



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

22-JUL-2008

Repository ☐

Reference No.
10235335

OWNER INFORMATION (Type or Print)

Name

Address

City

BERRYTON

State KS

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 8/12/08

VEHICLE INFORMATION

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

5B4MP67G133371342

5B4MP67G13

Make

MONACO

Model

LAPALMA

Model Year

2004

Date Purchased

10-24-03

Dealer's Name and Telephone Number

ZZZ RV Sales 785 242 6700

Engine:

No: Cylinders 8

Fuel Type:

GAS

Original Owner

☒

Dealer's City

Ottawa

State

KS

Zip Code

66067

Transmission Type

ALLISON
Automatic

☒ Antilock Brakes

☒ Cruise Control

Powertrain Chevrolet

8.1L V8

Workhorse Custom
Chassis

Vehicle Component Code

110000 ELECTRICAL SYSTEM

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
28-OCT-2007

Failure Mileage
16000

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 2004 MONACO LAPALMA MOTOR HOME. THE CONTACT NOTICED THAT THE LCD SCREEN, WHICH INDICATES THE GEAR POSITION AND ODOMETER READING, WAS BECOMING DIFFICULT TO SEE AT NIGHT OR DURING DAYTIME DRIVING. THE CONTACT DID NOT NOTICE ANY DIFFERENCES IN THE VEHICLE PRIOR TO THE FAILURE. THE VEHICLE HAS NOT BEEN DIAGNOSED BY THE DEALER. THE CURRENT MILEAGE WAS 18,772 AND FAILURE MILEAGE WAS 16,000.

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.

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

[REDACTED]
Berryton, KS [REDACTED]

RE: LCD Screen Failure

I contacted ZZZ RV Sales service department and asked about the problem with my LCD screen. I was told my unit was out of warranty. I was also informed I could have one installed at my own expense, but that they are not a workhorse chassis dealer.

I also called Workhorse Custom Chassis and their people told me the same thing. No one would listen to my concerns about gear shift position. The people I spoke with insisted it is not a safety issue. I disagree. A driver needs to know what gear position their vehicle is in to be safe on our roadways.

Someone I talked to referred me to the GMC Truck dealer in Ottawa, ^{Ks.} but the service manager said he could not repair the problem on a motorhome and that my motorhome was out of warranty anyway.

This model had a safety recall about the dash panel where the LCD screen is located. I took the motorhome in and they visually inspected the dash unit and said it was fine. I received no receipt showing it had been inspected. I do remember it was approximately 2 years old at that time and it was still under warranty.

From what I have been reading in RV magazines, there seem to be many failures of this type on that model of workhorse custom chassis. Some owners are having to pay out of pocket so they may continue to use and enjoy their RVs safely. With the failure of the LCD screens, a person can not tell what position the gear shift is in. Not only can I not see which gear position I am in, the odometer is ^{going} blank as well.

There have been and continue to be problems plaguing the LCD screens. Even the people at the ZZZ RV Sales dealer admit there are problems.

Your investigation into the above mentioned LCD screen failures will be greatly appreciated. It will also insure that our highways are a safe place for all who travel.

Sincerely, [REDACTED]