



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

Repository ☐2007 DEC 15 AM 9:40
18-DEC-2006Reference No.
10176384**OWNER INFORMATION (Type or Print)**

Name

Daytime Telephone Number

E-mail Address

Address

Evening Telephone Number

City CATHEDRAL CITY

State CA

Zip Code

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of a signature, your name or address to the vehicle manufacturer.
Signature of Owner Date 05/02/2007

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

Make

Model

Model Year

1RFL5465723

BEAVER

CONTESSA

2002

Date Purchased
16-JAN-02Dealer's Name and Telephone Number
SWENSON INC. 956-797-9223Engine:
No: Cylinders 6Fuel Type:
DieselOriginal Owner
☒Dealer's City
LAFERIAState
TXZip Code
78559Transmission Type
AUTOMATIC☐ Antilock Brakes
☒ Cruise ControlPowertrain
REAR WHEEL DRIVE

Vehicle Component Code

103000 POWER TRAIN:AUTOMATIC TRANSMISSION

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

Failure Mileage

Failure Speed

13-AUG-2003
20-OCT-2006

41080

0

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: DOTM9ABC036)

☐ 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

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).

TL*- THE CONTACT STATED THAT OCTOBER 20, 2006, THE COOLANT WAS LEAKING FROM THE VEHICLE. THE CONTACT NOTICE FLUID AT REAR OF THE MOTOR HOME WAS LEAKING ON GROUND. THE CONTACT STATED THEY CONTACTED MOORE TOWING COMPANY. MOORE TOWING INSPECTED THE PROBLEM AND WAS TOLD THAT THEY WERE HAVING A COOLANT LEAK. MOORE TOWING STATED THAT TRANSMISSION OIL AND COOLANT WAS MIXING TOGETHER AND WAS TOLD NOT TO DRIVE MOTOR HOME. THE CONTACT STATED THAT WHILE THE VEHICLE WAS BEING REPAIRED, A MR. COURTNEY EVANS, SERVICE ADVISOR FOR HILL TRUCK, ORDER A TRANSMISSION COOLER FOR THE MOTOR HOME. THE CONTACT STATED THAT HE CALLED TECHNICAL DEPARTMENT FOR THE MANUFACTURE, AND THEY KNEW OF NO COOLANT PROBLEMS. THE CONTACT WAS TOLD BY MR. EVANS THAT HE WAS INFORMED THAT THERE MAY HAVE BEEN A BULLETIN FOR MONACO VEHICLES. THE CONTACT STATED THAT THEY DID THEIR OWN RESEARCH AND FOUND THAT THEY WERE 21 MONACO MOTOR HOMES LISTED ON THE BULLETIN (#124), BUT NOT FOR THE BEAVER CONTESSA. CONTACT RECEIVED A LETTER FROM MANUFACTURER ON 12/11/06 STATING THAT THERE WOULD BE NO REIMBURSEMENT FOR HIS REPAIRS.

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 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.

[REDACTED]
Cathedral City, California
[REDACTED]

November 17, 2006

Mr. John Nepute, President
Monaco Coach Corporation
91320 Coburg Industrial Way
Coburg, Oregon
97408

Dear Mr. Nepute,

My wife and I, [REDACTED], ordered a Beaver Contessa in January, 2002 from Swenson RV in La Feria, Texas and took delivery on May 06, 2002 in Minot, N.D. The coach number is 800207 and the V.I.N. number is 1RFC5465723 [REDACTED]. We are full-time Rvers.

On October 19, 2006 we left Alvinston, Ontario, Canada, our home, for California. On October 20, 2006 we pulled into the Monaco Repair Facility in Elkhart, IN to stay for the night. We arrived late at night and the next morning I did the walk around the coach when I noticed that there was fluid dripping off the rear mud flap on the driver's side. Upon closer examination, I saw that there was fluid all over the rear of the coach as well as the tow bar. Since it was Saturday, most shops were closed but I was able to contact Moore's Service & Towing in Elkhart, IN who informed me that the transmission oil and the engine coolant were mixing together in the engine coolant surge tank. I was told not to move the coach and to wait until Monday, October 23 and then have the coach towed to Freightliner at Hill Truck Sales, Inc., 2000 Cassopolis Street, Elkhart, IN 46514, Phone # 1-574-262-3441, Fax: 1-574-262-3443

Monday, October 23 we went to Freightliner and inquired of them if they would be able to help us with our break-down. We had the coach towed to Freightliner and Courtney Evans, Service Advisor, looked at the coach and informed us that the internal cooler in the transmission radiator had broken and that it would have to be replaced. We were unable to stay with our coach as there were no services available there and the weather was cold. We had no choice but to rent a motel room and stay there as we thought it would only be for a day or two. I called Beaver Technical Support - phone # 1-541-335-8276 - that afternoon and spoke with a Tech named John. I explained to him the situation and my first question to him was: "Have there been any problems with these transmission radiators with internal coolers?" and his reply to me was "No." My next question was: "Is this covered under warranty?" and his reply was no and he further stated that the transmission has a three year warranty and the engine has a five year warranty. He connected me to the parts department and I again posed the queries about problems with that cooler and the warranty and was told that every part that there is on a coach has been replaced at one time or another. He informed me that there was no cooler in stock but gave me the part number: 12513216 and that the cost was \$990.00.

Tuesday morning, October 24 I phoned the Monaco parts department in Elkhart - phone # 1-877-466-6226 and spoke with Dee. I informed her about the problem and gave her the part number 12513216 and she said that she cross referenced it and that the part number was 3-1249T and that it could be obtained from Rocore Thermal Systems in Indianapolis, IN - phone # 1-317-227-2929. I gave all this information to Courtney Evans and I thought that all this information was correct. Freightliner contacted Rocore and was informed that the part would not arrive until Friday, October 27. We could not believe that it could take this long to ship the part.

Friday morning, October 27 we went to Freightliner and were informed that the part had arrived. Our coach was in the bay and the Techs had been flushing out all the lines and the transmission. That afternoon Courtney Evans phoned to inform us that the cooler that Rocore had shipped was the wrong design and that Freightliner had returned it. Courtney also informed me that a Monaco Tech, who comes to Freightliner and is helping in the training of some of their Techs, saw our coach and inquired about the problem. When the problem was explained to him he stated that he was 99% sure that the cooler needed was in stock at the Monaco parts department in Elkhart, IN. We could not believe that we had been waiting a whole week and not one member of the Monaco staff, with whom we had spoken, had given us this information. It was totally gross negligence! Upon hearing this, I called Beaver Technical Support and asked that Rob McClary please give me a call as this was now an urgent matter. Rob called and I explained all that had transpired that day and he said to give him a call on Monday morning, October 30 and he would see how he could help with this situation.

Monday morning, October 30 I called Beaver Technical Support and was unable to speak with Rob but was able to speak to a Tech named Greg. I explained the situation to him and he said that he would contact Courtney Evans at Freightliner. This he did and he informed Courtney that there was a cooler kit in stock at the Monaco facility in Elkhart, IN. Courtney contacted them and spoke with Dee who informed him that the coolers were no longer being produced. Courtney then contacted a Monaco Rep and explained the problem with trying to obtain the necessary parts and the Rep said that he would look into it. When the Rep called Courtney his first question was: "Who was the original owner of the coach?" Courtney informed him that it was Wayne Middleton at which time the Rep explained that there had been a Service Notification sent out to all coach owners whose coaches had the radiator with the internal coolers but that the time for complying with the notification was now over. No such notification was ever sent to us. Freightliner sent a truck to pick up the kit from the Monaco parts department and the necessary repairs were completed by Tuesday evening, October 31.

In the January/February 2006 Beaver Journal you stated: "You're a valued member of an extended family - the Monaco Coach Corporation family. When you invested in your Beaver motor home, not only did you invest in a wonderful product, you invested in the company that stands behind your product." We hope that this statement is true. During this trying and stressful time we did not feel like a valued member of the Monaco family. When I called on Monday, October 23 John should have told me about the problems with the coolers instead of stating that there were no problems. There had

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been many problems with these coolers the past few years. I spoke with Ben, a former Tech at Iron Horse RV in San Antonio, TX about these coolers and he stated that 3 coaches in a row that came into Iron Horse all had this problem. I met a man here at Palm Springs Oasis RV Resort who told me that he had the same problem with his Safari. This leads me to believe that the staff is not forthcoming with the truth to the coach owners.

Thursday morning, November 16 I called Monaco Customer Service and spoke with Skow, a Customer service Rep. I inquired about the Service Notification concerning the radiators with internal coolers. At first he was surprised that I had not received notification but after speaking with his supervisor he informed me that the Contessa was not included in the list of Service Notifications because no Contessa owner had reported such a problem. Now this makes no sense whatsoever. The Contessas have these coolers and therefore they should have been included in the notification. Due to this negligence and lack of integrity not only our lives but those of others on the interstate were put in jeopardy. This is not how valued family members should be treated.

The next issue is: Why was the information concerning the availability of the cooler not given to me on October 23 instead of October 30? Do the Techs at the Beaver facility not have any of this information available to them? To think that the cooler kit was available in Elkhart and yet we were sent on a 'wild goose chase' to try to find it. It makes one wonder if the staff/techs are playing costly games with the owners.

Where is the honesty? Where is the integrity? Where is your support?

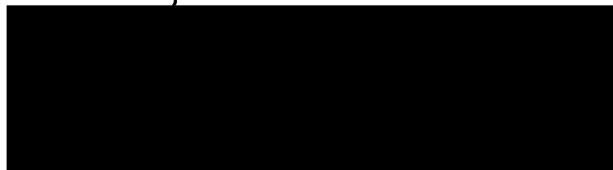
Until this incident we have always been very pleased with the service and support which we have received from Monaco during the last nine years but strongly feel that Monaco has let us down on the issue with the notification of the coolers. We wonder if the Contessa was omitted from the service notification due to the fact that it was in the process of being discontinued. Whatever the reason, we do feel that we should be reimbursed for our expenses.

I am enclosing a copy of our expenses which we incurred due to the negligence of your corporation which includes the following:

Moore's Service & Towing-----	\$ 156.64
Fairway Inn-----	217.56
Candlewood Suites-----	288.60
Hill Truck Sales, Inc.-----	<u>2177.36</u>
Total-----	<u>\$2840.16</u>

We hope that you will fully reimburse us for these expenses and thereby show us that you are true to your word which is that you stand behind your products.

Your truly,





December 11, 2006

[REDACTED]
Cathedral City, CA [REDACTED]

RE: Coach #800207
2002 Contessa

Dear [REDACTED]:

We are in receipt of your request for reimbursement.

After careful review and consideration, Monaco Coach Corporation must respectfully decline your request for reimbursement for invoice #4175 from MSAT, Inc, invoice # 5229 from Candlewood Suites, invoice #28463 from Hill Truck Sales, Inc and invoice #87620 from Fairway Inn. We appreciate your understanding in this decision.

If we can be of any future assistance, please contact me or any member of our customer support group at 1-877-466-6226. We look forward to having you in the Monaco Coach Corporation family for many years to come.

Regards,

Brian Creach
Technical Advisor

CC: Jim Walls, Technical Support Supervisor

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).