

 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/home		FOR AGENCY USE ONLY 100148 Date Received: 24 AUG 2005 Repository: ☐ Reference No.: 10134035	
OWNER INFORMATION (Type or Print)					
Name: [REDACTED]		Daytime Telephone Number: [REDACTED]		E-mail Address: DARRIN.SPOONER@USA.NET	
Address: [REDACTED]		Evening Telephone Number: [REDACTED]			
City: HUNTSVILLE		State: AL		Zip Code: 35815-4557	
Do you authorize the manufacturer of your vehicle to use your name or address to the vehicle manufacturer?		☒ YES ☒ NO Date: 10/03/2005			
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1RF424 [REDACTED]		Make: MONACO COACH		Model: DIPLOMAT	
Date Purchased: 20-MAR-04		Dealer's Name and Telephone Number: BANKSTON MOTOR HOME INC 334-799-8212		Engine: No. Cylinders: 8	
Original Owner: ☒		Dealer's City: MONTGOMERY		Fuel Type: Diesel	
Transmission Type: AUTOMATIC		☐ Antilock Brakes ☒ Cruise Control		Powertrain: REAR WHEEL DRIVE Vehicle Component Code: 160000 STRUCTURE Multiple Failure: 4	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Incident Date(s): 05-APR-2004		Failure Message: 806		Failure Speed:	
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: DOTM18ABC036):		☐ 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:	
				Number of Deaths:	
				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).					
DT: THE CALLER HAS A PROBLEM WITH THE FRONT ROADSIDE SLIDE ON THE MOTOR HOME. THEY HAD IT IN FOR REPAIR 8 DIFFERENT TIMES, AND IT STILL IS NOT FIXED. TO DATE THE ROADSIDE SLIDE IS UNSTABLE. THE SLIDE IS OFF CENTER, AND A PERSON CAN PUT HAND IN BOTTOM OPENING TO THE SIDE. THEREFORE, THE SLIDE RIDES TOO HIGH AND CAUSES A LOUD WIND NOISE, A PERSON IS UNABLE TO HEAR THE TRAFFIC, AND THIS CAUSES DISTRACTION FOR THE DRIVER. ALSO, FEAR OF TURNING A CORNER AND CAUSING AN ACCIDENT. THE CAPTAIN'S DRIVER SEAT IS WOBBLING AT THE PEDESTAL. THE CALLER IS AFRAID THE SEAT WILL FALL OFF. WHEN APPLYING THE BRAKES THE RIGHT REAR SMOKE AND BELLOWS OUT AROUND THE WHEEL. THIS MOTOR HOME GVWR IS 39,300 POUNDS. THIS IS THE REASON WHY THIS MOTOR HOME IS UNSAFE. DIFFERENT DEALERS HAVE TRIED TO FIX THE ROADSIDE SLIDE, BUT NO ONE HAS BEEN ABLE TO DO SO. MANUFACTURER OFFERED THEM ANOTHER MOTOR HOME IF SHE PAID THE DIFFERENCE. THEY OFFERED THEM \$5000.00 TO BRING IT TO ELKHART, INDIANA FOR REPAIRS. THE CALLER HAS HAD IT THERE TWO OTHER TIMES FOR THE SAME PROBLEM. THE CALLER SAID THE WORK WAS POORLY DONE UNDER THE WARRANTY. CALLER BELIEVES THIS IS A MANUFACTURER'S DEFECT. THE CALLER HAS HAD NUMEROUS ELECTRICAL PROBLEMS WITH MOTOR HOME, *AK					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoices. 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.					

1. Structure problem threw-out the Motor Home.

2. Driver seat unsafe to drive.

3. Replace wire, insulation, connection, on hot-water heater
Repair TV, microwave, directV Receiver,
and Washer/Dryer timer don't work right, their a
electrical problem same where.

4. this Motor/Home is unsafe to be on the road
So put in storage. the Motor home less then 10,000 the miles
used to go Monaco Service Center!

ATTACH ADDITIONAL SHEETS IF NECESSARY

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, NVS-216
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



VEHICLE

OWNER'S

QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS

COMPLETE THIS FORM

OR

DASH2DOT

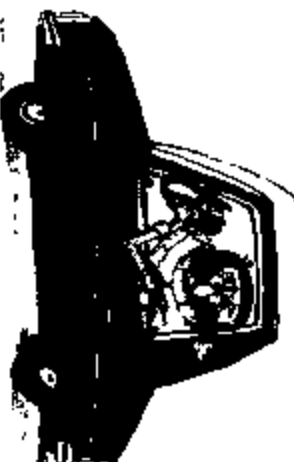
and dial toll free at

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(DASH) 2 DOT



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