

NHTSA ccmMercury Routing Slip



Printed: 5/9/2008

NHTSA #: ES08-003212	Rec'd Date: 5/6/2008	Referred By: NPO-011
XREF #:	Doc Type: GEN	Doc Date: 5/1/2008
Delivery: EXP	Address To: NOA010	Due Date:
S10 #:	DOT/I #:	RMP #:
Subject: OWNER OF A 2006 40' MONACO RV MOTOR HOME DELIVERED WITH A 400HP DIESEL ENGINE, MANUFACTURED BY CUMMINS INC. RECEIVED A RECALL NOTICE RE A POSSIBLE ENGINE FALIURE; HE IS REQUESTING HELP IN ORDERING CUMMINS INC TO INSTALL A PROPER MANUFACTURED ENGINE		
Ack Date:	Ack By:	Signed For:
Sign Office: ENFORCEMENT	Signature: NRN	Cleared For:
Cleared Date:	Cleared By:	Closed Date: 5/9/2008
File Loc:	XREF File:	
Added By: TMAPP x62870	Modified By: TAMMY.MAPP	
Most Recent Comment:		

Author:

[Redacted Name]

POWAY, CA [Redacted]

Tel: [Redacted] Fax: E-mail:

CL-10228390-4353

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	APPROPRIATE	5/9/2008		5/9/2008
NVS-010	INFORMATION	5/9/2008		5/9/2008

Vertical stamp: MAY 9 2008 10:00 AM

2008 MAY 12 AM 8:45

Handwritten initials: A/A, 05/12/08, 8:45, KB

May 1, 2008

Administrator
National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20590

7:11 PM - 6 P 3 02

Dear Sir:

I am the original owner of a 2006, 40' Monaco RV Motor Home bought new with my wife in April 2007. It was delivered with a 400hp diesel engine, manufactured by Cummins Inc.

I received a re-call notice last week regarding a possible engine failure. The re-call notice was dated March 5th, and received by the selling dealer on March 13th, and mailed to me on the 17th of April 2008. The notice read as follows: IMPORTANT SAFETY NOTICE *** SECOND NOTICE.

I have enclosed a copy of the entire package received by me on or about the 20th of April.

The explanation given me by a local Cummins authorized engine repair facility was somewhat helpful but left questions unanswered. So I called the Cummins Assistance Center this date, per the re-call notice, for answers to my questions. Unfortunately, the answers, to me, were not satisfactory, which prompted me, per the re-call notice, to address this letter to you for help in this matter.

1. The Notice described a defect in the manufacturing of the engine which could cause the engine to seize and destroy itself.
 - a. Thus, they admit to a manufacturing defect.
2. The Notice described the "FIX" by installing a pressure sensor in the crankcase essentially to warn of a pending engine failure.
 - a. This, to me, is a "WARNING DEVICE", not a "FIX" of the problem.
 - b. To me, a proper "FIX" would require replacement of the engine with one properly manufactured.

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3. The responses I got from Customer Service were
 - a. "Cummins will replace the engine if it fails within the warranty period which", he said, "is 5 years or 100,000 miles whichever occurs first".
4. Since I am on life support, it is not reassuring to me to be traveling, far from help, and have an engine failure, known to be possible.
 - i. The response to that was, "not many have failed". That does not make me feel safer, or satisfied.
5. Since I have been in and out of the hospital for the past year, we have not been able to take any trips and have less than 6000 miles on the RV to date.
6. Knowing that this "WARNING DEVICE" is not a "FIX", we have put on hold any plans to take a cross country trip sometime this year or early next year for fear that an engine failure might occur in the middle of nowhere, a failure that could have been prevented by a "PROPER FIX".
7. Assuming the "WARNING DEVICE" does not trigger the alarm within the 5 year warranty period (2 years from now) and the engine fails, I would be faced "stuck" with a \$50,000 more or less repair bill which could have//should have been attended to by Cummins Inc at the outset. That is in addition to the added expenses of towing and housings costs involved while repairs are undertaken somewhere ..
???? not to mention an avoidable ruined vacation.

While I have some time at the present, I am requesting your help in requesting/ordering Cummins Inc to install a properly manufactured engine in my motor home (RV) in the very near future while my convalescent period progresses.

Thank you very much for your help in this matter and I await your early response.

Sincerely,

[REDACTED]

Poway, CA [REDACTED]

[REDACTED]



STK# 155215
'06 Diplomat
RV# 19076

March 05, 2008

*****AUTO**MIXED AADC 400
BEAUDRY MOTOR COMPANY RV
2260 E MAIN ST
MESA AZ 85213-9113



***** IMPORTANT SAFETY NOTICE *****
*****SECOND NOTICE*****

Dear Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Cummins Inc. has decided that a defect which relates to motor vehicle safety exists in recreational vehicles that contain the connecting rods of the ISL CM850 recreational vehicle engines manufactured between October 17, 2005 and April 18, 2006. We believe that your Cummins engine listed below was manufactured during that time period:

Engine Serial Number: 46575949
Vehicle Manufacturer: MONACO COACH CORP
Vehicle Serial Number: 1RF43464162 [REDACTED]

The defect affects the connecting rods in ISL CM850 recreational vehicle engines. The defect could cause a piston pin joint seizure that could result in an engine failure without warning, possibly resulting in a vehicle crash.

The campaign repair involves recalibration of the engine and, to further enhance the Engine Protection System, installation of a crankcase pressure sensor, to provide early detection of the failure and avoid serious damage. This should take approximately 4 hours to complete, and will be performed free of charge. We urge you to contact your nearest Cummins authorized repair location to conduct this campaign. You may also contact the Cummins Customer Assistance Center at 1-800-DIESELS (1-800-343-7357).

#5

Cummins Inc.
500 Jackson Street
Columbus, IN 47201 USA
Phone 1 812 377 5000
cummins.com

RECEIVED MAR 13 2008

If you are a lessor of vehicles with engines that are in the affected population, Federal Law requires vehicle lessors receiving this recall notice to forward a copy of this notice to the lessee within ten (10) days. You may be eligible to receive a reimbursement for the cost of obtaining a pre-notification remedy related to this recall. Please note our contact number below.

If you have a complaint relative to this campaign, you may report it to the following:

Administrator, National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20590

Or, you may call the toll free Auto Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for the inconvenience this campaign may cause. Cummins is initiating this action because of the sense of responsibility Cummins has for customer safety and customer satisfaction with our products. Thank you for your attention to this matter.

Sincerely,



Bryan R Rathert
Executive Director – Service Engineering
Cummins Inc.