



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 <input type="checkbox"/>
25-JUL-2008	Reference No. 10235748

2008 SEP -9 PM 4:40

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: SALEM State: OR Zip Code: [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? YES NO
In the absence of an authorized signature, NHTSA will not provide your name or address to the vehicle manufacturer.
Signature of Owner: [REDACTED] Date: 08/26/2008

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1RF51336X31 [REDACTED]	Make HOLIDAY RAMBLER	Model NEPTUNE	Model Year 2003
Date Purchased	Dealer's Name and Telephone Number WAGERS TRAILER SALES (503) 585-7713	Engine: No: Cylinders 6	Fuel Type: DIESEL
Original Owner <input checked="" type="checkbox"/>	Dealer's City SALEM, OR 97305	State OR	Zip Code 97305
Transmission Type Allison 5SP. AUTO.	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain DIESEL PUSHER MOTOR-HOME	Vehicle Component Code 030000 SERVICE BRAKES, HYDRAULIC
Multiple Failure: L/R BRAKE SENSOR/SEALS			

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 13-JUN-2008	Failure Mileage 13105	Failure Speed 45
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make N/A	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: N/A	Date Manufactured:	Model No./Name:
Seat Type: N/A	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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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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 2003 HOLIDAY RAMBLER NEPTUNE. WHILE DRIVING 45-50 MPH, THE CONTACT DEPRESSED THE BRAKE PEDAL AND SMELLED A BURNING ODOR. HE DROVE FIVE MORE MILES AND NOTICED SMOKE COMING FROM THE REAR DRIVER'S SIDE WHEEL. THE REAR BRAKES LOCKED. THE VEHICLE WAS JACKED UP FOR APPROXIMATELY AN HOUR UNTIL IT COOLED OFF. A TRAILER REPAIR PERSON STATED THAT THE CALIPERS HAD TO BE REPLACED ALONG WITH OTHER COMPONENTS LISTED IN NHTSA CAMPAIGN ID NUMBER 02V278000 (SERVICE BRAKES, HYDRAULIC: FOUNDATION COMPONENTS). THE CURRENT MILEAGE WAS 13,240 AND FAILURE MILEAGE WAS 13,105.

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.

[REDACTED]
Salem, OR. [REDACTED]

August 26, 2008

U.S. Department of Transportation
National Highway Traffic Safety Administration.
1200 New Jersey Avenue SE
Washington, DC 20590

Dear Sirs,

Thank you for reviewing the safety issues with my 2003 Holiday Rambler Neptune Motor-home.

On June 13th 2008 I was driving from Salem, Oregon on US Highway 20 towards Bend, Oregon, at the time I was following truck/trailer which was traveling approximately 40-45 mph, the vehicle slowed suddenly and turned without warning, I applied the brakes harder than normal, however, everything seemed OK, (this was no where a near collision it was not much harder than when you approach a stop light and it turns yellow, nothing inside was disturbed). I continued on and after about 5 miles I started smelling a brake/clutch burning odor, I had no indication it was my motor-home, I pulled into a Les Schwab Tire Center in Sisters, Oregon, they were not equipped to handle any repairs to this type of braking system. We jacked up the rear wheels and the left rear wheel would not turn and decided to let everything cool down, after about an hour the brakes released. When I started the engine the "ABS" lamp was illuminated, we referred to the owner's manual and felt confident with the back up systems, we could safely continue on to the "Bend Beaver Service Center" in Bend, Oregon, we stopped 2-3 times and everything was OK, however, the "ABS" lamp was still on.

Loren Cassidy (Service Advisor) from "Bend Service Center" had diagnosed the problem as the left rear brake caliper had locked up causing the brakes to overheat, damaging the "ABS" sensor, "Brake Rotor" and "Wheel Seals on the left rear side. Loren contacted Holiday Rambler who refused to cover any part of the repairs under the recall stating it only covered front brakes. I authorized the repairs and paid \$845.10. Loren also stated the same parts used on the front brake recall were needed to repair the rear brakes, (please see attached invoice) I was charged for 2-NHTSA Recall Guides and Caliper Kits.

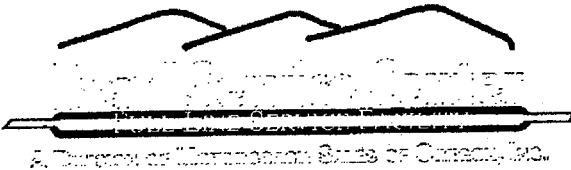
I contacted Holiday Rambler and was also told they would not participate in the repairs and only the front brakes were included in the original recall.

After reviewing the recall, which states front and rear brakes were supposed to be inspected and repaired. When I received the original Recall notice and returned the Motor-Home to Monaco in Coburg, Oregon for repairs I was under the impression all 4 brakes would be repaired, which I am finding out they only inspected the front brakes.

I am not sure if this is a Monaco or Bosch issue, I just know this is a safety issue, and if a fire had started, it would have been catastrophic.

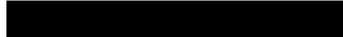
Sincerely;

[REDACTED]



62955 Boyd Acres Road
Bend, Oregon 97701
(800) 843-2967

YOUR SATISFACTION IS OUR GOAL



CUSTOMER NO.	ADVISOR LOREN	153	LENGTH 419	INVOICE DATE 07/18/08	INVOICE NO. BCCS6827
SALEM, OR	LABOR RATE	LICENSE NO.	MILEAGE 13,105	COLOR 7	STOCK NO.
	YEAR/MAKE/MODEL 03/HOLIDAY RAMBLER/NEPTUNE			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 R F 5 1 3 3 6 X 3 1			SELLING DEALER NO.	PRODUCTION DATE
		P.O. NO.	R.O. DATE 07/14/08	PRODUCTION #	
BUSINESS PHONE	COMMENTS EV 703427	MO: 13105			

JOB# 1 CHARGES

LABOR
J# 1 08CUZ **Rear BRAKES** TECH(S):170.191 490.50
FRONT BRAKES LOCKED UP INSPECT AND ADVISE
REMOVED TIRES REPLACE REAR ABS SENSOR RESURFACED ROTORS
REPLACED WHEEL SEALS AND OIL CLEANED AREA
ADMINISTRATIVE SERVICES - 400 METRO PLACE NORTH STE 360 -
DUBLIN OH 43017 - ATTN. CLAIMS PAYMENT - AUTH #G08-00151-190
AUTH FOR \$189.71

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	2	02V278000G	NTHSA RECALL GUIDE	5.00	10.00
	2	02V278000C	CALPER RECLLKTS	5.00	10.00
	4	250103D120	OILGEAR 85W-140	2.59	10.36
		U/M IS QUART			
	1	R955336	SENSOR ABS 90DE	76.21	76.21
	1	NP#MSN	2"ROLOC SCUFF PADS	28.00	28.00
	1	CR3500	SEAL WHEEL REAR	59.40	59.40
	1	MSR\$67.94			
		24105	SILCONE RTV HT	29.13	29.13
		MSR\$29.13			
TOTAL - PARTS				223.10	

JOB# 1 TOTALS
LABOR 490.50
PARTS 223.10

JOB# 1 JOURNAL PREFIX BCCS JOB# 1 TOTAL 713.60

JOB# 2 CHARGES

LABOR
J# 2+10CUZ **CHASSIS** TECH(S):170 109.00
PERFORM CHASSIS INSPECTION AND ADVISE
INSPECTED CHASSIS EVERYTHING LOOKED GOOD REAR BRAKES WERE
BEING REPAIRED SEE CHECK OFF SHEET

JOB# 2 TOTALS
LABOR 109.00

JOB# 2 JOURNAL PREFIX BCCS JOB# 2 TOTAL 109.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	6HW	P HAZARDOUS WASTE FEES		15.00
JOB # A	ISS	SHOP SUPPLIES		7.50
TOTAL - MISC				22.50

COMMENTS
EXTENDED SERVICE HERITAGE #HRV243047 9/3/04 800-753-5236

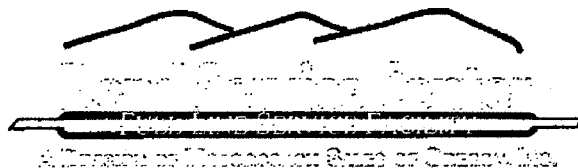
Any warranties on the parts sold hereby are those made by the manufacturer. The seller, Bend Service Center, hereby expressly disclaims all warranties either expressed or implied, including any implied warranties of merchantability or fitness for the particular purpose, and Bend Service Center, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts and labor.

TERMS: STRICTLY CASH OR CREDIT CARD UNLESS ARRANGEMENTS MADE.

CASH MASTERCARD
 CHECK CHARGE
 VISA OTHER

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

CUSTOMER SIGNATURE



62955 Boyd Acres Road
 Bend, Oregon 97701
 (800) 843-2967

YOUR SATISFACTION IS OUR GOAL

CUSTOMER NO. [REDACTED]	ADVISOR LOREN	LENGTH 153	419	INVOICE DATE 07/18/08	INVOICE NO. BCCS6827
SALEM, OR [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 13,105	COLOR 7	STOCK NO.
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	VEHICLE I.D. NO. 1RF51336X31			SELLING DEALER NO.	PRODUCTION DATE
		P. O. NO.		R. O. DATE 07/14/08	PRODUCTION #
BUSINESS PHONE	COMMENTS EF 705427			MO: 13105	

TOTALS	
*****	TOTAL LABOR.... 599.50
*	TOTAL PARTS.... 223.10
* [] CASH [] CHECK CK NO. []	TOTAL SUBLET... 0.00
*	TOTAL G.O.G.... 0.00
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL MISC CHG. 22.50
*	TOTAL MISC DISC 0.00
* [] AMER XPRESS [] OTHER [] CHARGE	TOTAL TAX..... 0.00
*	
*****	TOTAL INVOICE \$ 845.10

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

Any warranties on the parts sold hereby are those made by the manufacturer. The seller, Bend Service Center, hereby expressly disclaims all warranties either expressed or implied, including any implied warranties of merchantability or fitness for the particular purpose, and Bend Service Center, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts and labor.

TERMS: STRICTLY CASH OR CREDIT CARD UNLESS ARRANGEMENTS MADE.

<input type="checkbox"/> CASH	<input type="checkbox"/> MASTERCARD
<input type="checkbox"/> CHECK	<input type="checkbox"/> CHARGE
<input type="checkbox"/> VISA	<input type="checkbox"/> OTHER

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

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