



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 100222

Date Received

5:02
28-SEP-2004

Repository

Reference No.
10094544

OWNER INFORMATION (Type or Print)

Name: [REDACTED] Telephone Number: [REDACTED] E-mail Address: [REDACTED]
Address: [REDACTED]
City: WINDHAM State: ME Zip Code: [REDACTED] Evening Telephone Number: [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of a signature, your name or address to the vehicle manufacturer.
Signature of Owner: [REDACTED] Date: 10/18/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1RF120310Y2 [REDACTED] Make: MONACO Model: AMBASSADOR Model Year: 2000
Date Purchased: 11/2001 Dealer's Name and Telephone Number: MOTOR HOME CENTER Engine: No: Cylinders: Fuel Type: Diesel
Original Owner: Dealer's City: AUBURN State: ME Zip Code: 04200
Transmission Type: AUTOMATIC Antilock Brakes Cruise Control Powertrain: REAR WHEEL DRIVE Vehicle Component Code: 046000 SERVICE BRAKES, AIR:ANTILOCK Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 11-AUG-2004 Failure Mileage: 23000 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 P215/66R16): [REDACTED]
DOT No. (Example: DOTM1ALBABC038): [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).

AFTER TAKING THE VEHICLE TO DEALER FOR SERVICE BECAUSE BRAKES WERE GETTING EXTREMELY HOT WHEN DEPRESSING THEM CONSUMER WAS TOLD THERE WAS NO PROBLEM WITH THE ABS. HOWEVER, THERE WAS A CHARGE FOR DIAGNOSTICS. THE BRAKES WOULD GET VERY HOT WHEN DRIVING. CALIPERS AND THE COMPUTER WERE REPLACED. LATER, RECALL 02V278000 WAS RECEIVED CONCERNING ABS BRAKE FAILURE. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-502) 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.

September 15, 2004

Freightliner of Maine, Inc
Attn: Tim Caldwell, General Manager
10 Terminal St
Westbrook ME 04092

Dear Mr. Caldwell,

I am writing about my displeasure with the way a recent repair on my 2000 Holiday Rambler Motor Home was handled.

I brought the motor home to you for the second time with an ABS/brake problem which I explained was still under warranty. The vehicle was delivered to you on the morning of 8/11 (with the understanding that I needed the motor home back no later than the 23rd) after several phone calls and visits to your shop it was completed on 8/24/04. I received a call at approximately 4:45 on 8/24/04 from Gary asking for a credit card number as Monaco would only pay a portion of the bill and that I would be responsible for the diagnostic expense. I told him I would be right down to discuss and pick up the motor home. After a conversation with my wife, she called and spoke with Dick Fortin and he abruptly told her "that motor home is not going anywhere until this bill is paid". After more discussion he stated that the diagnostic expense was prompted by Meritor Wabco and that once they discovered the Borsch brake was contaminating their ABS they wiped their hands of any liability. At that point someone at Freightliner determined the liability was ours without ever contacting Borsch or us as we were under the impression this was a warranty repair. What about contacting the customer when you know they might be subjected to some unplanned expense. Also, I understand from Monaco Coach that you were informed of a recall on this brake on 8/12. However, the diagnostic work continued after that date thus running up the charges. Terrible, terrible customer service!

As soon as my wife finished her phone call with Mr. Fortin we left Windham (15-20 min away) to only find when we reached your shop that no Manager was available and the only person we could talk with was a mechanic. He could only tell us that we couldn't have the motor home until we signed the charge to our credit card in the amount of \$1,047.22 we couldn't get any satisfaction or assistance. We had no alternative but to sign the charge.

I request you resolve this matter with Borsch and credit my credit card account in the amount of \$1,047.22 at your earliest convenience.

Sincerely,


cc. MOTORHOME CENTER
MONACO COACH CORP

October 12, 2004

Dan Berry
Monaco Coach Corporation
P O Box 4313
Elkhart IN 46514-0313

Dear Mr. Berry

Thank you for your letter dated October 6, 2004. I am enclosing a copy of the invoice from Freightliner of Maine, Inc. dated August 24, 2004 (Arrival Date: August 11, 2004) outlining the diagnostic work completed by them on our Holiday Rambler Motorhome.

We purchased our Holiday Rambler Motorhome in November, 2001. We went on our first trip shortly thereafter and experienced rear wheel issues within the first 250 miles from home. We returned back to Maine. I contacted The Motorhome Center of Auburn Maine. They were unable to do the work so they referred me to Freightliner of Maine (Auburn).

Again in August 2003 we experienced the same wheel issues, only now on the front wheel. Again, I had to return home and The Motorhome Center of Auburn Maine referred me to Freightliner of Maine (Westbrook).

The most recent trip we took (July 2004) we once again experienced wheel issues on the front wheel. We returned home on July 7, 2004. I contacted The Motorhome Center of Auburn Maine to let them know that I had these issues again (third time) and that I would not be home to deliver the motorhome for repairs until the beginning of August.

I checked our answering machine and I did not have any messages from The Motorhome Center of Auburn Maine, instructing me to do anything different than what I had originally agreed to do in our phone conversation - which was to deliver our motorhome to Freightliner of Maine (Westbrook) for repair. So upon our return in August, I contacted Freightliner of Maine (Westbrook) and dropped our motorhome off for repair on August 11, 2004.

On August 11 and 12, 2004, Freightliner of Maine completed diagnostic work as per the attached invoice.

On August 23, 2004, I received notification by mail from Monaco Coach Corporation informing me of a recall on the motorhome for brake caliper issues. On the same day, I delivered the recall letter to Freightliner of Maine.

I faithfully notified The Motorhome Center of Auburn Maine each time I had a problem with the motorhome. As you can see from the dates outlined above, I had every expectation that I was to deliver the motorhome for repairs to Freightliner of Maine and that the repairs would be taken care of, as this was the third time I had the same problem (just with different wheels on the motorhome).

If you are in need of the additional invoices for the previous two repairs, please let me know and I will request these from The Motorhome Center of Auburn, Maine.

I am pleased to notify you that the repairs outlined in the recall appear to have corrected the problem, as our most recent trip was without incident. I appreciate your letter and look forward to your review and amicable response to my request to be reimbursed for this charge from Freightliner of Maine (Westbrook).

Sincerely,



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).