

10145365

2005 DEC -7 PM 5: 59

ODI #10143756

November 28, 2005

I submitted a safety complaint via your internet web site this morning. Their was not a location to list the OEM of the defective product only the vehicle manufacturer. I have spoke with the OEM of the entry step as has the vehicle manufacturer Monaco Corp. I have been unable to get any concerned answer from their engineer or a return phone call from the president of the company. I feel like this is an OEM problem and safety issue and not nessaserally the vehicle manufacture responsibility, although they should be concerned as I since they are using this product on their coach's. Below is the OEM's info and the brief description of the safety issue I submitted.

Please add this to the file and contact me or reply back to let me know what action or steps will be taken.

Sincerely,

Jessieville, AR

OEM
SCS/Frigette
1200 West Risinger Road
Fort Worth, TX 76134
800-545-6341

The entry step on my motor coach does not always extend out when the door is opened to exit the coach. Resulting in their is no steps to step onto at a level of two to three feet when exiting in the dark causing you to fall out on to the ground.

Maria
12/8/05

888-327-4236



Office of Defects Investigation

VOQ Confirmation

Your Complaint Information is successfully submitted.

Your Confirmation number (ODI Number) is: 10143756

Your Complaint Information

Consumer Information

Name : [REDACTED]
Org. Name : [REDACTED]
Address : [REDACTED]
City, State, Zip : Jacksonville, AR [REDACTED]
USA
Daytime Phone : [REDACTED] Ext :
Evening Phone : [REDACTED] Fax :
Email : [REDACTED]

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Complaint Information

Description : The entry step on my motor coach does not always extend out when the door is opened to exit the coach. Resulting in there is no steps to step onto at a level of two to three feet when exiting in the dark causing you to fall out on to the ground.

Incident Date : 7/30/2005 Fire : No
Num. Failures : Property Damage : No
Num. Deaths : Crash : No
Num. Injured : Police Report : No
Referral Source : INTERNET

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Vehicle Information

VIN : 1RF12051512 [REDACTED] Purchase Date : 9/4/2002
Manufacturer : MONACO COACH CORPORATION
Year, Make and Model : 2001/HOLIDAY RAMBLER/ENDEAVOR Original Owner : Yes
of Cylinders : 4 Trans. Type : AUTOMATIC
Engine Size : 330 Vehicle Details Usage :

Cruise Control :	Yes	AntiLock Brakes :	No
Current Mileage :	51000	Speed :	
Failure Mileage :		Powertrain :	REAR WHEEL DRIVE
Body Style :	OTHER	Fuel System :	
Fuel Type :	DIESEL	Vehicle Type :	COACH

Vehicle Component Information

Component 1: OTHER

OEM: No

Vehicle Dealer Information

Dealer : 1

Name :

Dealer Type : SALES DEALER

Address :

Dealer Phone:

Dealer Fax:

Email:

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