: TRK

In Se	Engin
Engin	Cpl/A
Ext E	Trans
Trans	Ext A
F Dri	F Dri
R Dri	R Dri
Ext A	Axle
Steer	Misc
Misc	Misc



Op: 01 04-000-00 ***RECALLS/FIELD SERVICE MODIFICATIONS***

BOSCH BRAKE SAFETY CAMPAIGN

OKAY TO CHECK DATE CODES AS PER NATE AT MONOCO CUST
SUPPORT.

CORRECTIONS

CHECKING UNTI FOR DATE CODES ON BRAKE CALIPERS. REMOVED
PASSENGER SIDE STEER TIRES AND GOT NUMBERS OFF OF THEM
REMOVED DRIVER SIDE STEER TIRE AND CHECKED ALL ROTORS
(217/426)

CHECKED ON PARTS -NOT HERE YET [426].
INSPECTED FRONT CALIPERS AND FOUND THEM RUSTED AT
PISTONS, R/R STEER AXLE CALIPERS. REINSPECTED FRONT
BRAKING SYSTEMS OPERATING PER SPEC.

*Warranty Copy
for customer*

TRUCK CENTERS INC.

2280 FORDOSA RD

TROY, IL

1800-669-3434

to : MON SEP 13 2004

STOMER: [REDACTED]

HIGHLAND, IL
(800) 888-8888

VEHICLE: N/A

VIN# / SERIAL# [REDACTED]

LICENSE # [REDACTED]

UNIT# [REDACTED]

MILEAGE: [REDACTED]

26348

REMARKS:

ALIGNMENT RESULTS - TRUCK/BUS		
MEASUREMENT	INITIAL	FINAL
LF CAMBER	+ 3/8 °	+ 1/2 °
LF CASTER	+4 1/2 °	+4 1/2 °
LF KPI-SAI	+5 1/4 °	+5 1/4 °
RF CAMBER	0 °	0 °
RF CASTER	+5 5/8 °	+5 5/8 °
RF KPI-SAI	+4 °	+4 °
TOTAL TOE	- 7/32	+ 1/16"
AXLE 1 ERROR	- 1/32"	0 °

The diagram shows a top-down view of a truck chassis. It features a front axle and a rear axle. Arrows point inward from the front axle towards the centerline, indicating toe-in. The rear axle also has inward-pointing arrows. The text 'CYL' is written above the front axle area.

THIS ALIGNMENT WAS PERFORMED USING

BEELINE EQUIPMENT

TRUCK CENTERS INC.

2280 FORMOSA RD

TROY, IL

1800-669-3454

DATE: MON SEP 13 2004

OWNER:

HIGHLAND, IL
(###) ###-####

VEHICLE: N/A

VIN# / SERIAL#:

LICENSE #:

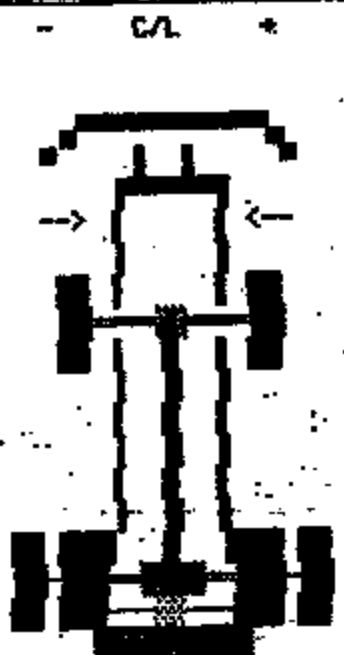
MILEAGE:

UNIT:

26346

REMARKS:

ALIGNMENT RESULTS - TRUCK/BUS		
MEASUREMENT	INITIAL	FINAL
LF CAMBER	+ 3/8 °	+ 1/2 °
LF CASTER	+4 1/2 °	+4 1/2 °
LF KPI-SAI	+5 1/4 °	+5 1/4 °
RF CAMBER	0 °	0 °
RF CASTER	+5 5/8 °	+5 5/8 °
RF KPI-SAI	+4 °	+4 °
TOTAL TOE	- 7/32 °	+ 1/16 °
AXLE 1 ERROR	- 1/32 °	0 °



THIS ALIGNMENT WAS PERFORMED USING

BEELINE EQUIPMENT

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).