 <p><b>DOT Auto Safety Hotline</b>  <b>Vehicle Owner's Questionnaire</b>          To Report Vehicle Safety Defects  <b>1-888-DASH-2-DOT</b>  <b>(1-888-327-4236)</b>  <b>INTERNET:www.nhtsa.dot.gov/hotline</b></p>		FOR AGENCY USE ONLY 100148	
		Date Received JUL 01 2010	Repository <input type="checkbox"/>
National Highway Traffic Safety Administration		04-MAY-2010	Reference No. 10328800
<b>OWNER INFORMATION (Type or Print)</b>			
Name		Daytime Telephone Number	E-mail Address
Address			
City KALISPELL	State MT	Evening Telephone Number	
<p><i>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</i></p>			
<b>VEHICLE INFORMATION</b>			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1RF55464861		Make SAFARI COACH	Model Year 2006
Date Purchased May 17 2006		Dealer's Name and Telephone Number RUF Plus 1-320-231-0431	Model CHEETAH
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Engine: Catalytic Converter	No: Cylinders		Fuel Type: Turbo diesel
Transmission Type Allison 3000	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 01-APR-2010 April 1, 2010
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>			
Vehicle Component Codes: 022000 SUSPENSION: REAR, 022140 SUSPENSION: REAR: SPRINGS: LEAF SPRING ASSEMBLY		Failure Mileage 34000	Failure Speed 40
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>			
Tire Make	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:		
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>			
Make:	Date Manufactured:	Model No./Name:	
Seat Type:	Installation System:		
Child Seat Component Code:	Failed Part:		
<b>APPLICABLE INCIDENT INFORMATION</b> <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured None	Number of Deaths None
Reported to Police N			
<b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b> 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>TL*THE CONTACT OWNS A 2006 CHEETAH SAFARI MONACO ROAD MASTER NIVA STAR. WHILE DRIVING AT APPROXIMATELY 40-50 MPH, THE CONTACT NOTICED A THUMPING SOUND. HE TOOK THE VEHICLE TO TWO REPAIRS SHOPS AND WAS INFORMED AT THE SECOND SHOP THAT THE CHASSIS WAS CRACKED ON BOTH SIDES. THE CONTACT HAD NOT RECEIVED A RECALL NOTICE REGARDING RECALL 05V053000 (REAR SUSPENSION: SPRING LEAF SPRING ASSEMBLY). THE FAILURE MILEAGE WAS APPROXIMATELY 34,000. THE CURRENT MILEAGE WAS APPROXIMATELY 34,500.</p>			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.		ATTACH ADDITIONAL SHEETS IF NECESSARY	
<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 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>			



Monaco Coach Corporation  
Safari Division  
91320 Coburg Industrial Way  
Coburg, Oregon 97408

116335 Model Year 2006  
Serial Number: 061719764083407  
Product Brand: Safari Corporation  
Interior Color: CH6N06 - Amazon  
40PLQ Cheetah Base Price: \$206,058.00  
V.I.N. 1RF55464061  
Product Type: MPV / MHA (MH / AC)  
Exterior Color: CH6N06 - Amazon  
Chassis: ROADMASTER  
Wood: A - Alder wood

### STANDARD EQUIPMENT

Roadmaster RR4R-Series Chassis  
Caterpillar C7 350HP Turbo Diesel Engine  
Allison 3000-MHI 6 Speed World Transmission  
PAC Exhaust Brake  
4 Air Springs and 4 Shock Absorbers  
Automatic Traction Control  
Anti-Lock Braking System  
Automatic Hydraulic Leveling System  
Tires: 275/70R/22.5  
10,000 LB Hitch Receiver  
Alumaframe Superstructure  
Peaked One-Piece Fiberglass Roof  
Smooth Gelcoat Fiberglass Sidewalls  
84" Interior Height  
One-Piece Front Windshield  
Low Profile Sealed LED Marker Lights  
Power Heated Remote Mirrors  
Roof Mounted Chrome Air Horns  
Deluxe Full Body Paint  
Polyethylene Storage Compartments  
Power Stepwell Cover  
Entry Step Storage  
Color Rear Vision System w/ Audio  
AM/FM/CD Stereo System  
Tilt/Telescopic Steering Wheel  
Soft Touch Vinyl Pilot & Co-Pilot Seats  
6-Way Power Pilot Seat  
Audible Turn Signals  
Power Survivors  
Adjustable Accelerator and Brake Pedals

Stainless Steel Four Door Refrigerator  
Spacesaver Convection Microwave  
High Output Three Burner Cooktop  
Hardwood Cabinetry  
Ceramic Tile Flooring Kitchen, Bath, & Entry  
Solid Surface Kitchen & Bath Countertops  
Hardwood Dresser and Nightstand Tops  
Round Hardwood Dinette Table  
Stainless Steel Kitchen Sink  
Blackout Day/Night Shades Throughout  
Queen Bed  
Digital Satellite System Prep  
24" Flat Screen TV in Living Room  
20" Flat Screen TV in Bedroom  
50 AMP Power Distribution Center  
Systems Convenience Center  
8kW Diesel Generator on Manual Slide Tray  
2000-Watt Inverter  
Two 12V Heavy Duty Chassis Batteries  
Four 6V Deep Cycle Coach Batteries  
(2) 25M BTU Furnaces  
(2) Low Profile 13.5M BTU A/Cs  
Attic Fan with Wall Control in Kitchen  
10-Gallon Gas/Electric Water Heater  
Pullout Kitchen Faucet  
Separate Faucet for Filtered Water in Kitchen  
No-Fuss Flush Holding Tank Rinsing System  
China Toilet  
Tinted Skylight in Bathroom  
Flush Mount Tinted Dual Pane Windows

*1RF55464061*  
*709661*  
*Parasitic drain test*

### OPTIONAL EQUIPMENT

Standard Run Savings Package	7,703.00	Color 3 Camera Vision System	Package
Body Construction - Deluxe Suspension Package	Package	S.S. Spacesaver Conv Microwave	Package
Body Construction - 3M Film Front Mask	Package	DVD Player	Package
Body Construction - Rear Ladder	Package	Curbside Furniture - UL Hide-A-Bed w/ Air Mattress	1,505.00
Co-Pilot Seat w/ Pwr Footrest	Package	RV Sani-Con Drainage System 1	Package
U.L. Pilot&Co-Pilot Seats	Package	Living Room Vent - 13.5 Ducted A/C w/ Heat Pump	Package
Pull Down Sunshades	Package	Bath Vent - Attic Fan w/ Rain Sensor	Package

Options Total: \$9,208.00  
Subtotal: \$215,266.00

### SPECIAL DISCOUNTS

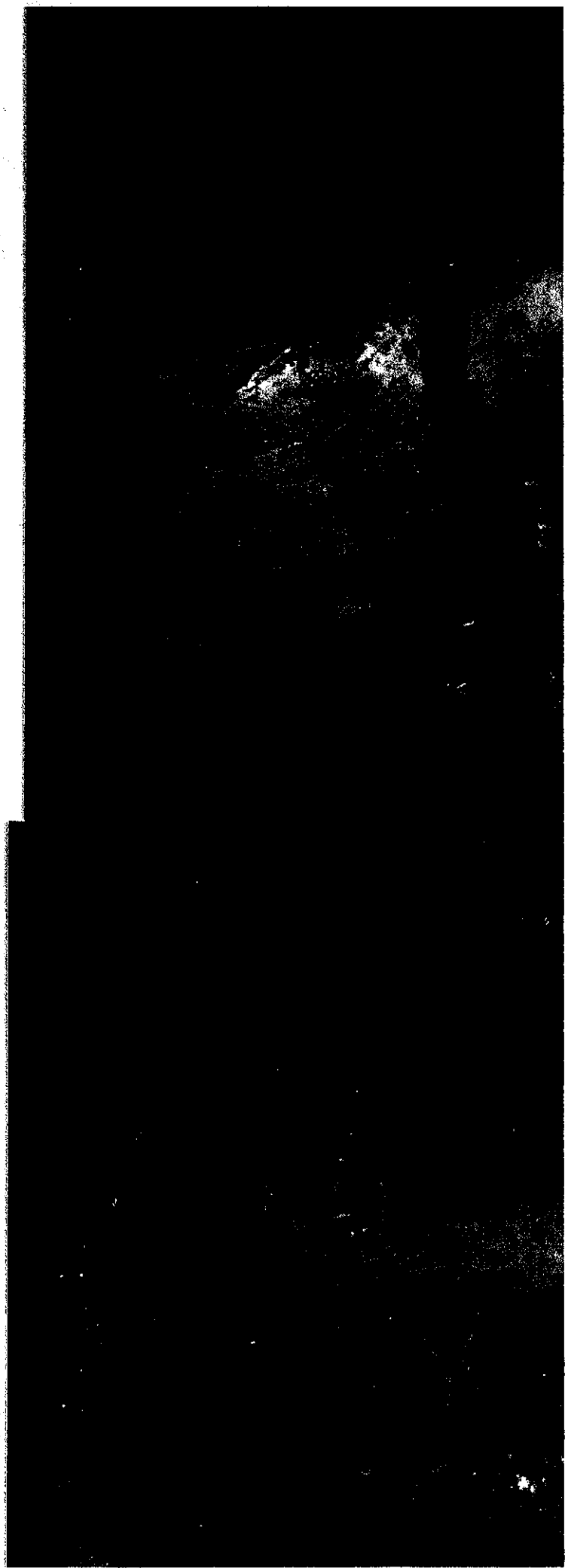
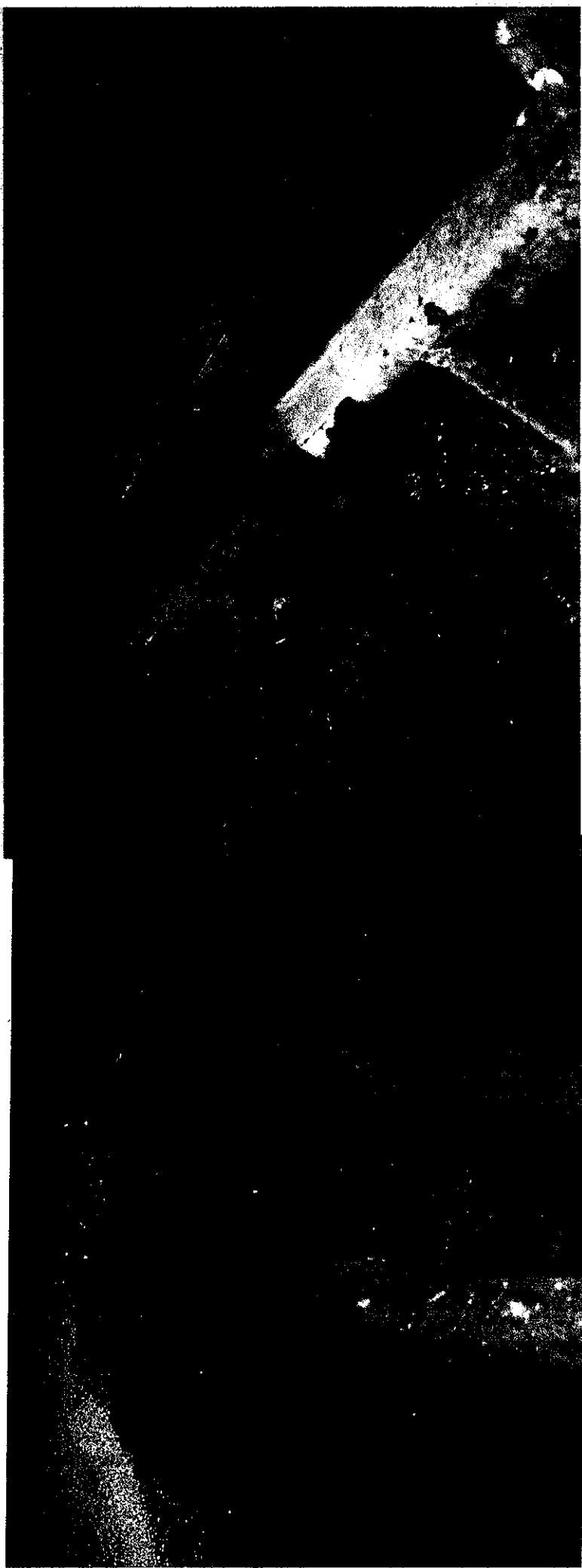
Standard Run Package Discount (1,370.00)  
Special Discounts Total: (\$1,370.00)

OPTIONAL ITEMS MAY REPLACE CERTAIN STANDARD ITEMS - SEE DEALER FOR DETAILS

Ship To: Agri-Temps, Inc.

Delivery Charge: 215914 1,310.00

Manufacturer Suggested Retail Price Total: \$215,206.00



**trailing arms that go over the axle rather than under.**

If you have the FOUR air bag suspension and your trailing arm goes OVER the AXLE= Reyco= no problem.

*st Attorney office  
Gov. office  
1-800-481-6899*

**If you have the FOUR air bag suspension and your trailing arm goes UNDER the AXLE= Neway OR R-Way= MAY, repeat MAY. BE SUBJECT TO THE RECALL/problem.**

**If the trailing arm is 3" square tubing, it is R-Way and is part of the recall. The Neway was used basically from 2000 thru 2002 and those arms are identified by the fabricated weldments using multiple pieces of plate welded into a box assembly (Not tube) and is NOT part of the recall-- there are no problems with this design**

Monaco had a previous recall on the trailing arms because of bad welds. IT IS IMPORTANT TO NOTE THAT THE ARMS REPLACED UNDER THIS EARLIER CAMPAIGN ARE STILL THE OLD DESIGN THAT ARE SUBJECT TO BREAKING-- I.E. THEY ARE THE 3" SQUARE TUBE DESIGN. They need to be upgraded just like the original trailing arms.

The trailing arm allows the rear axle to move up and down using the air bag to cushion and limit the movement. A lot of stress is placed on the pivot point at the arm on the axle.

The recall essentially includes any R4R or RR4R Monaco Roadmaster chassis produced after the 2002 model year. This change was made as a running change and it is possible that some very late 2002 models could be effected.

- Monaco Knight 2002 - 2004
- Monaco Cayman 2002 - 2009
- Holiday Rambler Ambassador 2002 - 2004
- Holiday Rambler Neptune 2002 - 2009
- Safari Cheetah 2002 - 2007
- Safari Simba RD All Years
- Safari Zanzibar/Sahara 2002 -2005
- Beaver Baron All Years

*Federal Trade Commission  
877-382-4357*

NHSTA didn't think they could do anything because Monaco is out of business and the "new" Monaco appears to be under no legal obligation to accept responsibility.

The arm's crack, allowing excessive rear suspension movement AND CAN BE DANGEROUS, as the arm holds the axle in place front to rear.

Monaco doesn't supply the parts any more. The new supplier is: Source Manufacturing in Portland: 541-935-0308 . They say their arms are 3 to 4 times stronger than the original.

[Click to view attachment](#)

(Click on photo to view full size) This photo shows the replacement arm from Source Manufacturing and the recalled R-Way arm that is the subject of the recall.

[Click to view attachment](#)

(Click on photo to view full size) This photo shows a broken R-Way arm. You do NOT want that piece holding your rear axle in place!

Brett Wolfe

Updated 10/14/09

PIERSON TRUCK PARTS  
1485 HWY 35  
KALISPELL, MT 59901  
406-257-6146  
3230962266

# Pierson Truck Parts The Diesel Shop

1485 Highway 35 Phone: (406) 257-6146  
P.O. Box 5314 Fax: (406) 257-6759  
Kalispell, MT 59901 Toll-free: (888) 211-7658

INVOICE DATE 05/27/2010 09:01AM	
INVOICE NO. 201470004	PAGE 1
CUSTOMER NO. 00100	BRANCH * 1*

ID: 72514109 Ref #: 0001  
05/27/10 09:50:55  
Batch #: 601

**Sale**

ASH / COD

SHIP  
TO:

KALISPELL MT

VISA

XXXXXXXXXXXX

Appr Code: 02743B Inv#: 000001

Total: \$ 4498.46

REFERENCE NO. 010311	PP 000/000
	PRICE/PER EXTENSION

Customer Copy  
THANK YOU!

\* \* \* C A S H S A L E \* \* \*

COMPLETION DATE: 05/25/2010

UNIT: DN1 YEAR: 2002 MAKE/MODEL: CHEETAH

SERIAL: 709661 MILEAGE: 34071

JOB#01 36 010 00 MISCELLANOUS

FIND THUMP IN UNIT, 55 TIMES IN 1 MILE.

CHECKED OVER MOTOR HOME. DROVE COACH. BROUGHT BACK TO SHOP AND INSPECTED AGAIN. FOUND SOME LOOSE HOSES AND A WIRE HARNESS OVER THE STORAGE BOX IN FRONT OF THE DIFFERENTIAL. SECURED WITH CABLE TIES. DROVE COACH AGAIN. NOISE STILL PRESENT. FOUND A RECALL NOTICE ON THE COMPUTER. LIFTED AND SUPPORTED REAR OF COACH. CHECKED THE TORQUE ARMS AND BUSHING. FOUND A BROKEN TRACK BEAM ON THE RIGHT SIDE AND THE LEFT SIDE WAS CRACKED. ORDERED THE PARTS. REMOVED ALL THE PINS AND BOLTS. REMOVED BOTH BEAMS. INSTALLED THE NEW BEAMS. DROVE THE COACH AGAIN. THERE WAS STILL A NOISE COMING FROM THE REAR END.

1 MPC 27001567	SUSP KIT MONACO \$2437.50 BIL	1650.00EA*	1650.00
	FREIGHT CRATE&FRT		195.00
	MISC SUBTOTAL		195.00
	PARTS SUBTOTAL		1650.00
	LABOR SUBTOTAL		1029.00
	SHOP SUPPLIES		51.45
	** JOB SUBTOTAL		2925.45

JOB#02 22 003 00 DIFFERENTIAL CARRIER

TEST DROVE COACH. STILL HAD NOISE. CHECK OUT DIFFERENTIAL.

REMOVED DRAIN PLUG. DRAINED THE OIL. FOUND BROKEN TEETH IN THE OIL. REMOVED THE DRIVELINE AND THE TORQUE ARM. REMOVED THE DIFFERENTIAL. DISASSEMBLED AND CLEANED THE HOUSING AND ALL THE PARTS. THE PINION HAD ONE TOOTH BROKEN OFF AND THE RING GEAR HAD TWO TEETH BROKEN OFF. PRESSED THE PINION BEARINGS OFF THE OLD PINION. REPLACED THE RING GEAR AND PINION. PRESSED THE OLD BEARING BACK ON THE PINION. THE BEARINGS ARE ALL IN GOOD SHAPE. REPLACED THE SPIGOT BEARING ON ONE END OF THE PINION. SET THE PRE LOAD ON THE PINION BEARINGS TO SPEC. TOO THE

FREIGHT	SUBTOTAL	TAX STATUS/STATE	SALES TAX	PLEASE PAY
				*CONTINUED*
Signature X			Should collection become necessary, customer agrees to pay any/all collection and attorney fees.	TERMS



# Pierson Truck Parts The Diesel Shop

1485 Highway 35 Phone: (406) 257-6146  
P.O. Box 5314 Fax: (406) 257-6759  
Kalispell, MT 59901 Toll-free: (888) 211-7658

INVOICE DATE	
05/27/2010 09:01AM	
INVOICE NO.	PAGE
201470004	2
CUSTOMER NO.	BRANCH
00100	* 1*

MISC CASH / COD  
SOLD TO: MT

SHIP TO: [REDACTED]  
KALISPELL MT [REDACTED]

CUSTOMER PO.	REFERENCE NO.	PP	000/000
	010311		

MAIN DIFFERENTIAL CARRIER APART AND CHECKED THE SPIDER GEAR AND CROSS. CHECKED THE AXLE GEARS AND ALL THE THRUST WASHERS. ALL ARE OK. REASSEMBLED ALL THE PARTS. SET THE PATTERN ON THE RING GEAR AND PINION. REINSTALLED DIFFERENTIAL INTO COACH. REINSTALLED DRIVELINE AND TORQUE ARM. DROVE COACH. NOISE GONE.

		PRICE/PER	EXTENSION
1 ETN 211487A	EATON GEAR SET	\$381.43 BIL	300.78EA 300.78
1 ETN 127485	BEARING CASE	\$55.98 BIL	44.15EA 44.15
1 ETN 508652A	R/G BOLT SET	\$28.33 BIL	22.34EA 22.34
	FREIGHT UPS		25.00
16 LUC 10069	80/90 GEAR OIL 55GAL	\$5.34	4.89QT 78.24
	MISC SUBTOTAL		25.00
	PARTS SUBTOTAL		445.51
	LABOR SUBTOTAL		1050.00
	SHOP SUPPLIES		52.50
	** JOB SUBTOTAL		1573.01
	*TOTAL PARTS:		2095.51
	*TOTAL LABOR:		2079.00
	*TOTAL OTHER:		220.00
	*TOTAL SHOP SUPPLIES:		103.95

\* \* \* C A S H S A L E \* \* \*

FREIGHT	SUBTOTAL	TAX STATUS/STATE	SALES TAX	PLEASE PAY
UPS	220.00	4278.46 EXEMPT MT	0.00	4498.46

Signature X      Should collection become necessary, customer agrees to pay any/all collection and attorney fees.      TERMS \*CASH SALE\*

MONACO RV  
A NAVISTAR COMPANY

Monaco RV, LLC  
91320 Coburg Industrial Way  
Coburg, OR 97408 USA

W: monaco-online.com

RECEIVED

JUN 14 2010

OFFICE OF CONSUMER PROTECTION

June 7, 2010

Troy Smith  
Office of Consumer Protection  
2225 11<sup>th</sup> Avenue  
Helena, MT 59620-0151

RE: Donald Neu  
VIN #1RF55464861 [REDACTED]  
2006 Cheetah

*Not true  
Navistar is the  
unbroken owner of  
Roadmaster running  
gear that is  
under this  
motor home*

Dear Mr. Smith:

Please accept this response on behalf of Navistar International Corporation to your May 24, 2010 letter regarding the consumer and product listed above.

Neither Navistar International Corporation nor Monaco RV, LLC is the manufacturer of [REDACTED] vehicle. Navistar International Corporation is a global holding company affiliated with dozens of manufacturers around the globe. Our company—Monaco RV, LLC—is the Navistar affiliate that manufactures recreational vehicles.

Monaco Coach Corporation (now known as “MNC Corporation”), the manufacturer of [REDACTED] vehicle, is no longer in business. It is under bankruptcy protection in the United States Bankruptcy Court for the District of Delaware. The MNC case number in that Court is 09-10750. The materials attached to [REDACTED] complaint suggest his vehicle may be subject to a manufacturer’s recall that has not been performed. If so, he can pursue his claim for relief from the manufacturer through the bankruptcy process.

Although we did acquire some of MNC’s assets from its bankrupt estate (including the rights to the name “Monaco”), we did not acquire all of the assets or assume any of MNC’s liabilities. Although overlapping use of the name “Monaco” can sometimes be confusing, our company, Monaco RV, LLC, is completely separate from MNC. The details of our asset transaction with MNC are available through the Bankruptcy Court if you are interested in that level of detail. You are welcome to contact me if you have questions.

RECEIVED


JUN 14 2010

OFFICE OF CONSUMER PROTECTION

Troy Smith  
Office of Consumer Protection  
June 7, 2010  
Page 2

While we cannot provide monetary assistance to [REDACTED] we did acquire records, equipment, and facilities from MNC that allow us to provide technical assistance, proprietary parts sales, and other services to customers of the old company—all of which they cannot obtain through the bankruptcy process. [REDACTED] is welcome to contact our Customer Service Department if we can help him in this way. The toll free number is 1-877-466-6226. You can reach me at the same number if you have any further questions regarding this matter.

Sincerely,



John Hurd  
Customer Support Operations Manager

JH/dt

I was told by  
the Truck repair  
Service that replaced  
the Track beams  
that had the broken  
beam given way  
the rear end would  
have canted to  
one side and at  
driving speed would  
have rolled over

in the ditch



Kalispell, MT



National Highway  
Traffic Safety Administration  
1200 New Jersey Ave S.E.  
Washington, D.C.  
20590