



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 100148

Date Received **27 JUL - 2 41 9:40**  
 28-NOV-2006  
 Repository   
 Reference No. 10174559

**OWNER INFORMATION (Type or Print)**

Name [Redacted]  
 Address [Redacted]  
 City OAKLEY State CA Zip Code 94561  
 Daytime Telephone Number [Redacted] E-mail Address [Redacted]  
 Evening Telephone Number [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
 In the absence of [Redacted] provide your name or address to the vehicle manufacturer.  
 Signature of Owner [Redacted] Date **12/13/06**

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 4SLCOFN30T1 [Redacted]  
 Make BEAVER Model PATRIOT Model Year 1996  
 Date Purchased 11-JUL-06 Dealer's Name and Telephone Number [Redacted] Engine: No: Cylinders 6 Fuel Type: Diesel  
 Original Owner  Dealer's City [Redacted] State [Redacted] Zip Code [Redacted]  
 Transmission Type AUTOMATIC  Antilock Brakes  Cruise Control Powertrain REAR WHEEL DRIVE Vehicle Component Code 021300 SUSPENSION:FRONT:SHOCK ABSORBER  
 Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 25-OCT-2006 Failure Mileage [Redacted] Failure Speed 60

**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: DOTMAL9ABC036)  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 [Redacted] Number of Deaths [Redacted] 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 CONTACT STATED WHILE DRIVING 60 MPH UNDER NORMAL ROAD CONDITIONS, THE FRONT PASSENGER SIDE SHOCK ABSORBER FRACTURED. THERE WAS A NOISE FROM THE RIGHT SIDE OF THE MOTOR HOME PRIOR TO THE INCIDENT. THE VEHICLE WAS TAKEN TO THE SERVICE DEALER, WHO REPLACED THE SHOCK ABSORBER. THE MAKE OF THE MOTORHOME WAS BEAVER PATRIOT MOTORHOMES AND THE MODEL WAS SAVANNAH.\*AK  
*I replaced the shocks the second time.  
 See attached explanation sheet and pictures.  
 See attached paid bill for second replacement, also paid bill from Don's Sport Vehicle Sales for first replacement shocks which I installed*

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.

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



In July, 2006, I purchased a used 1996 Beaver Patriot Motorhome from a private party. Driving down the road I kept hearing a rattling noise. At first I thought it to be items stored in compartments under the motor home so I redistributed those items and the noise continued. I then looked at the shocks and found the right front shock to be broken. I ordered 2 new shocks, for the front, from "Don's Sport Vehicle Sales", and installed them on the motor home around October 2, 2006. I went on a trip and started hearing the same noise. I pulled over and found that the right shock had broken again and pulled away from the frame and fell to the hydraulic hose that goes to brakes. On about October 22, 2006, I called the "Service Center" for Beaver in Bend, Oregon to ask if they had heard of this problem with the shocks. They said that they had on some 1996's and 1998's and they had a kit to take care of this problem. They replace the 2 front shocks with 4 front shocks. Instead of 1 on each side of front they put 2 on each side of the front. When I asked if they had a Recall because of this they said no. They gave me an estimate of \$2,200.00 to install the kit, it actually cost \$1,795.00. While I was there, I talked to the guys installing the kit and they said they had installed 4 of these kits this year and they had pointed out to me that the shock could have broken the hydraulic brake hose. Throughout this problem I have called the Tech Center at 877-466-6226 and spoke to "Rob" and "Chris" and asked the Company to pay for this or at least help pay for this problem but they refuse to accept responsibility.

OFFICE OF DEFECTS INVESTIGATION, NHTSA  
400 7TH ST SW  
WASHINGTON DC 20077-8214



**Think your vehicle  
has a safety defect?**



**If so:  
Use the enclosed  
form to file a report.**

**or visit:  
[www.safercar.gov](http://www.safercar.gov)**

**or call:  
Vehicle Safety Hotline  
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration



HOLIDAY RAMBLER | MONACO | BEAVER | SAFARI | MCKENZIE | ROYALE | ROADMASTER



## Contact Us

**Quick Links:** Facilities | Service Center Locations | Service & Warranty Info | Brands | Webmaster

*Tech Center to get them to*  
**Customer Service: 1-877-466-6226**  
*Pay for this*  
**ROB & CHRIS**

### Company Information

Corporate News

Press Releases

Customer Service

Investor Relations

Community

### Product Information

Factory Tours

Merchandise Store

Job Opportunities

Dealers Only

### ► FACILITIES

**Corporate Offices:**  
 91320 Coburg Industrial Way  
 Coburg, OR 97408  
 Phone: (541) 686-8011  
 Toll Free: (800) 634-0855  
 Fax: (541) 681-8899

**Indiana Operations:**  
 606 Nelson's Parkway  
 Wakarusa, IN 46573  
 Phone: (574) 862-7211  
 Toll Free: (800) 650-7337  
 Fax: (219) 293-1528

### ► SERVICE CENTER LOCATIONS

To schedule a factory service appointment at one of the following service centers, please call **(877) 466-6226** between 8:00 a.m. and 5:00 p.m.

**Bend Service Center**  
 62955 Boyd Acres Rd.  
 Bend, OR 97701  
 Fax: (541) 317-3653

**Elkhart Service Center**  
 1901 W. Hively Ave.  
 Elkhart, IN 46517  
 Fax: (574) 389-4283

**Harrisburg Service Center**  
 30725 Diamond Hill Rd.  
 Harrisburg, OR 97446  
 Fax: (541) 995-1157

**Wildwood Service Center**  
 4505 Monaco Way  
 Wildwood, FL 34785  
 Fax: (352) 330-3852

**Mailing Address:**  
 91320 Coburg Industrial Way  
 Coburg, OR 97408

### ► SERVICE & WARRANTY INFORMATION

For technical support, parts or other warranty assistance, please call 6226. Our friendly and knowledgeable technical staff are there to help. In the event of an after-hours emergency, our on-call technician will be able to assist you.

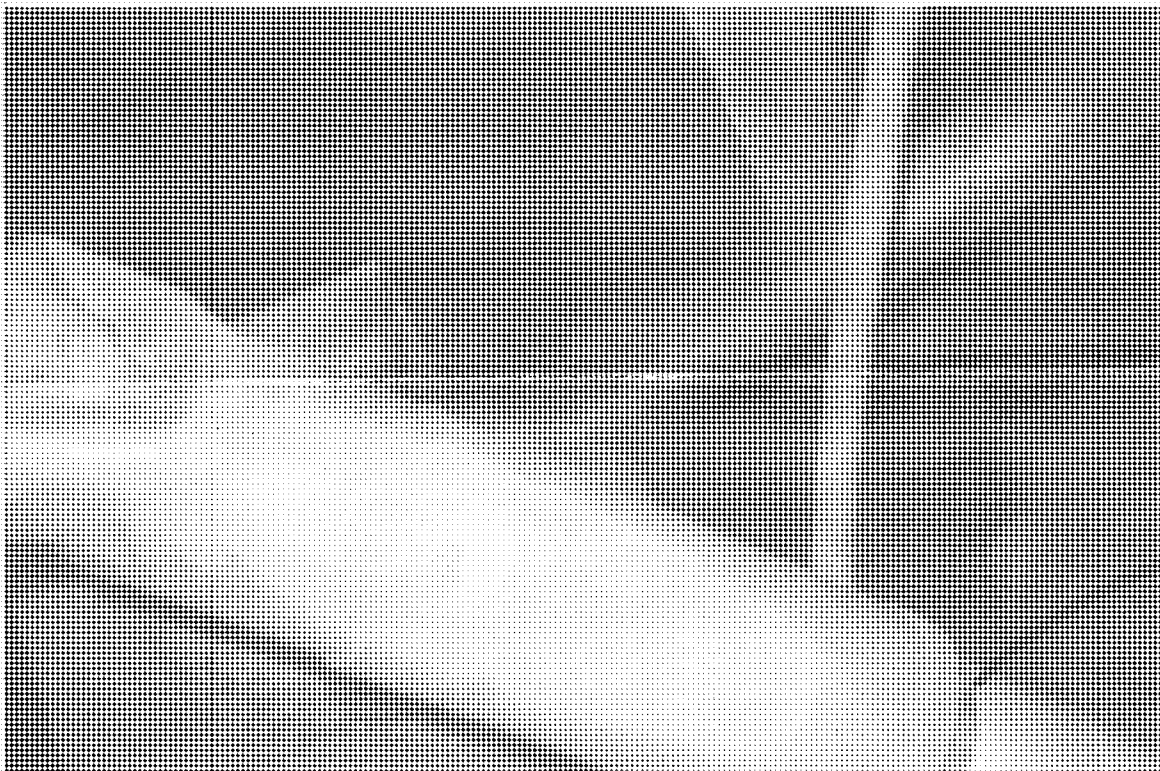
### ► EXTENDED CARE / CERTIFIED PRE-OWNED COVERAGE

If you have questions pertaining to your Extended Care Service agreement or your certified pre-owned coverage, please contact our administrator, Solutions, at 1-800-445-4065. If you would like to inquire about these Family Advantage programs, please visit your local dealer.

### ► OWNER ADVANTAGE PROGRAM



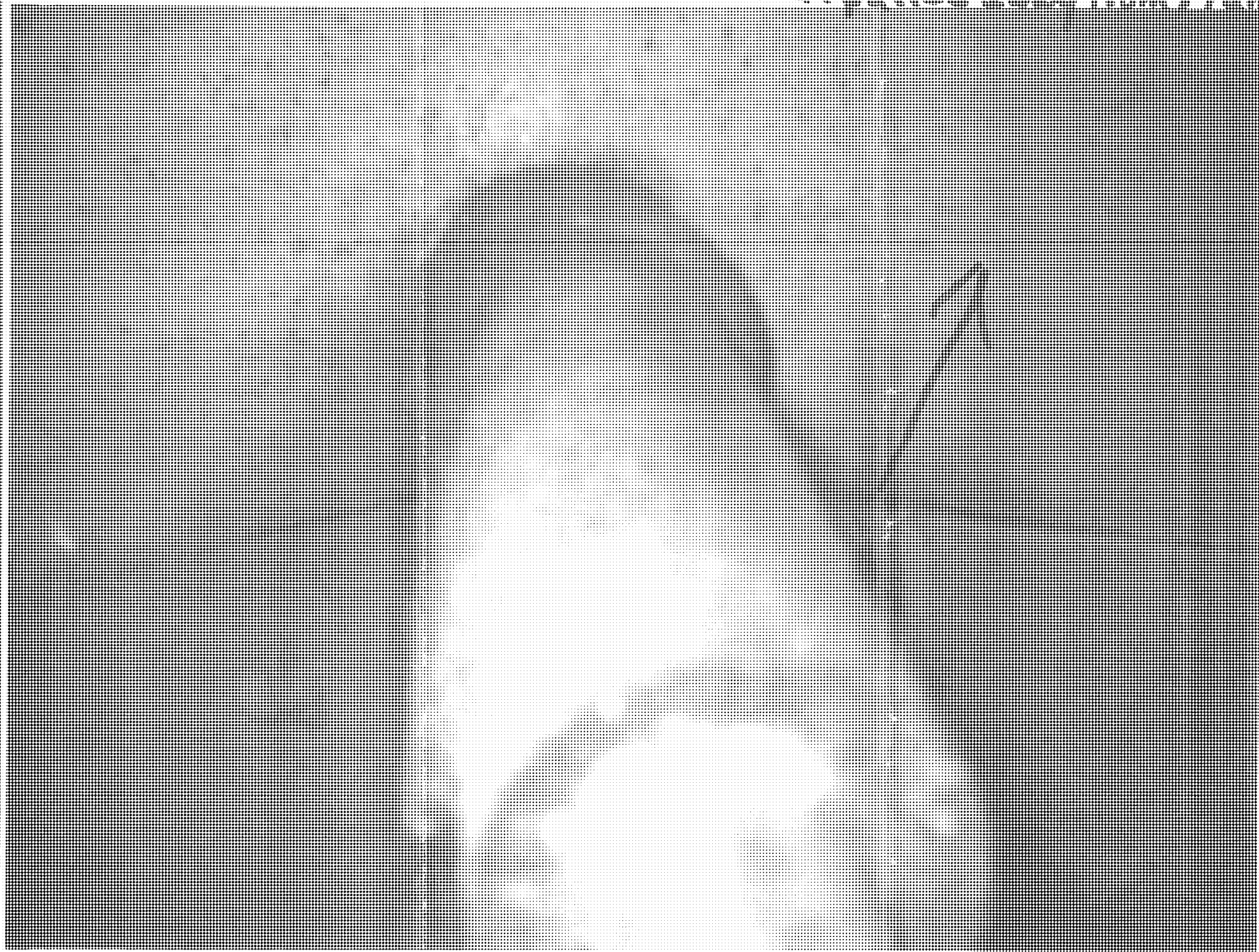
↓  
THIS IS  
WHERE  
SHOCK  
BROKE



→ Brake  
Line

↘  
THIS IS  
WHERE  
SHOCK  
FELL

Shock pulled away from Frame



THE ATTACHMENTS TO THIS DOCUMENT HAVE BEEN REMOVED TO PROTECT UNWARRANTED INVASION OF PERSONAL PRIVACY PURSUANT TO EXEMPTION 6 OF THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6).