


9 Enclosures
2-23-09

 <p>DOT Auto Safety Hotline U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>OWNER INFORMATION (Type or Print)</p>		<p>Date Received 05-JAN-2009</p>		<p>Repository <input type="checkbox"/> Reference No. 10253830</p>	
<p>Name [REDACTED]</p>		<p>Daytime Telephone Number [REDACTED]</p>		<p>E-mail Address [REDACTED]</p>	
<p>Address [REDACTED]</p>		<p>Evening Telephone Number [REDACTED]</p>			
<p>City SHINGLETOWN State CA Zip Code [REDACTED]</p>					
<p>Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.</p>					
<p>Signature of Owner _____ Date 1/1/09</p>					
<p>VEHICLE INFORMATION</p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1RF5133603</p>		<p>Make HOLIDAY RAMBLER</p>		<p>Model NEPTUNE</p>	
		<p>Model Year 2003</p>			
<p>Date Purchased 07-11-03</p>		<p>Dealer's Name and Telephone Number DEMARTINI SALES 530-272-1921</p>		<p>Engine: Cummins No: 238-360 Cylinders 6</p>	
<p>Original Owner <input checked="" type="checkbox"/></p>		<p>Dealer's City GRASS VALLEY</p>		<p>Fuel Type: DIESEL</p>	
<p>State CA Zip Code</p>					
<p>Transmission Type AUTO</p>		<p><input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control</p>		<p>Powertrain</p>	
		<p>Multiple Failure:</p>		<p>Incident Date(s) 14-SEP-2008 23</p>	
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Vehicle Component Code: 063000 ENGINE AND ENGINE COOLING: EXHAUST SYSTEM Turbo Exhaust Pipe</p>				<p>Failure Mileage 30000 34,063.3</p>	
		<p>Failure Speed 0?</p>			
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM19ABC036)</p>		<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>		<p>Failure Location:</p>	
<p>Tire Component Code</p>				<p>Tire Failure Type:</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p>APPLICABLE INCIDENT INFORMATION</p>					
<p>Defective Exhaust (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</p>					
<p>Crash Part Fire HEAT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>		<p>Number of Persons Injured 0</p>		<p>Number of Deaths 0</p>	
		<p>Reported to Police N</p>			
<p>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).</p>					
<p>TL*THE CONTACT OWNS A 2003 HOLIDAY RAMBLER NEPTUNE. THE CONTACT STATED THAT THE EXHAUST PIPE FELL FROM THE TURBO CLAMP, WHICH CAUSED THE HANGER TO FAIL. THE FAILURE DAMAGED THE WIRING AND THE STORAGE UNIT. THE MANUFACTURER APOLOGIZED FOR THE FAILURE, BUT WOULD NOT ASSIST BECAUSE THE WARRANTY WAS EXPIRED. THE CONTACT STATED THAT IT WAS A BIG FIRE HAZARD. THE VEHICLE WAS UNABLE TO BE DRIVEN. THE VIN WAS UNKNOWN. THE FAILURE AND CURRENT MILEAGES WERE 30,000.</p>					
<p>33,063.3 Defective Exhaust pipe fell out of turbo clamp. Caused hanger to fail Exhaust gas melted. Storage Compartment, wiring harness coverings searched for non-hazard (yet to be repaired)</p>					
<p>Repair - CORRECTION: 1. Fabricated Exhaust pipe to turbo outlet 2. Installed w/new " " clamp existing turbo clamp</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY</p>					
<p>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.</p>					

Cjs: Letter 1. Monro 12/1/08 Please see 7 Photos
2. mcmember w/ E-mail to company.

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

*It is our belief that the orig. of fault here
was not adequately shown. Not con continue with the pipe*

*We are Very Positive our mt did not cause harm
or injury to us or others. We thought a recall
was in order once we saw the cause & effect.*

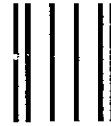
ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

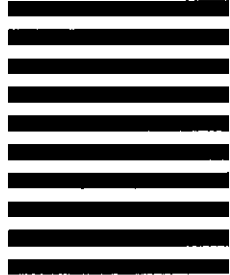
National Highway
Traffic Safety
Administration

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 Avenue SE.
Washington, D.C. 20077-9382



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

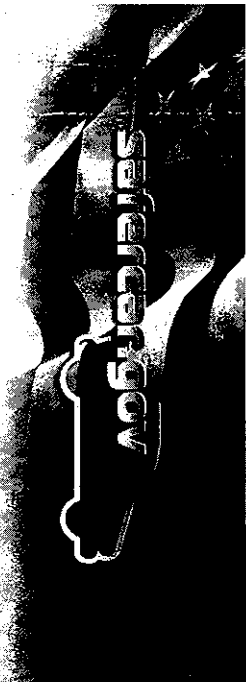
www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



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





1- 1-22-09 1036
Mickie Babbott
MM
800-450-6336
x8263
after hours Tech Support
Re Ltr.

December 17, 2008

[REDACTED]

Shingletown, CA [REDACTED]

RE: Coach # 031719083483206 704922
2003 Neptune

Dear [REDACTED]

Thank you for your letter and for taking the time to speak with Kyle Wilson, Technical Advisor.

We are truly sorry to hear of the problem you experienced with your Neptune. However, as Kyle expressed, at the time you purchased your coach from DeMartini RV Sales, you were provided with a three-year or 36,000 miles (whichever occurred first) Roadmaster Chassis Warranty. According to our records, this warranty expired July 11, 2006. Due to the length of time which has elapsed since the expiration of the chassis warranty, Monaco Coach Corporation must respectfully decline to cover the repairs to your coach.

While we realize that this is not the answer you had hoped to receive, we would appreciate your understanding in our decision.

Sincerely,

A handwritten signature in black ink, appearing to read "Taylor Spike", with a stylized flourish at the end.

Taylor Spike
Technical Support Supervisor

TS/sgp

Cc: Brian Creach, Technical Advisor
Rob Rissberger, Technical Advisor

MONACO COACH CORPORATION
91320 Coburg Industrial Way, Coburg, OR 97408
Telephone: (541) 686-8011 • (877) 4-MONACO

0

January 04, 2009

Monaco Coach Corporation
91320 Coburg Industrial Way
Coburg, OR 97408

Re: 2003 Neptune Coach #031719083483206 704922

Attn: Taylor Spike, Technical Support Supervisor

Dear Mr. Spike,

Thank you for your letter dated December 17, 2008. Needless to say, we are very disappointed in your response to a defective component resulting in a serious safety issue. Due to the inaccessible location, the defect could not be examined visually within the warranty period.

Evidenced by the pictures we sent to your company, it is readily apparent that the defective exhaust pipe falling out of the turbo clamp, caused the hanger to fail, damaging the wiring, storage unit and Freon hoses and should never have been installed on any unit.

We feel VERY fortunate that the whole motor home didn't burn up, i.e, when we think of the serious problems and possible injuries to us and others we are overwhelmed with thankfulness. As noted in previous correspondence, while we have escaped serious injury, we do have a sincere concern for public safety and others who may be subjected to this same defect.

Although we sincerely appreciate your expression of sorrow regarding our motor home problem, it is disappointing that you did not express regret of the poor quality of the component that caused the system failure.

We believe you should be responsible for total restoration. At a minimum, supplying a replacement of the defective component would demonstrate a commitment to quality and safety.

Sincerely,

[REDACTED]
Shingletown, CA [REDACTED]
[REDACTED]

[Redacted]

From: [Redacted]
To: <rob.rissberger@monacocoach.com>
Sent: Wednesday, September 24, 2008 3:11 PM
Attach: Copy of Motorhome Exhaust Problem 002.jpg
Subject: Emailing: Copy of Motorhome Exhaust Problem 002.jpg

Rob. I couldn't figure out how to send them alltogether so they will come on at a time. This one show the severity of the off center of the exhaust pipe flare. As you can see the is hardly anything for the clamp to catch on the right side of the photo.

The message is ready to be sent with the following file or link attachments:
Copy of Motorhome Exhaust Problem 002.jpg

Note: To protect against computer viruses, e-mail programs may prevent sending or receiving certain types of file attachments. Check your e-mail security settings to determine how attachments are handled.

Defective Part - should not have passed Quality Control



1/19/2009

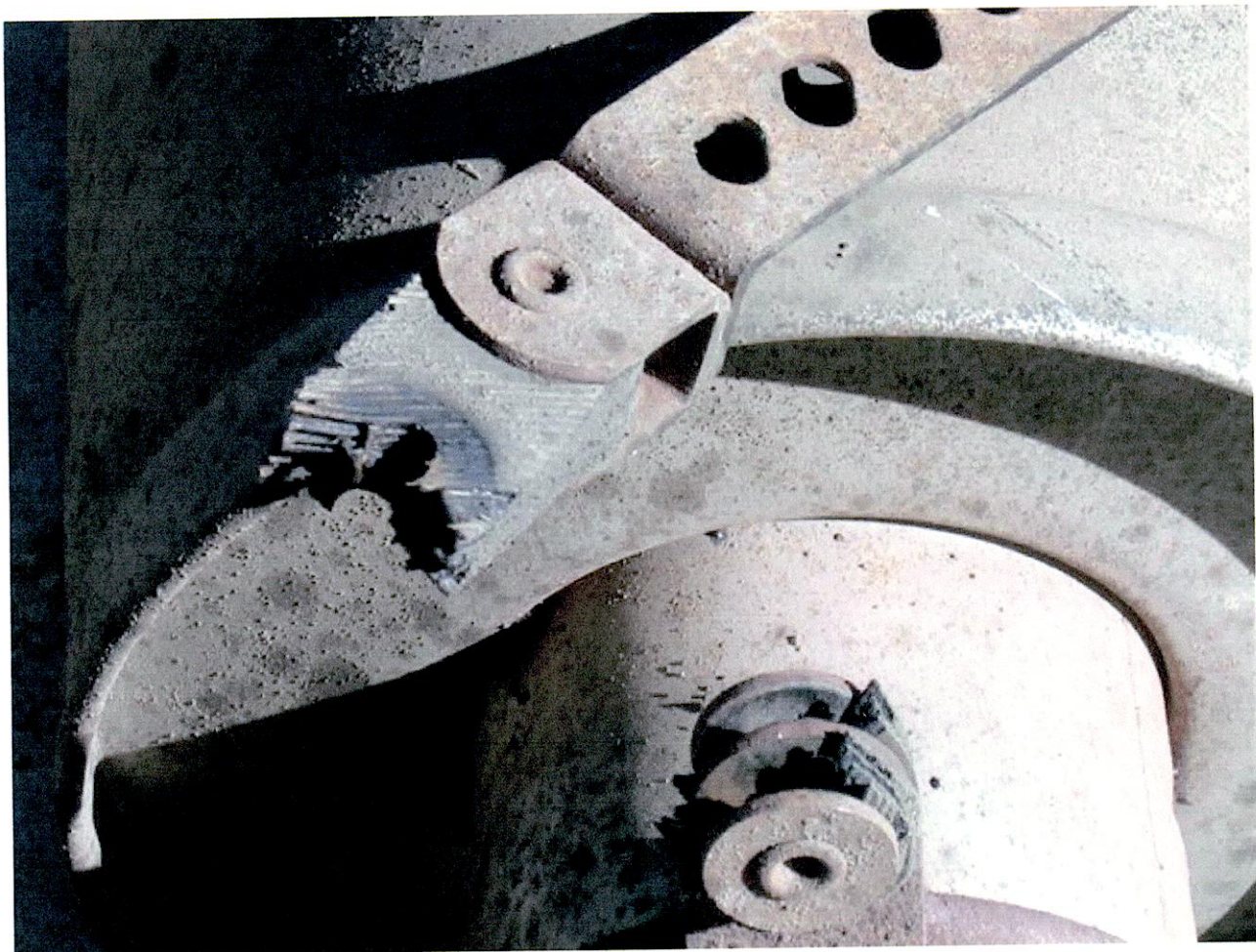
①

From: [REDACTED]
To: <rob.rissberger@monacocoach.com>
Sent: Wednesday, September 24, 2008 3:11 PM ✓
Attach: Motorhome Exhaust Problem 003.jpg
Subject: Emailing: Motorhome Exhaust Problem 003.jpg

Rob. this photo shows the broken hanger. I feel that the pipe fell out of the turbo first which was too much for the hanger so it failed.

The message is ready to be sent with the following file or link attachments:
Motorhome Exhaust Problem 003.jpg

Note: To protect against computer viruses, e-mail programs may prevent sending or receiving certain types of file attachments. Check your e-mail security settings to determine how attachments are handled.



[Redacted]

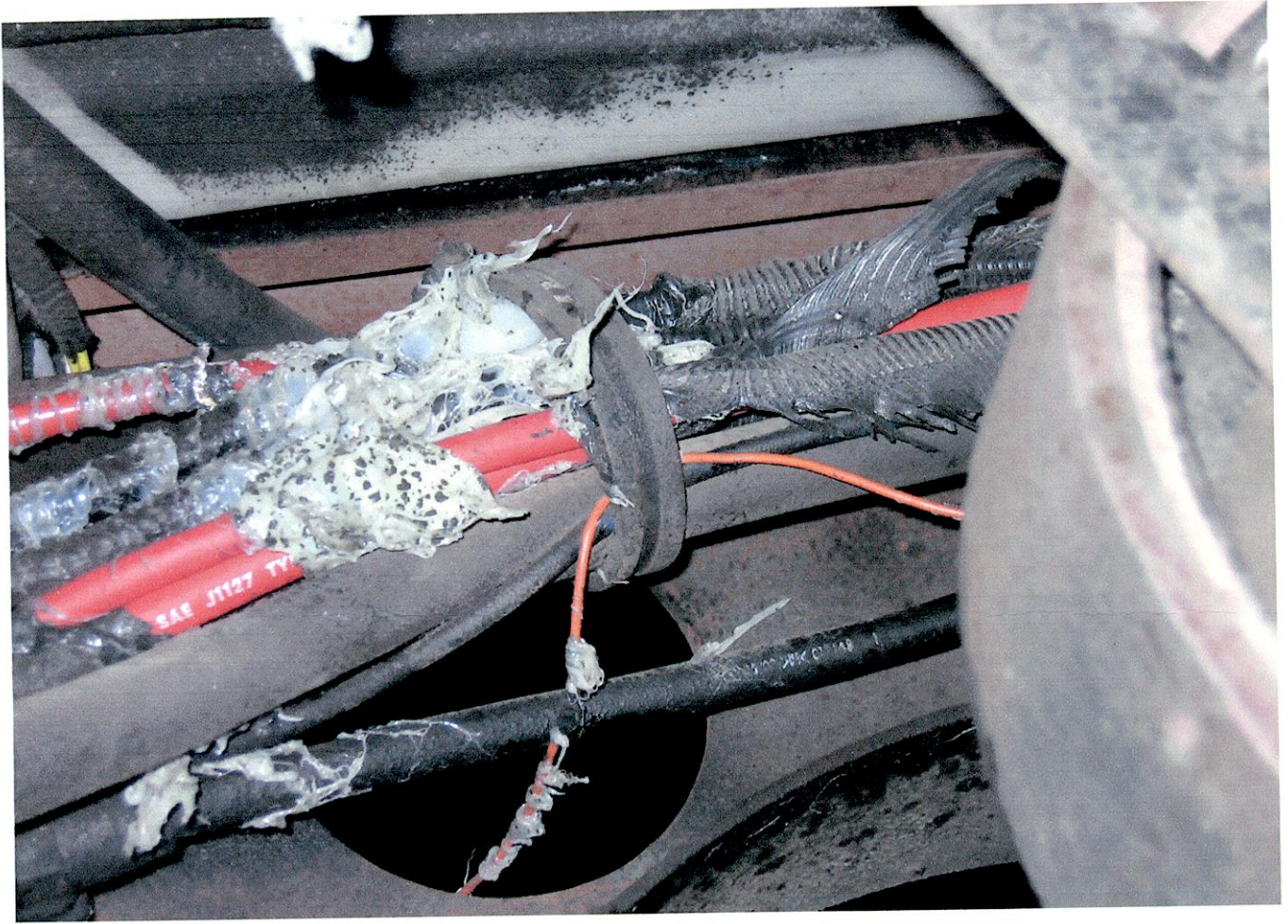
From: [Redacted]
To: <rob.rissberger@monacocoach.com>
Sent: Wednesday, September 24, 2008 3:11 PM ✓
Attach: Motorhome Exhaust Problem 015.jpg
Subject: Emailing: Motorhome Exhaust Problem 015.jpg

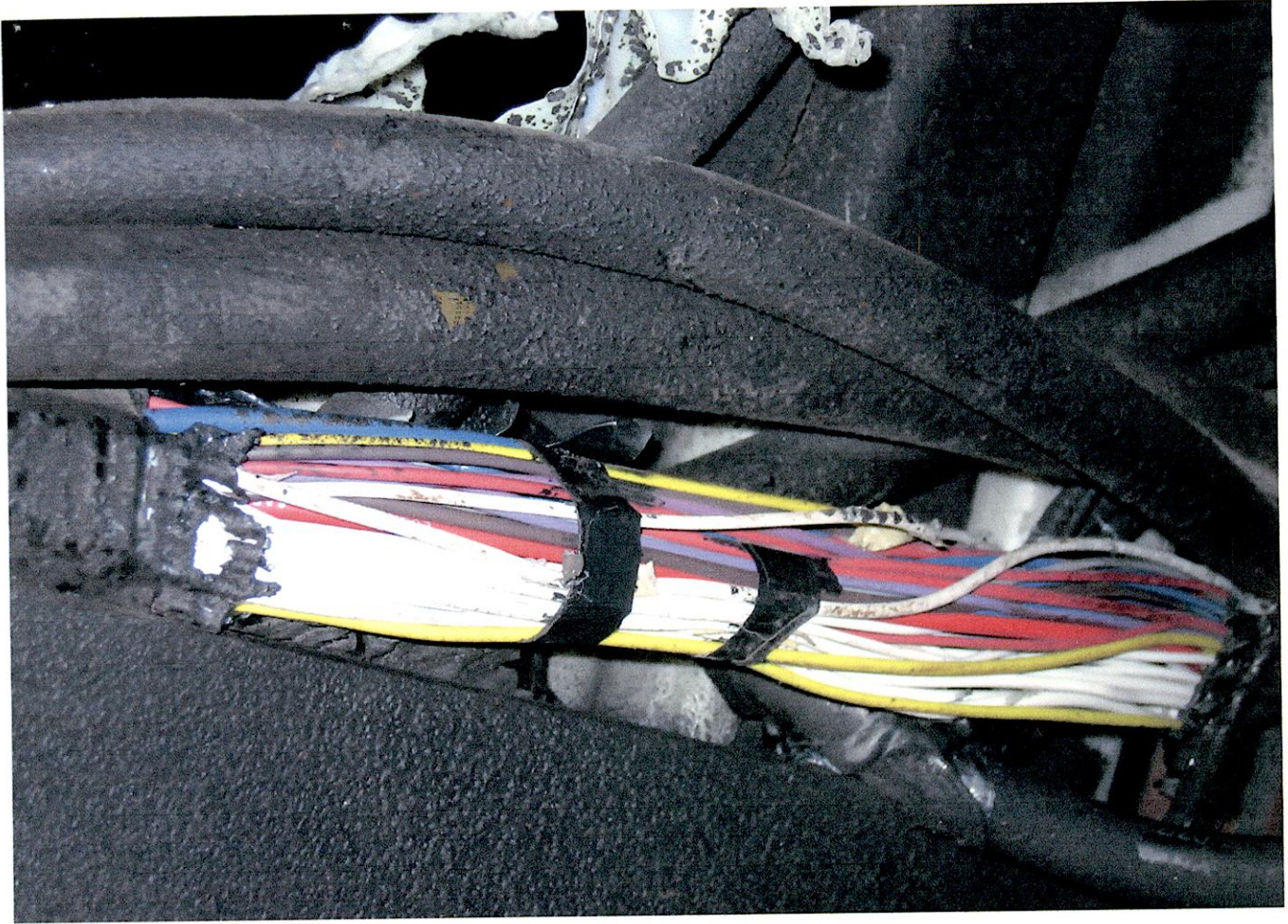
Rob. This photo is of the inside of the storage compartment.

The message is ready to be sent with the following file or link attachments:
Motorhome Exhaust Problem 015.jpg

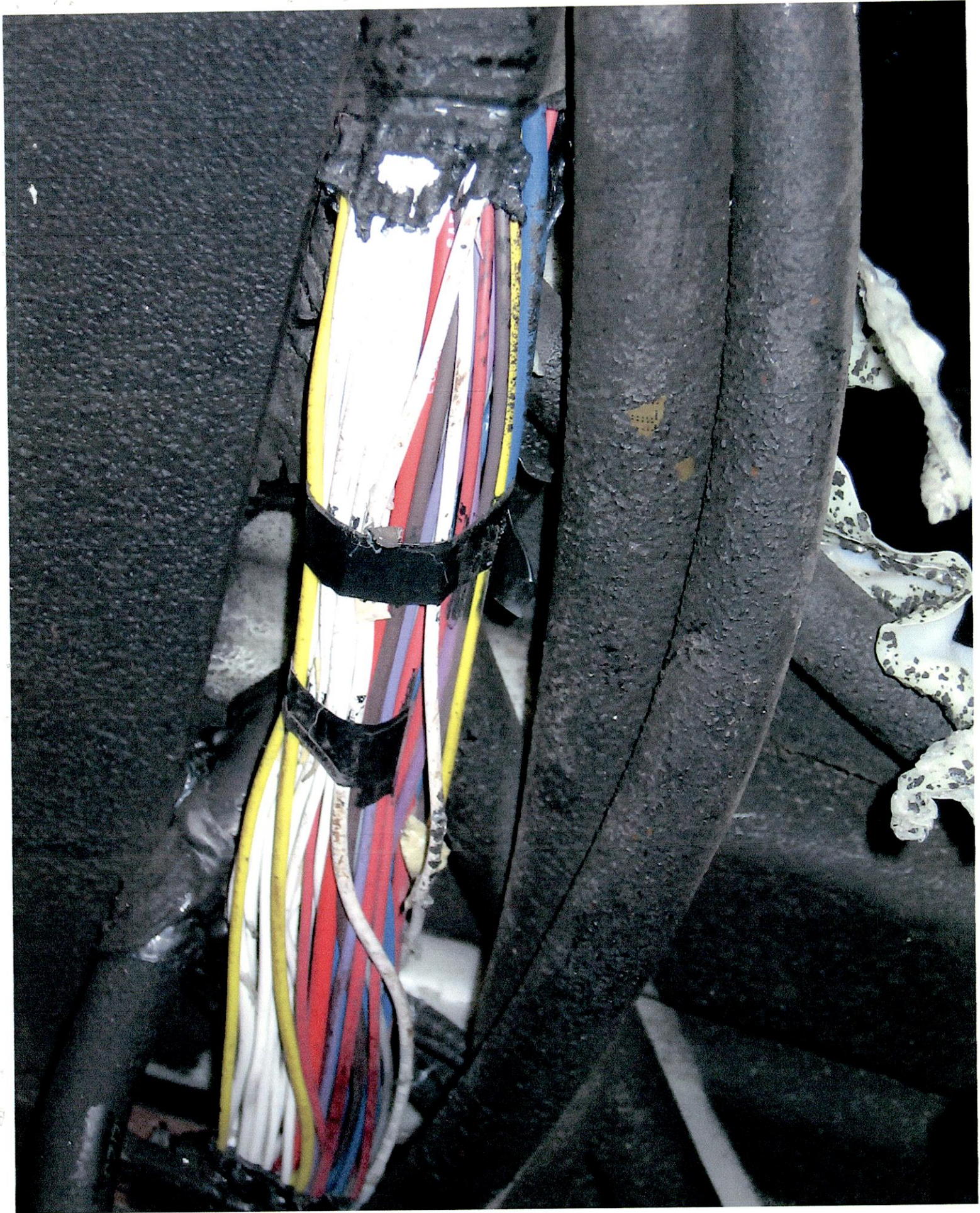
Note: To protect against computer viruses, e-mail programs may prevent sending or receiving certain types of file attachments. Check your e-mail security settings to determine how attachments are handled.







④



(7)