

11Q-10232436

2008 JUL 23 AM 9: 58

From: [REDACTED]  
 To: [REDACTED]  
 Sent: Friday, June 27, 2008 8:59 AM  
 Subject: Fw: incorrect information on ODI # 10232436 ISSUE=14086 PROJ=12

----- Original Message -----

From: NHTSAHotline@telesishq.com  
 To: [REDACTED]  
 Sent: Friday, June 27, 2008 6:32 AM  
 Subject: incorrect information on ODI # 10232436 ISSUE=14086 PROJ=12

When replying, type your text above this line.

### Notification of Case Change (All times are GMT -500)

**Project:** NHTSA Hotline Center  
**Case:** incorrect information on ODI # 10232436  
**Case Number:**14086

**Priority:** None      **Status:** Closed  
**Date:** 06/27/2008      **Time:** 08:32:43  
**Creation Date:**06/26/2008      **Creation Time:**22:03:37

#### Description:

Entered on 06/26/2008 at 22:03:37 by odiwebuser@www-odi.nhtsa.dot.gov:

FULL NAME: [REDACTED]  
 EMAIL : [REDACTED]  
 SUBJECT : incorrect information on ODI # 10232436

#### WEB USER COMMENTS:

The original complaint had too many words. Our private investigator shortened the complaint and in the process sent you incorrect information. The following are the corrections to the original complaint: ODI 10232436.

The weld on the rear brace of the rear axel on the passenger side broke off twice. Both times we had them reselded in the field as the fifth wheel really could not be moved without welding it back in place. The first break was in Salt Lake City whe the weld broke onthe brace, the rear axel shifted and caused the two tires on the passenger side of the coach to rub together thus causing smoke and would have caught on fire if we hand not pulled over and stopped. We do have photos showing that the break was caused by a manufacturing defect. The defect was that the brace was welded to the underover of the fifth wheel instead of being welded diretly to the frame of the fifth wheel. The rest of the information is correct as stated. Please if you have any questions call me at [REDACTED]

[REDACTED] or [REDACTED]

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 This mail was sent using the Contact form from <http://WWW-ODI.NHTSA.DOT.GOV> web site.

Entered on 06/27/2008 at 08:32:43 by Carmen L Rivera:

Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center.

6/30/2008

You can make corrections to your complaint by mailing your corrections to the Department of Transportation with a printed copy of your complaint.

A copy of your complaint can be printed from the NHTSA website at [www.nhtsa.dot.gov](http://www.nhtsa.dot.gov) 24 hours after submission on the Vehicle Safety Hotline. The Office of Defect Investigation Number is required to search for your complaint.

Please mail the corrected information to:

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation  
1200 New Jersey Ave, SE  
West Building  
Washington, DC 20590

We hope that you find this information helpful. However, if you need additional information on our services please feel free to contact us at 1-888-327-4236.

Thank you,

NHTSA.dot.gov Response Team

Disclaimer: "This response is for information purposes only and does not constitute an official communication of the U.S. Department of Transportation. For an official response, please write U.S. Department of Transportation, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, West Building, Washington, DC 20590.

**CORRECTED SUMMARY TO COMPLAINT ODI ID NUMBER10232436**

June 30, 2008

On May 31, 2007, the factory weld on the rear axle brace broke off allowing the rear axle to shift forward causing the two tires on the passenger side of the 5<sup>th</sup> wheel coach to rub together producing heat and smoke. The rear axle was repositioned and the brace rewelded. We have pictures showing that the brace on the axle was factory welded to the undercover of the 5<sup>th</sup> wheel instead of to the frame. We discovered the weld was again breaking apart on April 6, 2008. After having the brace rewelded for the second time, the 5<sup>th</sup> wheel was taken to a Monaco dealer in Draper, Utah who didn't know what to do. We hired a private investigator who got Monaco Coach to send a factory representative to come out and redo all the welds and install upgrades to strengthen and stabilize the frame. We took the 5<sup>th</sup> wheel to a specialized alignment shop and they pointed out numerous inferior welds that had been done by the factory representative. We hired an Structural Welding Engineer to inspect the welds. He deemed the welds unsatisfactory and unsafe according to the welding codes of the American Society of Welders. On checking the NHTSA vehicle recalls under campaign # 04V483000 and Monaco recall #RO2233, we discovered that the 2005 Holiday Rambler Presidential was included in the recall. In our conversation with the Monaco representative he told our investigator and us that there wasn't a recall on our rig, that they had only made the repairs out of courtesy. The Monaco representative said he did not care how the welds looked and that Monaco would not help us any further to correct the problem. We now have an unsafe vehicle and Monaco could care less.





**OFFICE OF DEFECTS INVESTIGATION (ODI)**

**Complaints - Search Results**

4 Record(s) Displayed.

Report Date : **June 30, 2008 at 03:13 PM**  
 ODI Numbers Searched : **10232436**

**Make :** HOLIDAY RAMBLER                      **Model :** PRESIDENTIAL                      **Year :** 2005  
**Manufacturer :** MONACO COACH CORPORATION  
**Crash :** No    **Fire :** Yes    **Number of Injuries :** 0  
**ODI ID Number :** 10232436    **Number of Deaths :** 0  
**Date of Failure:** May 31, 2007  
**VIN :** 1KB311S225E...

**Component:** STRUCTURE:FRAME AND MEMBERS

**Summary:**

PURCHASE A MONACO 2005 PRESIDENTIAL WITH EXTENDED WARRANTY. THE REAR AXLES CAME OFF TWICE, ONE IN SLC UTAH AND ONE IN TEXAS. THEY WERE RE WELDED IN THE FIELD. WE HAVE PICTURES SHOWING THE AXLE WAS NOT WELDED PROPERLY FROM THE FACTORY TO BEGIN WITH. WE BLEW TWO SETS OF TIRES DUE TO THE AXLES DROPPING AND ONE TIME IT CAUSED A FIRE DUE TO THE REAR TIRES RUBBING. WE TOOK THE RV TO A FACTORY DEALER IN DRAPER UTAH WHO REFUSED TO TOUCH THE AXLE DUE TO LIABILITY. WE HIRED A PRIVATE INVESTIGATOR WHO GOT MONACO TO COME OUT AND SUPPOSABLY RE DO ALL THE WELDS AND PLACE AN UPGRADE TO STABILIZE THE RIG. WE TOOK THE RIG TO BUY NEW TIRES AND WERE TOLD WE HAD A HUGE PROBLEM BY THE TIRE EXPERTS. WE TOOK THE RIG TO A SPECIALIZED ALIGNMENT SHOP WHO POINTED OUT NUMEROUS INFERIOR WELDS THAT HAD BEEN DONE BY THE FACTORY GENTLEMAN. THEY DEEMED THE VEHICLE WAS UNSAFE TO DRIVE AT HIGH SPEEDS. THEY ALIGNED IT, AND WE HIRED AN ENGINEER TO CHECK THE VEHICLE FOR STRESS AND TO INSPECT THE WELDS. HE DEEMED THEM UNSATISFACTORY AND NOT SAFE. THEY MUST BE ALL REDONE TO MEET AMERICAN SOCIETY OF WELDERS CODES. HE ALSO STATED NUMEROUS OTHER VIOLATIONS IN HIS DOC'S WE DON'T HAVE SPACE HERE TO WRITE. WE FOUND OUT TODAY THAT THE RIG IS UNDER A NHTSA CAMPAIGN # 04V483000 AND MONACO RECALL R02233. IN OUR CONVERSATION TODAY WITH THE MONACO EXECUTIVE HE TOLD OUR INVESTIGATOR AND US THIS RECALL IS ALL WRONG AND MONACO WILL DO NOTHING MORE. " THEY SHOULD HAVE NEVER HELPED US", THEY SHOULD HAVE LEFT US ALONE AND NEVER SENT OUR THERE MAN TO HELP. NOW WE HAVE AN UNSAFE FIFTH WHEEL HE CLAIMS "HE DOES NOT CARE WHAT THE WELDS LOOK LIKE" AND MONACO HAS NO RECALL. WE CALLED NHTSA TO VERIFY AND WE ARE LOST AND NEED YOUR HELP

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**ODI ID Number :** 10232436    **Number of Deaths :** 0  
**Date of Failure:** May 31, 2007  
**VIN :** 1KB311S225E...  
**Component:** SUSPENSION:FRONT

**Summary:**

PURCHASE A MONACO 2005 PRESIDENTIAL WITH EXTENDED WARRANTY. THE REAR AXLES CAME OFF TWICE, ONE IN SLC UTAH AND ONE IN TEXAS. THEY WERE RE WELDED IN THE FIELD. WE HAVE PICTURES