



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

FOR AGENCY USE ONLY 252

Date Received
18 MAR 2005
2005 APR 28 AM 3:21

Repository
Reference No.
10115436

OWNER INFORMATION (Type or Print)

Name [Redacted]
Address [Redacted]
City BELLA VISTA State AR Zip Code [Redacted]

Daytime Telephone Number [Redacted]
Evening Telephone Number [Redacted]
E-mail Address [Redacted]

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 [Redacted] Date 04/15/2005

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
[Redacted] 180F96K2X [Redacted]
Make WESTERN Model ALPINE COACH Model Year 2000
Date Purchased 06/2000 Dealer's Name and Telephone Number CASEY'S RECREATIONAL SALES
Engine: No. Cylinders 8 Fuel Type: Diesel
Original Owner Dealer's City DENVER State CO Zip Code [Redacted]
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain Allison MD3060
Vehicle Component Code Q38000 SERVICE BRAKES, HYDRAULIC; ANTILOCK
Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 18-MAR-2005 Failure Mileage 32000 Failure Speed >30
DASH BRAKE CALIPERS, ABS SENSORS, ROTORS, SEALS, CARKITS

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: DOTM1A9ABC038) 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 0 Number of Deaths 0 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).

DRIVER NOTICED THAT THE TRAILER STARTED DRIVING ERRATICALLY WHILE ACCELERATING DOWN A HILL. DRIVER APPLIED THE BRAKES AND THE PEDAL WENT TO THE FLOOR. DRIVER WAS ABLE TO SLOW DOWN THE TRAILER BY DUMPING THE BRAKES THREE TIMES, AND DRIVER WAS ABLE TO MAINTAIN CONTROL OF THE TRAILER, AND PULLED OVER TO THE SHOULDER. DRIVER TOOK VEHICLE TO THE DEALER, AND MECHANIC MAINTAINED THAT THE PROBLEM COULD NOT BE DUPLICATED. DRIVER INFORMED THE MECHANIC THAT THIS PROBLEM OCCURRED MORE THAN ONCE AND HAD NOT BEEN RESOLVED. *AK

TRANSMISSION
and receipt of Road Test, Fixed

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.



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INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 252

Date Received

Repository

18-096-2005

Reference No.
10115430

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: BELLA VISTA State: AR Zip Code: [Redacted]

Daytime Telephone Number

[Redacted]

Evening Telephone Number

[Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of [Redacted] address to the vehicle manufacturer. YES NO
Signature of Owner: [Redacted] Date: 11/15/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number (lasted of 17 digits of which last 8 on driver's side): [Redacted] 180F95KJ [Redacted]
Model: WESTERN Model: ALPINE COACH Model Year: 2000
Date Purchased: 06/2000 Dealer's Name and Telephone Number: [Redacted] Dealer's City: Denver State: CO Zip Code: [Redacted] Engine: No. Cylinders: 8 Fuel Type: Diesel
Transmission Type: AUTOMATIC Antilock Brakes Cruise Control Powertrain: Allison M2306d Vehicle Component Code: 03000 SERVICE BRAKES, HYDRAULIC-ANTLOCK Multiple Failures: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Details: 18-096-2005 09/2005 Failure Mileage: 33000 Failure Speed: 230
2nd Brake Calipers, ABS sensors, 2 tires, Sags, Creaks

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R16): [Redacted]
DOT No. (Example: DDYMAJGABR0000) 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 accident, collision, crash, and incident.)

Crash Yes No Fire Yes No Number of Persons Injured: 0 Number of Deaths: 0 Reported to Police: N

Narrative Description of Incident(s), Crash(es), and Injury(es). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure (e.g. parts repaired or replaced) (omit if not available).

DRIVER NOTICED THAT THE TRAILER STARTED DRIVING ERANTICALLY WHILE ACCELERATING DOWN A HILL. DRIVER APPLIED THE BRAKES AND THE PEDAL WENT TO THE FLOOR. DRIVER WAS ABLE TO SLOW DOWN THE TRAILER, RELEASE THE BRAKES THREE TIMES, AND DRIVER WAS ABLE TO MAINTAIN CONTROL OF THE TRAILER, AND PULLED OVER TO THE SHOULDER. DRIVER TOOK VEHICLE TO THE DEALER AND ASSISTANTS INFORMED THAT THE PROBLEM COULD NOT BE DUPLICATED. DRIVER RECEIVED THE MESSAGE THAT THIS PROBLEM OCCURRED MORE THAN ONCE AND THAT IT HAD NOT BEEN RESOLVED. "HE

Transmission and Driveshaft at Road that Problem

Include, if available, Police/DMV Department Report, Photos, and Repair Invoices. ATTACH ADDITIONAL SHEETS IF NECESSARY
The Privacy Act of 1974 (Public Law 93-502) This information is reported 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]
Bella Vista, AR [REDACTED]

April 15, 2005

Reference: Your Letter of November 10, 2004 CSAR 1055 Defective Brake Systems on Alpine Coach
VIN Number 18XF4EK2 [REDACTED]

FAX: (509) 457-8184

CERTIFIED MAIL

Mr. Doyle
President
Western Recreational Vehicle, Inc.
P.O. Box 9547
Yakima, WA. 98909-0547

Mr. Glazier
Vice President, Customer Service and Quality Assurance
Western Recreational Vehicle, Inc.
P. O. Box 9547
Yakima, WA. 98909-0547

Subject: Repairs to my 2000 Alpine Coach Limited, VIN Number 74174

This letter is in response to the following occurrences, actions and telecommunications:

October 18, 2004 - Brakes Failed

1. No brakes had to down shift to 1st gear and use exhaust brakes to coast to a stop.
2. ABS dash light flashing.
3. Fluid visible on both sides of coach behind front wheels.
3. Inspected front brakes: Extremely hot, ABS sensors melted and hanging, Removed front wheel caps, Oil reservoir caps blown out and all oil gone.
4. Waited 3 hrs for brakes to cool
5. Continued to drive in low gears with approximately 1/3 brake functionality
6. Brakes gradually returned to an operational condition which allowed me to reach my destination.

November 22, 2004 - WRV Letter 10 Nov 2004 CSAR 1055

Defect on 2000 coaches' equipped with Bosch Zero Offset Pin Slide (ZOPS) Disc Brake Calipers. Calipers may hang in partial apply position, overheat and cause damage to brakes parts.

January 26, 2005 - McGaugh RV Mr. Koltman

Discussed brake defect notification letter. Advised to contact WRV and notify them of the failure prior to inspection and repair.

January 27, 2005 - WRV Technical Service Representative

Talked to Rex. Will repair brake calipers but Bosch is responsible for ABS, however they were not able to give me the info to contact Bosch. Suggested I talk to Mr. Kamppi.

January 27, 2005 - Service Manager Mr. Kamppi

Mr. Kamppi called me at 6:30PM and said he would mail me the ABS sensors and make arrangements for the caliper parts to be sent to me. They would call McGaugh RV at my request to arrange for caliper parts to be sent for repair. Received ABS sensors, however only two were sent instead of four.

March 15, 2005 - McGaugh RV, Brake Inspection. I was advised not to drive my coach any more than necessary due to the extent of the damage.

April 15, 2005

Why is this an issue now?

4. WRV was also unresponsive in notifying vehicle owners in a reasonable time.

March 29, 2005 - McGaugh RV

Called to obtain a list of the parts required to repair my coach to an as new condition due to the failure of the defective parts and the cost to do the repairs.

April 01, 2005 - McGaugh RV

WRV has sent parts but not all the parts. McGaugh RV has been trying to contact WRV to rectify. However, they have not responded.

April 04, 2005 - McGaugh RV

Total cost of parts damaged as a result of this recall. Costs of parts and labor, includes rotors, seals, gaskets and sensor's (of which I have two) is \$1925.00. This does not include the recalled parts, or expenses incurred while the coach is being repaired.

April 13, 2005 - NHTSA

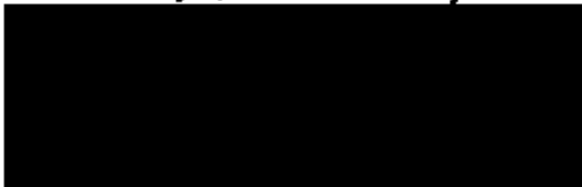
Received Vehicle Owner's Questionnaire Form O.M.B. No. 2127-0008. Filled out the required information and am enclosing a copy.

I have an appointment with McGaugh RV on April 25, 2005 to make all required repairs to my coach. I am concerned about having to drive my coach approximately 50 miles to McGaugh RV in this condition. However, I have no choice. I am certain this must be of concern to you!

I understand this is a vendor product and you are unhappy with it. You can be certain I am unhappy and my only recourse for correction is to you. Sir, it is not and I quote you "Sort of one of those things". I feel it is important you understand and appreciate that I love this coach and have been very happy with it. This is my home! It happens to be a home on wheels but none the less it is my home. You manufacture and sell this product full well knowing it is used as such. I expect you as the producer of such a product to understand and stand by it. I ask for nothing more than the restoration of my home to a functional, safe operational condition. PLEASE! Take this opportunity to accept your responsibility and authorize all the parts (recalled and damaged) and payment for repairs, to be provided to myself or McGaugh RV.

I look forward to a prompt and favorable response!

Thank you,



[Redacted]
Bella Vista, AR [Redacted]

(479) 381-5844 Fax (479) 876-8187

cc:

1. NHTSA
Mr. Michael J. Jordan
Safety Defects Program Assistant,
Correspondence Research Division,
Office of Defects Investigations
(202) 493-0576

2. Tom C. Morris III
Attorney At Law

Enc:

Vehicle Owner's Questionnaire Form O.M.B NO. 2127-0008