



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

Reference No.  
10199663

15 AUG 2007  
2007 DEC 12 AM 11:50

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
 Address [REDACTED]  
 City YUMA State AZ Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address

Evening 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 authorization, NHTSA will not provide your address to the vehicle manufacturer.  
 Signature of Owner [REDACTED] Date 9/22/2007

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1RF52345732 [REDACTED]  
 Make BEAVER Model BARON Model Year 2003  
 Date Purchased 11-SEP-03 Dealer's Name and Telephone Number HOLIDAY MOTORHOMES INC 480 461-9500 Engine: No: Cylinders 6 Fuel Type: Diesel  
 Original Owner  Dealer's City MESA State AZ Zip Code 85213  
 Transmission Type AUTOMATIC  Antilock Brakes  Cruise Control Powertrain REAR WHEEL DRIVE Vehicle Component Code 350000 EQUIPMENT Multiple Failure: 1

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

Incident Date(s) 13-AUG-2007 Failure Mileage 18720 Failure Speed 60

**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: DOTM19ABC036)  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 OWNS A 2003 BEAVER BARON. WHILE DRIVING 60 MPH, THE SIX SMALL SCREWS THAT MOUNTED THE 26" TELEVISION POPPED OUT. THE TELEVISION WAS MOUNTED IN BETWEEN THE DRIVER AND PASSENGER SEATS. THE CONTACT'S WIFE WAS ABLE TO HOLD THE TELEVISION UNTIL THE VEHICLE COULD BE PULLED OVER. THE CONTACT HAS PICTURES. THE CURRENT AND FAILURE MILEAGES WERE 49,800. 18720

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.

[REDACTED]  
Yuma, AZ  
[REDACTED]

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
400 Seventh St. S.W.  
Washington, D.C. 20590

September 22, 2007

RE: Unsafe Vehicle Construction  
Beaver Motor home, Monaco Coach Corporation

On Aug. 13, 2007 my wife and I were southbound in our motor home, on U.S. Highway 163 in Utah about 5 miles from the Utah-Arizona border. My wife said there's a screw on the floor, as I looked, she shouted "the Television is falling out", she undid her seatbelt, jumped up and pushed on the TV to hold it from falling. I also held on to it with my right hand. The highway is very narrow and does not have shoulders. It was about 3 miles before I could safely get off the pavement. There are six 1/8 inch woodscrews holding the TV in the sloping cabinet. Three of the screws were on the floor (both right side and bottom left side screws), the left side upper screw was out of the cabinet but still half in the fascia board, the top right side screw was about 2/3 out and the top left screw was about 1/2 out. Because of the way the TV was mounted on a slope even stopped it wouldn't stay in the cabinet. We were towing our Jeep and I located a tie-down strap in it and managed to temporarily secure the TV.

We stopped for the night in Flagstaff, AZ. As we pulled into our space at the RV Park the man in the space next to us started waving and coming over. As it turned out their friends have an identical Motor home and he thought it was them. Their friends motor home had quit running on the road and it was put on a low-boy to take to a Cummins dealer for repair. When they got to the Cummins dealer they found the TV on the floor the dash and passenger seat were damaged. He said they had taken the motor home to the Beaver factory in Oregon to be repaired.

I talked to a RV dealer in Flagstaff, about getting the TV removed and set on the floor. He refused to touch it. He said He had removed a loose TV in a Monaco product and got in the middle of a battle between Monaco and the owner. We looked in Wal-mart and noticed that most TV's about the size of ours weight about 95-100 Lbs. I decided to not try to remove the TV with just my wife and I. We proceeded home with the tie-down strap holding the TV.

At home I called the local Monaco Dealer ( R V World) they refused to look at it because they had not sold the unit. I contacted two other R V repair places they were also familiar with the problem and did not want to get involved. One said he could contact a person who would come out and remove the TV for [REDACTED] with no receipt and no other involvement.

On 8/15/07 I called the factory service number shown in our owners manual. After much delay I was transferred to Mr. Brian Humphrey a factory customer service technician, in Elkhart, IN over 2000 miles from our home. He stated that neither he or his associates had heard of an issue with the TV's on any Monaco product. He said before he could make a determination he would have to look at the coach. My impression was that he expected us to bring the coach to Indiana. I mentioned the coach that was taken to their facility in Oregon to be repaired. At this point his attitude changed, He began quoting from the warranty about it being the buyers responsibility to bring the vehicle to them. After much discussion it was apparent that they had no intension of doing anything unless forced to by legal action.

I called a large R V collision repair facility, the owner said bring it in. He helped me remove the TV and set on the floor. He has repaired several motor homes where the TV has fallen while the vehicle was moving and in one case the passenger was injured and another the TV hit the driver and he was not injured but he swerved and hit another vehicle. This is the first one he knows of where the TV was caught while falling. His method of repair is to modify the entire cabinet and install a newer flat screen TV. They weigh 20 to 25 Lbs. Because they are all new and have an aspect ratio of 9:16 you end up with a TV the same width but shorter. The cost of the modification is about [REDACTED] plus, not including other damages. He said usually the insurance companies will agree to the modification. However he doubted if our insurance would cover because there was not an accident. He indicated that he could remount the TV to the cabinet a lot safer then the factory mounting. However, due to the obvious deficient design of the factory mounting he has serious doubts about the ability of the suspended cabinet to carry the weight of the TV. He would definitely require a hold harmless agreement and only do the remount if his attorney and insurance company agreed.

Referring to the attached photos:

Photo 1: Shows the TV as it is suspended from the roof. Note the tie down strap used to get the coach home.

Photo 2: Shows one of the six 1/8" woodscrews used to mount the facia to the cabinet. Note: less than 3/8" of threads were embedded in the cabinet frame. The first 2/3" of the woodscrews are smooth.

Photo 3: shows a side view of the cabinet. Note the base is sloping at 16°.

Photo 4: Shows the cabinet with the TV removed. Note there is a separate plywood sheet with 2 aluminum brackets in the bottom of the cabinet.

Photo 5: shows a closeup of the aluminum bracket. Note the black on the plywood in front of the bracket. It is powered plastic from the TV.

Photo 6: Shows the plywood sheet with the TV remounted to it.

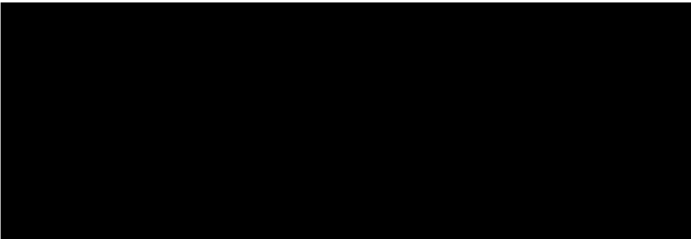
Photo 7: Shows a closeup of one of the two 1/8" sheet-metal screws attaching the TV to the mounting board. Note the 2 sheet metal screws are the only attachments between the TV and the mounting board. The TV just sits on the front of the board and is mounted at a 6° angle. Making the total slope of the bottom of the TV 22°.

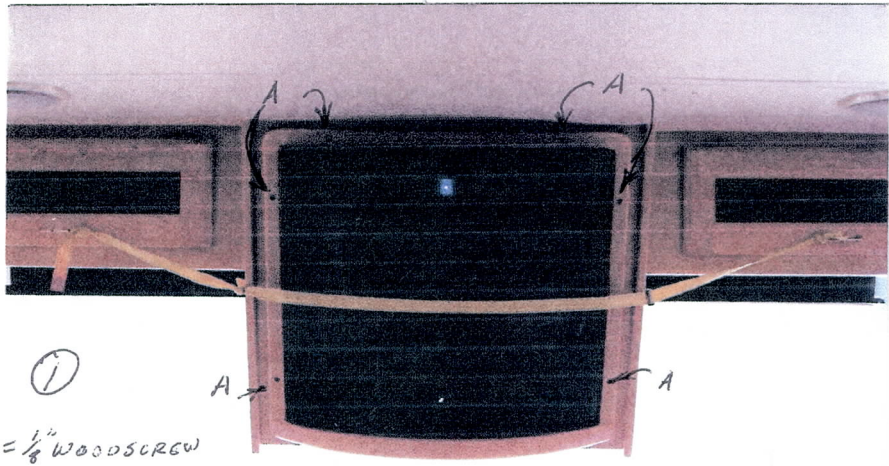
Probable installation procedure: the TV was mounted to the plywood mounting board and held to it with two 1/8" sheet metal screws anchored in the plastic TV case, the board was set in the cabinet and the facia trim molding was attached to the cabinet with six 1/8" woodscrews countersunk into the facia. The TV was not attached to the facia, it just rested against it. The mounting board was then attached to the cabinet (from the bottom) with four 1/8" woodscrews (not countersunk). It appears that the cabinetry was assembled with power screw drivers with too much torque. There is evidence of over torqued screws in numerous locations in the coach.

Probable failure sequence: Highway vibration caused the TV to bounce. With only the two sheet metal screws, anchored in the plastic case for restraint it soon wore the plastic threads and the metal screws fell out. They were found in the front bottom of the cabinet. The rear of the TV is abraded giving evidence of the rear of the TV bouncing up and down about 2". Once the two metal screws had come loose the four woodscrews holding the mounting board to the cabinet were useless. The bouncing of the TV worked like a pry bar on the six woodscrews holding the facia. They then ripped the small amount wood they were embedded in loose. At emanate failure three of the six woodscrews had fallen to the floor ( both right side and lower left side). The top woodscrew on the right side had pulled out about 1" and had split the wood in the cabinet. The top woodscrew on the left side had pulled out of the cabinet frame and top left side woodscrew had pulled out about 3/4".

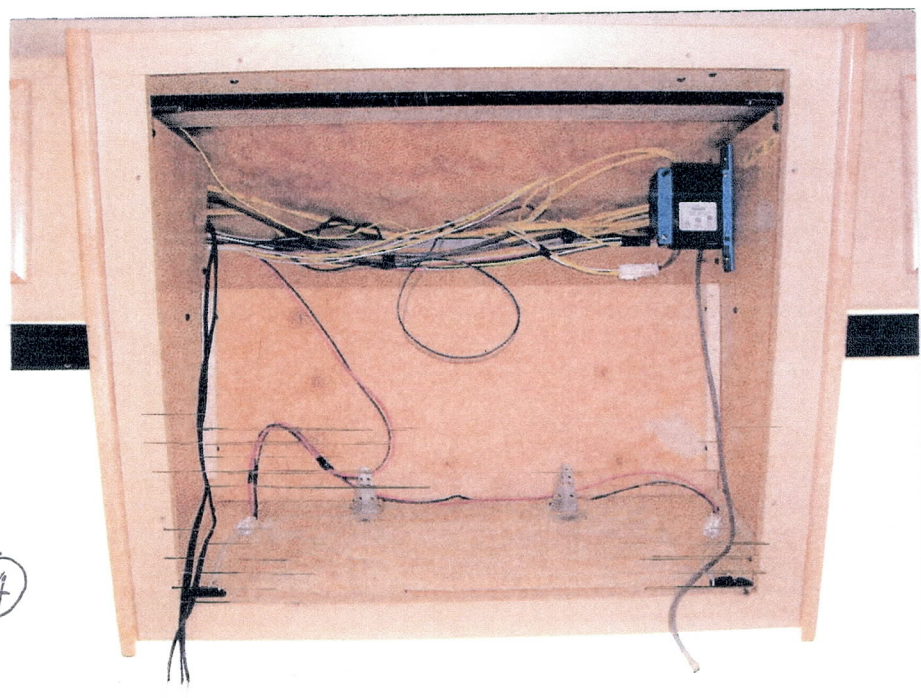
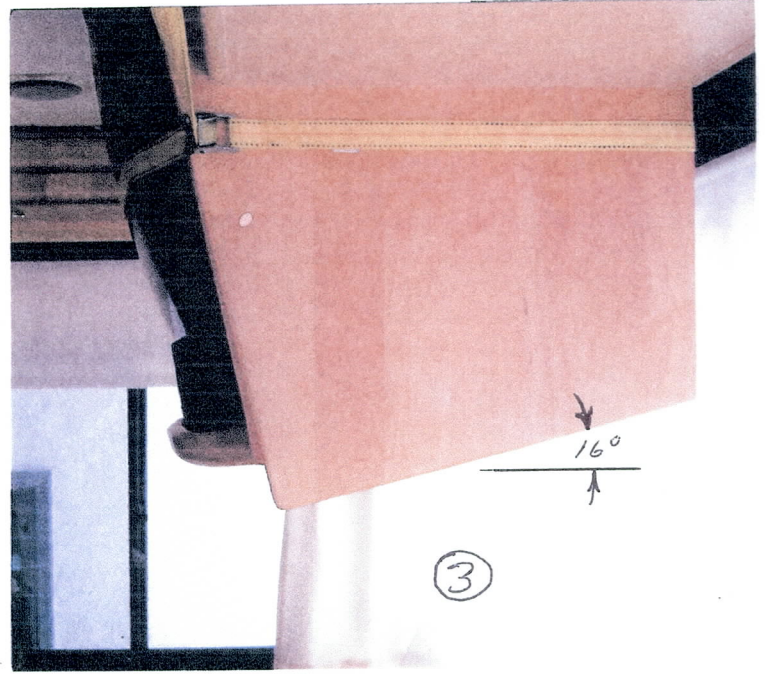
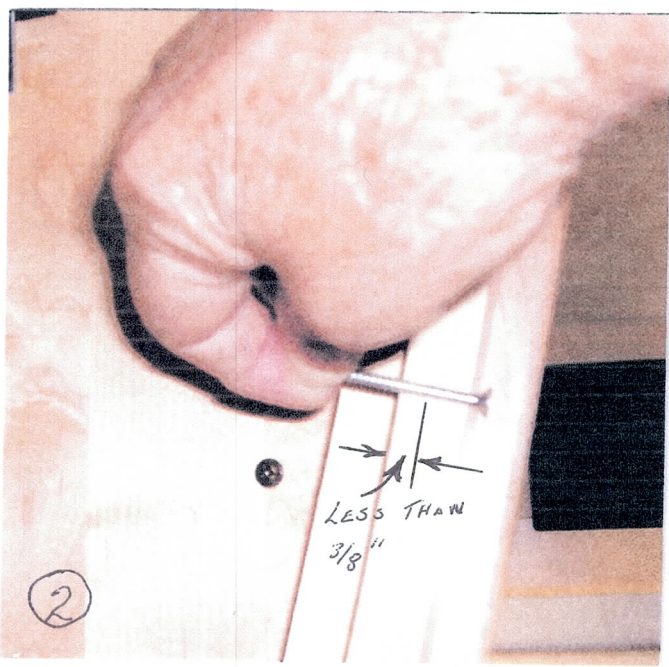
Note: We had stayed in Moab, UT and had watched TV there. None of the screws had fallen out and I am sure that if the facia had been separated from the cabinet one of us would have noticed it. Failure was approximately 130 miles from our starting point in Moab.

Sincerely

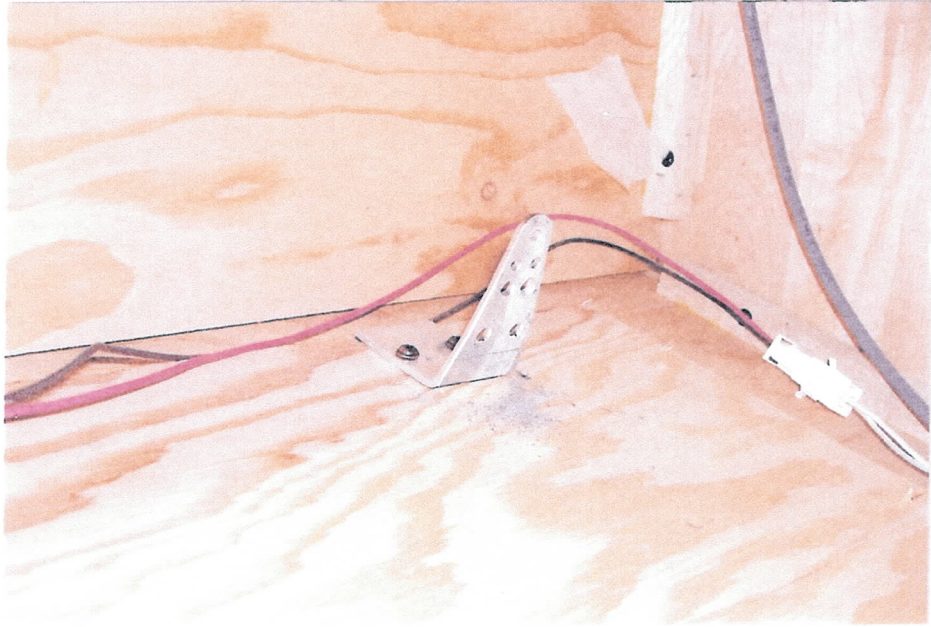




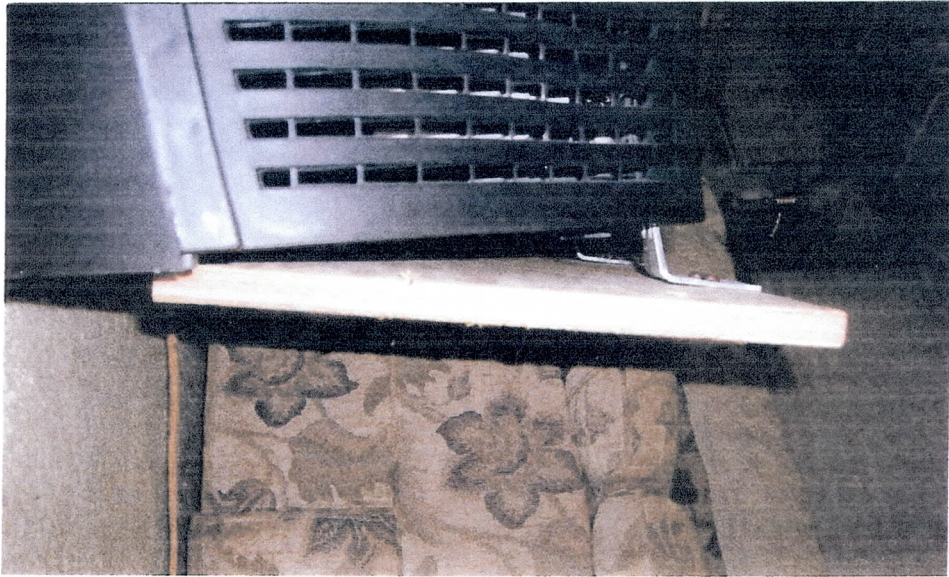
①  
 $A = \frac{1}{8}''$  WOODSCREW



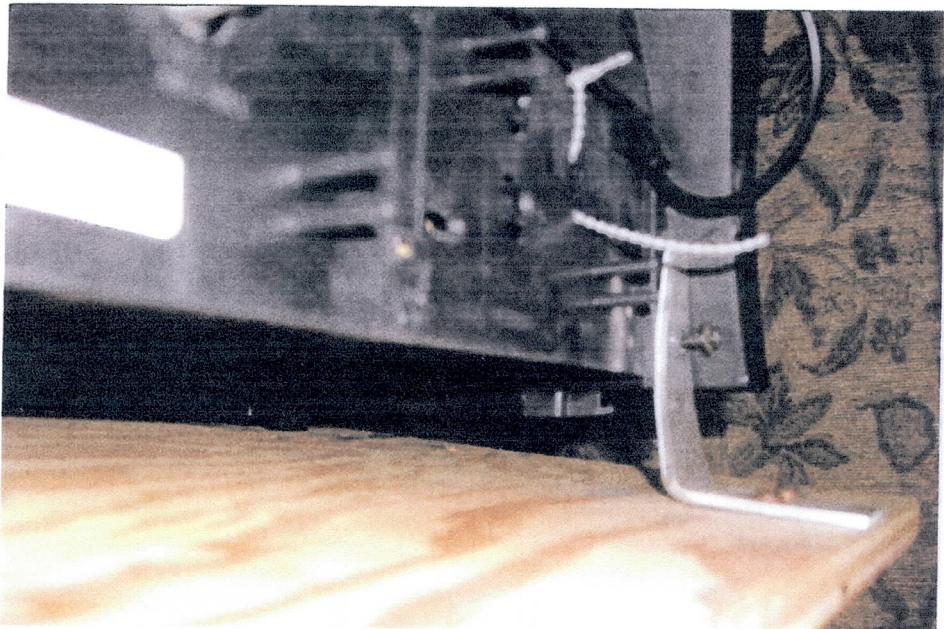
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