



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-MAR-2008

2008 APR 23 AM 7:39

Reference No.

10222938

OWNER INFORMATION (Type or Print)

Name [Redacted]
 Address [Redacted]
 City BATON ROUGE State LA Zip Cod [Redacted]

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?
 In the absence of an authorized signature, please print your name or address to the vehicle manufacturer.
 Signature of Owner [Redacted] Date 4/11/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1RF120311Y1 [Redacted]
 Make: HOLIDAY RAMBLER Model: AMBASSADOR Model Year: 2000
 Date Purchased: 27-AUG-00 Dealer's Name and Telephone Number: DIXIE RV
 Engine: No: Cylinders 6 Fuel Type: Diesel
 Original Owner: [X] Dealer's City: Hammond LA/Baton Rouge LA State: LA Zip Code: [Redacted]
 Transmission Type: AUTOMATIC Antilock Brakes: [X] Cruise Control: [X] Powertrain: REAR WHEEL DRIVE
 Vehicle Component Code: 034000 SERVICE BRAKES, HYDRAULIC:FOUNDATION COMPONENTS
 Multiple Failure: 4

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 12-MAY-2003 Failure Mileage: 27411 Failure Speed: 0
 3-08-51896
 Right Rear Lock up

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: DOTM9ABC036): [Redacted] 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: 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 HOLIDAY RAMBLER AMBASSADOR. THE CONTACT RECEIVED A RECALL NOTICE, BUT HAD ALREADY TAKEN THE VEHICLE IN FOR SERVICE PRIOR TO RECEIVING THE NOTICE. THE ABS SENSOR WAS REPLACED TWICE AND ALL OF THE BRAKING COMPONENTS WERE REPLACED ON MAY 12, 2003 UNDER NHTSA CAMPAIGN ID NUMBER 02V278000 (SERVICE BRAKES, HYDRAULIC:FOUNDATION COMPONENTS). THE BRAKE ASSEMBLIES EXHIBITED ELEVATED TEMPERATURES THAT COULD LEAD TO CATASTROPHIC DETERIORATION OF THE WHEEL END COMPONENTS SUCH AS THE BEARINGS, RACES, SPINDLES, KNUCKLES, SEALS, HUBS, ROTORS, PATCH BOLTS, CALIPERS, BRAKE PADS, AND ABS SENSORS. ON MARCH 28, 2008, THE REAR PASSENGER SIDE BRAKE COMPONENTS FAILED. THE FAILURE MILEAGE WAS 27,411 AND CURRENT MILEAGE WAS 51,896.

SECOND Failure - 3-08 @ 51896 R/Rear lock up
 Complete ReBuild of Rear Brakes

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.

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

AFTER RECALL- 16-04
3-08 - RIGHT REAR BRAKE LOCKED
CALIPER - REPLACE COMPLETE BACK
BRAKE BOTH SIDES

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. 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



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



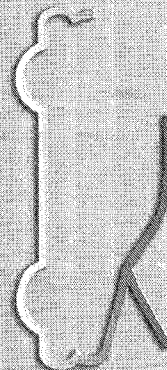
BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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:

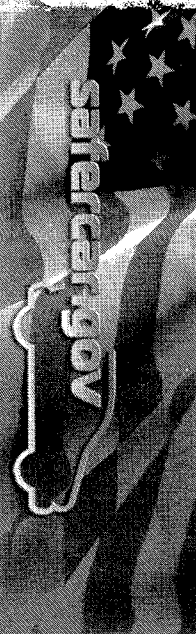
www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



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



letter on brakes 2008

Ronald B Fields, Chief
Correspondence Research Division
Enforcement
U.S. Dept. of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, DC 20590

Reference 10222938 Vehicle Owner's Questionnaire 31-MAR-2008

Holiday Rambler Amabassador 2000
Bought new 08-27-2000

1RF120311Y- [REDACTED]

Early 2003 had some ABS problems, had Varnado and Son's Baton Rouge,
looking at the Sensors.

May of 2003 on a trip to Atlanta the right front caliper locked while underway.
The brake was smoking badly when we arrived at the park. After cooling it
released and we made it back to Baton Rouge ok.

on 5-12-03 Varnado replaced the complete brake system on Service Invoice
30421 as per Holiday Rambler's instructions. This was before the recall.

Mileage 27411

In 04 the Recall on the Bosch Calipers came out, consulting with Varnado we
were advised to leave it alone. This was placed on the recall act at that time
according to Varnado and if we had any problems we would deal with it at that
time.

03-08 Mileage 51896

While on FLAT GROUND [Airline Highway 20 miles north of New Orleans] the Right
rear caliper locked and smoked brake pad. causing a complete rebuild of both the right
and left rear brakes, [calipers, pads, gaskets, turning of the Brake Disk, misc. and

letter on brakes 2008

freight].

Good Sam picked up the tab \$2009.50 and i paid \$930.85 out of pocket.

When the Brake locked up I called Holiday Rambler SEVERAL times and got

SEVERAL answers ranging from:

1. Holiday Rambler "I can't hear you, you are fading out"
2. Holiday Rambler "let me put you on hold", and he never came back after a good long wait.
3. Holiday Rambler "did you grease the pins?" Now up to now this is the first time I have heard of

greasing the pins in the service.

4. Holiday Rambler "Greasing the pins is in the service manual of your MH'.. I have yet to find that

printed item in my service book.

5. " You have to take the MH to a dealer and get the Calipers removed and serviced every 10,000 miles , cost \$700.00 each time." This from the service manager of DIXIE RV in Hammond LA.

6. Holiday Rambler " It's NOT OUR PROBLEM" you have had your recall done and we don't feel we

need to do anything else."

7. Holiday Rambler " Draging my left foot on brake heats up brakes and caused this problem.."

you cannot put your left foot on brake in my MH.. there is a LARGE steering column between your feet with the brakepedal on the right side with the footfeed.

Well.. Varnado did the service which also included 4 new sensors of that 3 had went out at the same time as the brake falure.

I have a photo I took of the recall caliper still on the MH. It is the proper number for the replacement recall caliper.

In talking to the service man at Varnado he stated that he is seeing this problem starting to crop up again in other motorhomes that have had the recall done in past..

letter on brakes 2008

I am really concerned about taking another trip.. will the front Calipers hang and when?

Will the back Calipers hang ? Is 10,000 miles enough? mabey sooner?

HOW MANY MHer's KNOW OF THIS RECALL PROBLEM OR HOW TO DEAL WITH IT, IF THEY CAN???

I DID NOT..

WHEN IS A RECALLED ITEM REALLY FIXED IF IT GOES BAD AGAIN?

HOW MANY MH'S WILL BURN TO THE GROUND, LIVES LOST, UNTOLD DOLLARS SPENT??

THANKS FOR LETTING ME VENT



SERVICE INVOICE



7659 Airline Highway
Baton Rouge, LA 70814
Phone: (225) 924-5378
Fax: (225) 924-5384

BILLED TO	
MONACO	
P.O. BOX 4912 ELKART, IN 46517 (REPRINTED FROM HISTORY FILES)	



JOB NO.	MILES/HR	P.O. NO.	CUST. NO.	PAY'MNT	CUSTOMER LABOR RATES	TYPE	INVOICE NO.
	27411			CHARGE ALLOWED		S	30421
VEHICLE SERIAL NO.		STOCK NO.	VEHICLE DESCRIPTION			LICENSE	INVOICE DAT
1RF120311Y			00 AMBASSADOR M/H Contact Phone:				05/12/2000

LINE	TYPE	MECH	REPAIR DESCRIPTION W/PARTS AND LABOR	QUANTITY	EXTENSION
1	W	63	C CHECK BRAKES - RIGHT FRONT WHEEL WAS SMOKING		
		F			
		106	L 4 WHEEL BRAKE JOB		900.00
		T1			
		124	*P BRAKE CALIPER FRT/REAR 66 M/M S01803721 3227.30	4.00	909.20
		124	*P CALIPER AXLE LINING 66 M/M LYM S01803722 354.74	4.00	218.96
		124	*P CALIPER AXLE LINING 66 M/M R/H S01803723 354.74	4.00	218.96
		124	*P HUB/ROTOR STEERING AXLE S01803812 3529.94	2.00	1059.88
		124	*P WHEEL SEAL STEERING AXLE S01803730 335.29	3.00	70.58
		124	*P HUB/ROTOR ASSEMBLY REAR AXLE S01803720 3598.83	2.00	1197.66
		124	*P SEAL REAR AXLE S01803724 324.21	2.00	48.42
		124	*P HYDRALIC BRAKE HOSE ASSEMBLY 0701087B 320.44	4.00	81.76
		124	*P AXLE DRIVE ANCHOR PLATE REPAIR KIT S01803877 3117.49	4.00	469.96
		124	*P ABS SENSOR WESTPORT 90 DEGREE 16616424 373.16	2.00	146.32
		124	F BRAKE CLEANER UDXBC15 33.45	2.00	6.90
		124	F SILICONE, BLACK 81159 34.26	1.00	4.26

PLEASE PAY THIS AMOUNT →

SERVICE INVOICE



7659 Airline Highway
 Baton Rouge, LA 70814
 Phone: (225) 924-5378
 Fax: (225) 924-5384

BILLED TO

MONACO
 P.O. BOX 4313
 ELKART, IN 46517
 (REPRINTED FROM HISTORY FILE)



UP TRUCKS



STERLING TRUCKS

JOB NO.	MILES/HRS	P.O. NO.	CUST. NO.	PAY'MNT	CUSTOMER LABOR RATES	TYPE	INVOICE NO.
	27411			CHARGE ALLOWED		S	30421 - 2 [05/07/2003]

VEHICLE SERIAL NO.	STOCK NO.	VEHICLE DESCRIPTION	LICENSE	INVOICE DATE
1RF120911Y1		00 AMBASSADOR M/H Contact Phone:		05/12/2003

LINE	TYPE	MECH	REPAIR DESCRIPTION W/PARTS AND LABOR	QUANTITY	EXTENSION
		124	*P 8" CABLE TIES 73272 20.42	20.00	8.40
		124	P BRAKE FLUID 32 OZ. FC134221 25.11	4.00	20.44
		124	*P ABS SENSOR WESTPORT STRAIGHT 01805264 269.94	2.00	139.58
		124	P FREIGHT CHARGE INBOUND FRT 2185.00	1.00	185.00
		124	*P CRATE CHARGE INCOMING CRT 250.00	1.00	50.00
		124	P FREIGHT CHARGE OUTBOUND FRT 2185.00	1.00	185.00
			Subtotal this section.....		5921.58
2	C	63	C CHECK TO SEE IF ABS MODULE RECALL HAS BEEN DONR		
			F Subtotal this section.....		0.00
			Parts charges.....		5021.58
			Labor charges.....		900.00
			TOTAL CHARGES.....		5921.58
			Plus applicable sales tax.....		0.00
			Less amount to warranty.....		5921.58-

PLEASE PAY THIS AMOUNT →

0.00

AUTHORIZED BY: _____

97708-08
R4H16M
WADSWORTH
CALIF



SERVICE INVOICE



7659 Airline Highway
 Baton Rouge, LA 70814
 Phone: (225) 924-5378
 Fax: (225) 924-5384

BILLED TO

BATON ROUGE, LA
 IMPRINT #2 J



JOB NO.	MILES/HR	P.O. NO.	CUST. NO.	PAY'MNT	CUSTOMER LABOR RATES	TYPE	INVOICE NO.
	51676			C.O.D. ONLY		D	51131 - 1 09/10/2008

VEHICLE SERIAL NO.	STOCK NO.	VEHICLE DESCRIPTION	LICENSE	INVOICE DATE
1AF120311Y		2000 HDL/RAM AMBASSADOR Contact Phone: [REDACTED]	[REDACTED]	03/28/2006

LINE	TYPE	MECH	REPAIR DESCRIPTION W/PARTS AND LABOR	QUANTITY	EXTENSION
1	C	177	C RIGHT REAR BRAKES LOCKS UP. INSPECT FOR BOSCH BRAKE RECALL. F COMPLETE REAR BRAKE JOB, REPLACE BOTH FRONT ABS SENSOR.		90.00
		42	L DIAGNOSTIC CHECK		450.00
		42	L COMPLETE REAR BRAKE		540.00
			Subtotal this section.....		
2	C	177	C ABS LIGHTS STAYS ON. F REPLACE BOTH FRONT ABS SENSOR		90.00
		42	L R/R BOTH FRONT ABS	2.00	1022.46
		301	*P CALIPER		
			10483	2.00	114.14
		301	*P LINING		
			10482	2.00	110.84
		301	*P LINING		
			10486	2.00	47.70
		301	*P HOSE		
			20564	2.00	189.66
		301	*P ABS SENSOR		
			63085	2.00	304.10
		301	*P ABS SENSOR		
			69732	2.00	14.02
		301	P LOT 3 BRAKE FLUID		
			72120	2.00	9.82
		301	F BRAKE CLEANER		
			UDX6015	1.00	5.51
		301	P SILICONE, CLEAR		
			30050		

PLEASE PAY THIS AMOUNT →

SERVICE INVOICE



7659 Airline Highway
 Baton Rouge, LA 70814
 Phone: (225) 924-5378
 Fax: (225) 924-5384

BILLED TO

[REDACTED]

BATON ROUGE, LA
 REFPRINT #2 1



JOB NO.	MILES/HR	P.O. NO.	CUST. NO.	PAY'MNT	CUSTOMER LABOR RATES	TYPE	INVOICE NO.
[REDACTED]	51896			C.O.D. ONLY		0	51131 - 2 109/10/2008

VEHICLE SERIAL NO.	STOCK NO.	VEHICLE DESCRIPTION	LICENSE	INVOICE DATE
RF120311Y	[REDACTED]	2000 HDL/RAM AMBASSADOR Contact Phone: [REDACTED]		03/28/2008

LINE	TYPE	MECH	REPAIR DESCRIPTION W/PARTS AND LABOR	QUANTITY	EXTENSION
		201	P BEAR OIL	2.00	12.14
			931	36.07	
		201	P FREIGHT	1.00	150.00
			FRT	3150.00	
		201	P SEAL, REAR WHEEL HUB	2.00	49.56
			MCD W8000276	324.78	
			Subtotal this section.....		2119.95
			Parts charges.....		2029.95
			Labor charges.....		430.00
			Supplies and cleaners.....		50.00
			TOTAL CHARGES.....		2709.95
			Plus applicable sales tax.....		390.40

PLEASE PAY THIS AMOUNT → 2940.35

C/P Auth # [REDACTED] <2009.50>
 930-85

[Handwritten Signature]