



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 1220

Date Received

18-NOV-2004

Repository ☐

Reference No.
10101047

OWNER INFORMATION (Type or Print)

Name

Address

City

ALVIN

State

TX

Zip Code

Daytime Telephone Number

Evening 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 authorized signature, NHTSA will not provide your name or address to the vehicle manufacturer.

☐ YES

☒ NO

Signature of Owner

Date 11/24/04

VEHICLE INFORMATION

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

1RF62445831

Make

MONACO

Model

HOLIDAY RAMBLER IM

Model Year

2003

Date Purchased

9-19-2003

Dealer's Name and Telephone Number

Holiday World of Houston 281-371-7200

Original Owner

☒

Dealer's City

Katy

State

TX

Zip Code

77494

Engine: Cummins

No: Cylinders 6

Fuel Type:

Diesel

Transmission Type

ALLISON

6 Speed

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

036000 SERVICE BRAKES, HYDRAULIC: ANTILOCK

Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

23-SEP-2003

Failure Mileage

6,298

Failure Speed

55 MPH

BRAKES - SEE ATTACHED

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: DOTM1A9BCD3B)

☐ 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

None

Number of Deaths

None

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).

CONSUMER RECEIVED RECALL 02V278000 CONCERNING BRAKES. TOOK THE VEHICLE TO DEALER FOR REPAIRS. HOWEVER, HE WAS STILL EXPERIENCING THE PROBLEM. THIS WAS THE THIRD TIME. CONSUMER HAD GONE THROUGH THE LEMON LAW PROCEDURES. ALSO, THE BRAKE WILL SEIZE, START TO SMOKE, AND SMELL. THE ABS LIGHT ILLUMINATED ON THE DASHBOARD. BRAKES WILL SQUEAL UPON TAKING OFF, AND THEY WERE IN A STUCK POSITION. *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 responses, 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)

I purchased this Coach new on September 19, 2003 from Holiday World of Houston with 2,602 miles on it at delivery. Every repair has been done by the selling dealer who is an Authorized Sales/Service Center for Monaco Coach Corporation and Holiday Rambler.

Attached please find all repair orders with all of the brake jobs marked and tagged.

My coach has suffered two (2) complete brake failures and currently is scheduled to go back into the shop for repairs on December 8, 2004 because it is having the same brake problems again. The ABS light is illuminated, brakes are dragging and squealing on start up, smell like burning brake material and smokes. This is after having the Bosch brake recall performed in August 2004.

The first twelve (12) months of ownership, the coach has been in the shop 123 days.

The brakes have failed twice and are failing a third time. My wife and family members do not feel safe in this vehicle and we are not able to trust it for any trips.

Please let me know what other information we can provide to facilitate this matter.

EXISTING PROBLEMS LOG
(photocopy if you need additional pages)

Description of problem that <u>CONTINUES TO EXIST</u> : list only one problem in this box	Repair Visits	Date In	Date Out	Mileage	
Catastrophic brake failure, ABS light comes on, brakes dragging, burning smell, volumes of smoke coming from the undercarriage. Hard to stop. Squealing and warning beeps	1 st visit	9-23-03	9-27-03	3103	#2
	2 nd visit	3-12-04	3-26-04	4627	#4
	3 rd visit	7-28-04	10-19-04	5816	#5 #2
	4 th visit				#2
Description of problem that <u>CONTINUES TO EXIST</u> : list only one problem in this box	Repair Visits	Date In	Date Out	Mileage	
Water leak in toilet area and rear slide-out. Carpet damage and wood floor damage. Mold under carpet, in walls of coach, in floor of coach	1 st visit	9-23-03	9-27-03	3103	#2
	2 nd visit	11-5-03	11-20-03	3932	#8
	3 rd visit	7-28-04	10-19-04	5816	#3 #7
	4 th visit				
Description of problem that <u>CONTINUES TO EXIST</u> : list only one problem in this box	Repair Visits	Date In	Date Out	Mileage	
Fuel gauge does not work properly	1 st visit	9-23-03	9-27-03	3103	#13
	2 nd visit	11-5-03	11-20-03	3932	#13
	3 rd visit	7-28-04	10-19-04	5816	#14
	4 th visit				
Description of problem that <u>CONTINUES TO EXIST</u> : list only one problem in this box	Repair Visits	Date In	Date Out	Mileage	
Entry Door rattles & leaks, and wind noise in cab area	1 st visit	9-23-03	9-27-03	3103	#7
	2 nd visit	11-5-03	11-20-03	3932	#10
	3 rd visit	1-5-04	1-10-04	4289	#8
	4 th visit	7-28-04	10-19-04	5816	#11

[REDACTED]
Alvin, Texas
[REDACTED] (w)
[REDACTED] (h)

September 3, 2004

Certified Mail RRR No. [REDACTED]
Monaco Coach Corporation
91320 Coburg Industrial Way
Coburg, Oregon 97408

TO WHOM IT MAY CONCERN:

I am writing to notify you of the problems I am experiencing with my 2003 Holiday Rambler Ambassador VIN No. 1RF6244593 [REDACTED] and to request that you correct these problem within thirty (30) days of your receipt of this letter.

I purchased my vehicle from Holiday World of Houston at 28909 Katy Freeway, Katy, Texas 77474 on or about September 19, 2003. The day I took delivery the problems started with the dash air going out completely. Although that issue was repaired, many have not been repaired to this day. The major event was a catastrophic brake failure which occurred on March 12, 2004. The ABS light came on, brakes were dragging, terrible smell like something burning and tremendous amounts of smoke coming out from under the coach and it would just barely stop on a flat road. Luckily no fire occurred. After a lengthy stay at the dealer and after being assured everything was replaced and checked out completely, I picked up the coach. As you can tell from the mileage we accrued from the March 12, 2004 catastrophic brake failure until July 28, 2004 catastrophic brake failure, we put very few miles on the coach primarily because my family felt very unsafe and unsure of the safety of the vehicle.

Then on July 28, 2004 with less than 1,189 miles since the complete repair and safety check, another catastrophic brake failure. ABS light come on, brakes dragging, burning smell and volumes of smoke coming out from under the vehicle. My wife was scared to tears and will not enter the coach or allow our children to enter the coach for any trip. I purchased this vehicle to allow my wife and I to enjoy some time together and now I have ended up with a vehicle that has had not one but two complete brake failures and now a third repair for a recall on the brake system. I have owned over 40 vehicles in my life time and this is the only one that has had a brake failure, much less two.

The dealer has now had my vehicle for 5 weeks for this repair and has done another complete and thorough repair of the brakes. I do not know about all the related components that have been superheated by not one but two complete brake failures. All the wheels, bearings, spindles, steering components, axles, transmission, engine, etc. were so hot they changed colors and burned the hand of the service writer that touched the wheel cover, have to be affected.

Monaco Coach Corporation
September 3, 2004
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Now the dealer informs me they have a recall from the factory that covers our coach and the dealer assures me, once again, that everything is completely and thoroughly repaired and checked.

I do not want to have my family in this 24,000 pound vehicle when the third catastrophic brake failure occurs on a mountain in Colorado. We were planning on going on many trips in the mountains this fall, but how can we trust the vehicle? The brake failures have both occurred driving around the south Texas area where the tallest thing is a freeway overpass.

We also have had leaks in the rear slide-out that started on our first visit to the dealer and now there is mold in the carpet, in flooring, in the walls and who knows where else. This is our bedroom and where we sleep, it cannot be safe with mold in all of these areas.

I took my vehicle back to the dealer for repairs on July 28, 2004 but, to date, the dealer has been unable to correct the problems. Attached are copies of the repair orders which document the dealership's attempt to repair my vehicle.

These problems substantially impair the use and value of my vehicle and creates a serious safety hazard. Therefore, if you and/or your dealer are unable to correct this problem, I will expect you to **REPLACE** the vehicle pursuant to Chapter 2301, Subchapter M of the Texas Occupations Code Annotated.

Please contact me on receipt of this letter at the above address or telephone number to arrange a mutually convenient date and time for you to have an opportunity to inspect my vehicle and make any necessary repairs.

Sincerely,



Enclosures

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).