

U.S. Department
of TransportationNational 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

Date Received

 Od or _____
 r_d _____
 od_r _____
 up_tr _____

205 1-205 FEB 12 38 1: 08

Reference No.

10113767

OWNER INFORMATION (Type or Print)

Name KING

Apt. No.

City BREMENState GA
 Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
 In the absence of an authorization, NHTSA will NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 1/30/05

PRODUCT INFORMATION

Vehicle Identification No. (VIN.) (Located at bottom of
windshield on driver's side)1RF5134

Make

Holiday Rambler
Neptune

Model

36 PBD

Year

2002

Purchased Date

10-30-02

Dealer's Name

BANKSTON MOTOR HOMES

Dealer's City

HUNTSVILLE

State

AL

Zip Code

35815Engine Size 138
(Gross) 275No. Cylinders 6
☐ Turbo
☒ Diesel
☐ Gas
☐ Fuel Injection
Manufacture Date
(on driver's door or pillar)05/2002

Transmission Type

☐ Manual
☒ Automatic

Restraint System

☐ Driver's Air Bag ☐ Motorbelt
☐ Passenger's Air Bag ☐ 2-Point Belt
☒ 3-Point Belt

Cruise Control

☒ Yes
☐ No

Drivetrain

☐ Front
☒ Rear
☐ 4-Wheel

Vehicle Type

☐ Car ☐ Sport Utility
☐ Van ☐ Truck
☐ Minivan ☐ Motorcycle
☒ Other MOTOR HOME

Body Style

☐ 2-Door ☐ 4-Door
☐ Stationwagon
☐ Pick Up Truck
☒ Other CLASS A

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s)

ELECTRICAL SYSTEM

Location

☐ Left ☐ Right
☐ Front ☐ Rear

Failed Part(s)

☐ Original
☐ Replacement

Handicap Adaptive Equip

☐ Yes
☐ No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand

Tire Name

Complete Tire Size

DOT No.

No. of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

Vehicle Speed at Failure(s)

Failed Part(s)
Available?
☐ Yes ☐ No
NHTSA Previously
Contacted?
☐ Yes ☐ No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash

☐ Yes ☐ No

Fire

☐ Yes ☐ No

Number of Persons Injured

Number of Fatalities

Reported to Manufacturer

☐ Yes ☐ No

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

SEE ATTACHED LIST

Continued on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If 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.

Mail postage free or fax to 202-368-7882

In our opinion, a faulty Electrical System could have resulted in several of the following problems with our coach.

1. Torque Converter malfunction
2. Turbo Boost malfunction
3. Cruise Control malfunction
4. Improper Shifting in the Engine
5. Headlights working improperly
6. Windshield Wipers working improperly
7. Back-up Camera working poorly
8. Several blown lights (ex: indicator light on L/P tank, side marker light, indicator light for heater in wet bay)
9. Burning Smell possibly resulting from wiring problems

We also feel that inferior quality Hoses and Belts have been used on our coach, since several have already had to be replaced within a 2 year period.

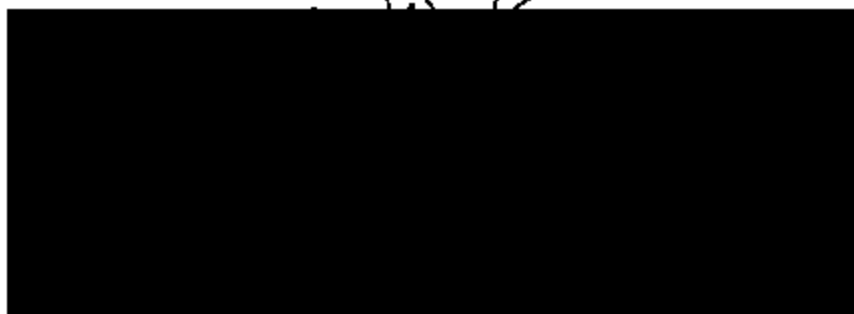
The Fuel Gauge is faulty, and the Low Fuel Indicator Light was never even connected to begin with.

Two (2) Recalls have already been done on our coach, one for Defective I-Beams and Panard Bar Bracket, and the second for Defective Bosch Brakes. Please note: The repairs to the Brakes

were done without using new parts – this resulted from Monaco limiting what they would pay for labor and/or the parts they would provide for the Recall work.

In a 2 year period our coach has been in the shop a total of 94 days for Repair work. With the Recall Repairs, there was 2 1/2 months between the notification of the recall and the repairs being completed the first time. Then with the second Recall it was almost 2 months between the notification and the repairs being completed. That's over 7 months total that we have been unable or afraid because of safety issues, to use our coach. At this point, we feel we are completely justified in asking Monaco to Repurchase our coach from us at this time.

Unhappy Consumers,





P.S. The Coach only has 23,962 miles and the repairs started one (1) week after we purchased the coach.