



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 ☐

31-DEC-2007

2008 JAN 17 AM 11:58 10213274

Reference No.

OWNER INFORMATION (Type or Print)

Name

Address

City

OLYMPIA

State

WA

Zip Code

Daytime Telephone Number

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 an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

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

Make

WESTERN

Model

ALPINE COACH

Model Year

2000

Date Purchased
06-AUG-07

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Gas

Original Owner

Dealer's City

State

Zip Code

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

UNKNOWN

Vehicle Component Code

034510 SERVICE BRAKES, HYDRAULIC: FOUNDATION COMPONENTS

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
03-OCT-2007

Failure Mileage
28200

Failure Speed
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: 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 2000 WESTERN ALPINE COACH. THE CONTACT FOUND NHTSA CAMPAIGN ID NUMBER 02V243000 (SERVICE BRAKES, HYDRAULIC: FOUNDATION COMPONENTS: DISC: CALIPER) AND IMMEDIATELY SCHEDULED AN APPOINTMENT TO HAVE THE VEHICLE REPAIRED. THE DEALER STATED THAT THEY WOULD ONLY COVER THE CALIPERS AND THE PINS. THERE WAS SIGNIFICANT DAMAGE TO THE ZOPS DISC BRAKE CALIPERS, IN WHICH THE DEALER REFUSED TO REPAIR, EVEN THOUGH IT WAS REFERENCED IN THE RECALL AS A FREE REMEDY. THE CONTACT FILED A FORMAL COMPLAINT WITH THE MANUFACTURER. THE VIN, ENGINE SIZE, NUMBER OF CYLINDERS, AND POWERTRAIN WERE UNKNOWN. THE CURRENT AND FAILURE MILEAGES WERE 28,200.

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)

Western said they would only supply
the calipers and pins and labor to install.

Without the rest of the brake repair
the vehicle was unsafe to operate.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE,
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

TACOMA WA 983

OLYMPIA WA 983

07 JAN 2008 PM 5 T

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave SE
Washington, DC 20077-9382



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

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

safercar.gov


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DEFECTS & RECALLS

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Report Date : November 8, 2007 at 07:36 PM

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NHTSA Campaign ID number : 02V243000

[Print Version](#)
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Make / Models :

WESTERN / ALPINE COACH

Model/Build Years:

1999-2001

[Foreign Campaigns](#)
Manufacturer : WESTERN RV, INC.

NHTSA CAMPAIGN ID Number : 02V243000

Mfr's Report Date : SEP 09, 2002

[EWR Information](#)
Component: SERVICE BRAKES, HYDRAULIC:FOUNDATION COMPONENTS:DISC:CALIPER

Potential Number Of Units Affected : 254

[Sitemap](#)
Summary:

ON CERTAIN MOTOR HOMES (36', 38' AND 40") BUILT WITH BOSCH TWO-PISTON PIN-SLIDE BRAKE ASSEMBLIES, THE BRAKE CALIPERS CAN HANG-UP ON ANY OR ALL WHEELS.

[Contact ODI](#)
Consequence:

DAMAGE TO THE BRAKE COMPONENTS CAN OCCUR RESULTING IN THE POTENTIAL LOSS OF BRAKING CAPABILITY.

1-888-327-4236

Remedy:

DEALERS WILL REPLACE THE ZOPS DISC BRAKE CLIPERS. THE RECALL BEGAN ON NOVEMBER 16, 2004. OWNERS WHO TAKE THEIR VEHICLES TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND DO NOT RECEIVE THE FREE REMEDY WITHIN A REASONABLE TIME SHOULD CONTACT WESTERN RV AT 1-509-457-4133.

TTY: 1-800-424-9153

Notes:

CUSTOMERS CAN ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-888-DASH-2-DOT (1-888-327-4236).

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USA.gov

111

Cortney
complaint # 10213274
Filed on Dec 31 07
4-6 hrs

Dear Mr Kamppl,

My name is [REDACTED]
have an Alpine Coach that has a recall
on the brake system. The coach was
taken to Brazel's RV in Centralia to be
repaired. The problem arose when
the recall parts did not cover all of
the parts that are defective. Jeff at
Brazel's RV said the recall parts being
bad caused the other parts to need
replacement. As Western realized that
there was a problem with this system
they should stand behind any problem
that the recall parts caused. Please
take this rendered advisement and give
me a call with your decision.

Thank you
[REDACTED] [REDACTED]



December 13, 2007

[REDACTED]
[REDACTED]
Olympia, WA [REDACTED]

Vin Number: [REDACTED]

Dear [REDACTED]

We are in receipt of a letter from your legal council, Aaron A. Jennings, of Lombino Martino, P.S. regarding your ALPINE Coach.

The Bosch brake recall that affected some Alpine coaches was initiated after Bosch and NHTSA agree upon a remedy for the defect within Bosch's system.

Letters of notification of the recall and remedy procedures for inspection and replacement of the calipers, should the calipers be identified falling under the recall, were sent to the current known owners of the coach's.

After the calipers are identified as under the recall, calipers and pinslides supplied to WRV are sent out and a maximum of 6 hours of labor is authorized for the replacement including the inspection.

Consequential damage occurring during a failure of the defective caliper is not covered under the NHTSA approved recall.

Western Recreational Vehicles, Inc.

2900 Sutherland Drive • Union Gap, WA 98903

P.O. Box 9547 • Yakima, WA 98909

509.457.4133 • 509.457.8184 fax • www.wrv.com

Manufacturer of Alpine Coach, Peak Chassis and Alpenlite Recreational Vehicles • Member RVIA



Continued from page 1

I am sorry but the additional costs you have incurred related to the brake failure can not be covered by Western R.V.

Enclosed you will find a more detailed letter regarding this issue.

Should you have further future questions regarding your coach please contact our Customer Service Department Toll Free at (800)-888-4133.

Best Regards,
WESTERN RECREATIONAL VEHICLES, INC.

Dave Kamppi
WRV Customer Service

DRK/tc

Enclosure: (Bosch Recall Letter)

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