



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

FOR AGENCY USE ONLY

Date Received

Od, or

Pl, dl

od, rl

up, lr

Reference No.

2005 MAR 25 AM 7:21

10115850

OWNER INFORMATION (Type or Print)

Name

Street

Exp. No.

City

State

Daytime Telephone Number

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 3/23/2005

PRODUCT INFORMATION

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

Make

Model

Year

1 R F 4 2 4 6 4 5 4 2

Diplomat

40 P O G

2004

Purchased Date
3-20-2004

Dealer's Name

Bankston Motor Home Incorporated

Dealer's City Hwy 31 N. Box 210367

Montgomery

Engine Size
(CID/GCC)☒ Turbo
Diesel☐ Gas☐ Fuel Injection

No. Cylinders

Manufacture Date
(on driver's door or pillar)

Transmission Type

Restraint System

Cruise Control

Drivetrain

Vehicle Type

Body Style

Dec-2003

☐ Manual
☒ Automatic☐ Driver's Side Air Bag
☐ Passenger's Side Air Bag
☐ 2-Point Belt
☐ 3-Point Belt☒ Yes
☐ No☐ Front
☒ Rear
☐ 4-wheel☐ Car
☐ Sport Utility
☐ Van
☐ Truck
☐ Minivan
☐ Motorcycle
☐ Other (Specify)☐ 2-Door
☐ 4-Door
☐ Station Wagon
☐ Pick Up Truck
☒ Other (Specify)

Re: Letter

FAILED COMPONENT(S)/PART(S) INFORMATION

4-5 Miles

Part Name(s)

Date March 07-2005

Location

Front

Failed Part(s)

Handicap Adaptive Equip

See Attachments two pages

☐ Left
☐ Front
☒ Right
☐ Rear☐ Original
☒ Replacement☐ 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

Fire

Number of Persons Injured

Number of Fatalities

Reported to Manufacturer

☐ Yes ☐ No☐ Yes ☐ No☐ Yes ☐ No

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

N/A

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 202-366-7882

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

I was told the front roadside slide could be repaired numerous times by Monco personnel. To date, the roadside slide structure is unstable. The slide is off center and person can put there hand in bottom opening to the side. There-for the slide rides to high and causes a loud wind noise, a person is unable to hear the traffic, very distracting for the driver. Also, turning a corner fear of the slide falling out causing an accident. Captain driver seat is leaning a part at the pedestal.

When applying the brakes (right rear) smoke bellows out around the wheel. This Motor Home G.C.W.B. is approximately 39,300 pounds. Reasons above are why this unit is not safe to be on highway.

I have hire Attorney: Longshore, Buck & Longshore, PC Longshore Building, 2009 Second Avenue North, Birmingham, Alabama 35203 Phone #1-205-252-7461 Name Attorney: W.L. (Billy) Longshore, III

Motor Home location at Maxwell, A.F.B. Montgomery, Alabama. Attach additional sheets if necessary
Fam-Camp Site #31

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

Complete and return or place in your car manual for future use

VEHICLE OWNER'S QUESTIONNAIRE (VQQ)

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration

www.nhtsa.dot.gov/hotline

[REDACTED]
Huntsville, Alabama [REDACTED]

March 7, 2005

Cell Phone: [REDACTED]

Fax Number: [REDACTED]

Monaco Coach Corporation
Attention: President John NePute
91320 Coburg, Industrial Way
Coburg, Oregon 97408-9305
Phone: 1-800-634-0855
Fax Number: 1-541-681-8030

RE: Diplomat (40PDQ) 2004 Serial Number: 040119714083400143774.

President John NePute:

On March 20, 2004 I purchased a Diplomat at Bankston Motor Home Incorporated Montgomery. 1 Donald Levesque have made many attempts to have my Coach repaired at your warranty service centers. Bankston Motor Homes, Huntsville, Alabama, dates: May/June 2004: Elkhart, Indiana August 16, 2004 thru August 25, 2004: Elkhart, Indiana October 25, 2004 thru November 04, 2004: Panama City, Florida January 05, 2005: Wildwood, Florida February 01, 2005 February 21, 2005: Bankston in Montgomery, Alabama February 23, 2005 service manager remarked "the workmanship was done poor". The slide was not in properly. The slide was off center and strips were not lined up properly. Also, it rides to high that was why we had a wind problem and noted the gap under the window allowing water to come in to Coach. There-fore, I have contacted "Auto Safety Hotline this Coach is not safe to be on the Highways.

On several different occasions at service centers from Mr. Bankston, where the problems were first noted to date. I was told the front slide could be repaired? None of the repairman or technicians at any service center could repair the problems. The design engineering liaison (Mr. Larry Kirschbaum) was called in on this problem date August 25, 2004 works at Wakarusa, Indiana, could not come up with a solution. There-fore, the problem remains unsolved. But, now the front roadside slide is destroyed beyond repair.

Unfortunately your product and service has not performed well at service center warranty department. Plus other defects made by the factory when the Motor Home was manufactured. I have a LEMON I am very disappointed because all the problems and work done by your Warranty (Service Centers that was performed by your repairman. Who worked on my Motor Home (they destroyed). None of the services was performed correctly, to my satisfaction.

To resolve this problem now, I would appreciate a full refund of all money plus aggravation and Attorney fee or a new replacement Coach.

I look forward to your reply and resolution to my problems, and will wait until March 14, 2005 before seeking further help from an Attorney.

Please, contact me at the above Fax Number, Phone Number, Address: Thank-you for your time and consideration in this matter.

Sincerely,
[REDACTED]

cc: Fax: Mr. Shawn James, Elkhart, Indiana: See attachments: On going problems:
Monaco: Mr. Shawn James 1-800-420-1168

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Fax Cover Sheet Number of pages 5 (including cover page)

Date: March 24, 2005

to: U.S. Department of transportation
National Highway traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590

Fax: 1-202-366-7882

From

Huntsville, Alabama

Phone:

Jimenez, Alberto

From: Evans, Peggy
Sent: Thursday, March 24, 2005 2:04 PM
To: Jimenez, Alberto
Cc: White, Rowland
Subject: fyl-complaint

Good Afternoon, Al

consumer contacted the hotline to inform us that she had faxed over a complaint to your office over an 1 hour ago. the name of the individual that faxed the complaint is [REDACTED] The complaintant's name is [REDACTED] and it was for a diplomat motor home. She wants some one to contact her if/when they received the complaint. Her number is [REDACTED] and she is from Montgomery AL. Let me know if contact has been made.
Thanks

202-346-7882

SEE ATTACHMENTS: ON GOING PROBLEMS;
March 07, 2005

- 1: Curbside rear wheel brakes lock-up (smell brake shoes burning drum.)
- 2: Air conditioner / heat pump kick the circuit breaker.
- 3: New rug around tile coming apart (not bound).
- 4: Windshield leaks in center onto dash
5. CB ground problem.
6. Tile floor that was replaced grout to low and needs to be sealed
7. Washer/ dryer will not work properly.
8. Holding tank will not register properly.
9. ROAD SIDE SLIDE
 1. Road side slide rubs on top and bottom seals.
 2. twenty-holes on bottom each end of slide added. Repaired by bent metal to cover up their mistake.
 3. New blocks to have slide over rug and tile not put in properly.
 4. Luauum backing for gel coat fiber glass broken under window next to table on the out side.
 5. Slide because of blocks put in wrong rides to high and drags on roof of slide and cuts into seals. Also, works slide motor (over worked) dragging.
 - 6, Air coming around bottom of slide when traveling on highway (can put hand along opening).
10. Hot water tank not working as per manual.
11. Slide in item 9 needs to be replaced!
12. Captains Chair moves in excess when locked into place.
13. Electric problem all wiring needs to be checked a qualified technician.