

INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6)  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 OCT 17 2013 20-AUG-2013		Repository ☐ Reference No. 10536296	
OWNER INFORMATION (Type or Print)				Daytime Telephone Number		E-mail Address	
Name				Evening Telephone Number			
Address							
City WILMINGTON Bloomington		State IL		Zip Code			
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).							
VEHICLE INFORMATION							
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1RF12031X11				Make HOLIDAY RAMBLER		Model AMBASSADOR	
Date Purchased				Dealer's Name and Telephone Number		Model Year 2001	
Original Owner		Dealer's City		State		Zip Code	
Transmission Type		☒ Antilock Brakes ☐ Cruise Control		Powertrain		Multiple Failure: YES	
				Incident Date(s) 20-AUG-2013		Fuel Type: Diesel	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: BRAKES (PWS) 4- FAILED BOSCH CALIPERS EACH CALIPER CAUGHT FIRE FROM OVERHEATING. THERE IS A RECALL BUT BOSCH WILL NOT HONOR IT						Failure Mileage 32342	
FAILURE SPEED							
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 2001 HOLIDAY RAMBLER AMBASSADOR RV. THE CONTACT STATED THAT PASSENGER'S SIDE FRONT CALIPER FAILED AND CAUGHT ON FIRE WHILE THE CONTACT WAS APPLYING THE BRAKES. THE CONTACT WAS ABLE TO EXTINGUISH THE FIRE AND PROCEED TO HIS DESTINATION. THE CALIPER WAS NOT REPLACED. THE MANUFACTURER ADVISED THE CONTACT THAT THE VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 02V278000 (SERVICE BRAKES, HYDRAULIC). THE FAILURE AND CURRENT MILEAGE WAS 32,342.							
Include, if available: Police/Fire Department Reports, 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.							

September 26, 2013

Owner [REDACTED] Bloomington, Illinois

VIN: 1RF12031X11 [REDACTED]
Reference No: 1053629•

December 22, 2011

Driving thru Leesburg, Florida noticed a burning smell and pulled over. The right rear brake caliper was locked up with small flame starting. We used our extinguisher to extinguish the flame. After it cooled down, drove to Bryans Auto Truck & RV Repair to have it looked at. The ABS sensor, brake pads, and brake caliper were burned up. They had to order parts made an appointment on January 16, 2012 for repair. Mileage during repair 26,174
Total cost of repair \$699.43

May 1, 2013

We were returning home from Florida just outside Dothan, Alabama, noticed a smell. At the same time the ABS Sensor came on and was able to pull over to check brakes. The left rear brake caliper was hot causing another fire. Extinguished with extinguisher and had to sit awhile to let it cool down. Drove the rest of the way home without using the brakes if possible, using the engine brake mostly. At home, went to NAPA purchased another brake caliper, made an appointment to Don Owens Tire to replace the left rear brake caliper.
Total cost of repair \$335.38 Mileage outside Dothan 31,263

August 20, 2013

We were driving on I65 in Indianapolis, Indiana during rush hour. Noticed a burning smell and pulled over. The ABS sensor came on as we pulled over. The front right brake caliper was on fire, again extinguished the flame and had to wait to cool down. Drove home using the engine brake again. Went to NAPA and purchased 2 ea. Brake calipers for both fronts. Replace the front right caliper that was damaged. *AND* replace the left front brake caliper before it was damaged like all the others. We did our own repair.
Total cost of repair \$211.68 Mileage on Interstate 32,342

**BRYAN'S AUTO TRUCK & RV
COLLISION REPAIR CTR INC.**

16420 HIGHWAY 27, LAKE WALES, FL 33859

Phone: (863) 638-2374

FAX: (863) 638-2301

Workfile ID:

34e53ff7

Federal ID:

59-3213655

Preliminary Estimate

Customer: [REDACTED]

Written By: Bryan Hulsey

Insured: [REDACTED]

Policy #:

Claim #:

Type of Loss:

Date of Loss:

Days to Repair: 0

Point of Impact:

Owner: [REDACTED]

Inspection Location:

Insurance Company:

BRYAN'S AUTO TRUCK & RV COLLISION
REPAIR CTR INC.

CUSTOMER PAY

16420 HIGHWAY 27

LAKE WALES, FL 33859-2524

Repair Facility

(863) 638-2374 Business

Cellular

VEHICLE

Year: 2001

Body Style:

CLASS A
MOTOR HOME

VIN:

1RF12031X11 [REDACTED]

Mileage In:

Make: HOLIDAY RAMBLER

Engine:

License:

Mileage Out:

Model: AMBASSADOR

Production Date:

State:

Vehicle Out:

Color: Int:

Condition:

Job #:

Preliminary Estimate

Customer XXXXXXXXXX

Vehicle: 2001 HOLIDAY RAMBLER AMBASSADOR CLASS A MOTOR HOME

Line	Operation	Description	Qty	Extended Price \$	Labor	Paint
N 1 #	Repl	RT REAR BRAKE CALIPER	1	172.51	1.5	
2 #	Rpr	BLEED BRAKES			0.5	
N 3 #	Repl	RT REAR ABS SENSOR	1	161.14	Incl.	
4 #	Repl	SHOP SUPPLIES	1	15.00		
5 #	Subl	FREIGHT	1	11.79 X		
6 #	Repl	BRAKE PADS	1	104.00		
SUBTOTALS				464.44	2.0	0.0

NOTES

Line 1: CALIPER STICKING

Line 3: MONACO PT # 01805264

ESTIMATE TOTALS

Category	Basis	Rate	Cost \$
Parts			452.65
Body Labor	2.0 hrs @	\$ 95.00 /hr	190.00
Miscellaneous			11.79
Subtotal			654.44
Sales Tax	Tier 1	\$ 642.65 @ 7.0000 %	44.99
Grand Total			699.43
Deductible			0.00
CUSTOMER PAY			0.00
INSURANCE PAY			699.43

ANY PERSON WHO KNOWINGLY AND WITH INTENT TO INJURE, DEFRAUD, OR DECEIVE ANY INSURER FILES A STATEMENT OF CLAIM OR AN APPLICATION CONTAINING ANY FALSE, INCOMPLETE, OR MISLEADING INFORMATION IS GUILTY OF A FELONY OF THE THIRD DEGREE (FLORIDA STATUTES TITLE XLVI, CHAPTER 817.234). FAILURE TO USE THE INSURANCE PROCEEDS IN ACCORDANCE WITH THE SECURITY AGREEMENT, IF ANY, COULD BE A VIOLATION OF S. 812.014, FLORIDA STATUTES. IF YOU HAVE ANY QUESTIONS, CONTACT YOUR LENDING INSTITUTION. IF A CHARGE FOR SHOP SUPPLIES OR HAZARDOUS OR OTHER WASTE REMOVAL IS INCLUDED ON THIS ESTIMATE, PLEASE NOTE THE FOLLOWING: "THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL." IF A CHARGE FOR NEW TIRES OR A NEW OR REMANUFACTURED LEAD-ACID BATTERY IS INCLUDED ON THIS ESTIMATE, PLEASE NOTE THE FOLLOWING: A \$1.00 FEE FOR EACH NEW MOTOR VEHICLE TIRE SOLD AT RETAIL IS IMPOSED ON ANY PERSON ENGAGING IN THE BUSINESS OF MAKING RETAIL SALES OF NEW MOTOR VEHICLE TIRES WITHIN THE STATE OF FLORIDA. FLORIDA STATUTES TITLE XXIX CHAPTER 403.718. A \$1.50 FEE FOR EACH NEW OR REMANUFACTURED LEAD-ACID BATTERY SOLD AT RETAIL IS IMPOSED ON ANY PERSON ENGAGING IN THE BUSINESS OF MAKING RETAIL SALES OF NEW OR REMANUFACTURED LEAD-ACID BATTERIES WITHIN THE STATE OF FLORIDA. FLORIDA STATUTES TITLE XXIX 403.7185.

Yield 7.5 g.

QTY.	SUBLET	AMOUNT
	TOTAL SUBLET	

ALL PARTS ARE NEW UNLESS NOTED OTHERWISE

☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

DATE 1-16-12

LAST 4 DIGITS _____



DATE 1/10/12 A.M. P.M.

OPER NO.	REPAIR ORDER - LABOR INSTRUCTIONS	AMOUNT
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Expects New 15th st

I hereby authorize the repair work herein 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 garagekeeper's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

Customer Signature _____

Total Sublet	11	79
Environment Charges		
Shop Supplies		
Gas, Oil, Grease Trans. Fld.	6.54	44
Sub Total	3.99	9.3
44.44 TAX	44.44	6.67
TOTAL AMT.	11.53	20.37

Tel: 699.42



MAIL PAYMENTS TO:
Post Office Box 5666 • Rockford, IL 61125-0666

400002391
NAPA AUTO PARTS BLOOMINGTON
PO BOX 5666
RefBy _____ VerBY _____
BLOOMINGTON, IL 61704
(309) 663-5351

Time: 17:15
Date: 05/09/2013
Page: 1/1

Invoice Number 26341



0
VALUED CASH CUSTOMER
IL 99999-0000

Employee: 749 , ANDY
Sales Rep: 98 , pro point
Accounting Day: 8

Part Number	Line	Description	Quantity	Price	Net	Total	
SE8609	CAL	REMAN BRAKE CALIPER	1.00	167.08	98.2300	98.23	T
SE8609	CAL	Core Deposit	1.00	77.50	77.5000	77.50	TD

Delivery
Attention: [REDACTED]
Tax Exemption:
PO#:
Terms: CASH SALE

Subtotal 175.73
NEW TAXABLE 7.7500% 13.62

Total 189.35
Visa 189.35

Customer Signature
ALL GOODS RETURNED MUST BE ACCOMPANIED BY THIS INVOICE
I agree to pay total amount
according to card issuer agreement.

CUSTOMER COPY



MAIL PAYMENTS TO:
Post Office Box 5666 • Rockford, IL 61125-0666

400002391
NAPA AUTO PARTS BLOOMINGTON
PO BOX 5666
RefBy _____ VerBY _____
BLOOMINGTON, IL 61704
(309) 663-5351

Time: 09:20
Date: 05/13/2013
Page: 1/1

Invoice Number 263633



0
VALUED CASH CUSTOMER
IL 99999-0000

Employee: 746 , AARON
Sales Rep: 98 , pro point
Accounting Day: 11

189.35 Parts
146.03 Labor
\$ 335.38 TOTAL

Part Number	Line	Description	Quantity	Price	Net	Total	
SE8609	CAL	Core Deposit	-1.00	77.50	77.5000	77.50	CR TD
This item was purchased on invoice # 263412 05/09/2013							

Delivery:
Attention:
Tax Exemption:
PO#:
Terms: CASH SALE

Subtotal 77.50 CR
NEW TAXABLE 7.7500% 6.01 CR

Total 83.51 CR
Visa 83.51 CR

Customer Signature
ALL GOODS RETURNED MUST BE ACCOMPANIED BY THIS INVOICE
I agree to pay total amount
according to card issuer agreement.

Don Owen Tire Service Inc.

620 W. Olive St., Bloomington, IL 61701
 Phone: 309-828-8473 Fax: 309-827-3855
 www.donowentire.com Email: info@donowentire.com

"We're More than just tires"
~ Tires ~ Wheels ~ Alignments ~ Brakes ~ Service ~

Customer Information	Invoice	Additional Information
[Redacted] Bloomington, IL Acct Number: P: 0 Contact:	Date: <u>5/13/2013</u> Reference: 134119 Salesperson: Jamie Schwoerer Route: Delivery Date: 5/13/2013	PO Number: Work Order#: W-767174 Comment: Comment: Entered By: Sales Counter
Vehicle: 2001 MASTER Base Desc: 2001 MASTER Base	Lic No: [Redacted] Unit: [Redacted] VIN: 1RF12031X11 [Redacted]	Mileage IN: Mileage OUT: 32072

Qty	Description	FET	Unit Price	Ext. Price
1.00	Install Customer Supplied L.R. Caliper And Pads		140.00	140.00
	IL Taxable			
			Subtotal:	140.00
			State sales tax:	0.43
			Shop Supply Fee:	5.60
			Total:	\$146.03
	5/13/2013 Payment		Amount:	\$146.03
	Visa		146.03	
			Balance	\$0.00

Terms:	Due Date	Due Amount	Amt Remain
	5/13/2013	\$146.03	\$0.00

*INSTALLED L. REAR BRAKE
 CALIPER & PADS & BLEED system*

Randy AT OWENS

Thank you for visiting Don Owen Tire today!

I hereby authorize the stated repair work to be done along with the necessary material, and hereby grant Don Owen Tire 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.

Don Owen Tire is not responsible for loss or damage to vehicles, or articles left in vehicles, in case of fire, theft or any other cause beyond it's control.

Accounts are due by the 10th of the month following date of purchase. A 2% service charge will be assessed on any amount which becomes delinquent beyond 30 days. Uncollected accounts are liable for attorney fees and court costs in pursuit of collection.



MAIL PAYMENTS TO:
Post Office Box 5666 • Rockford, IL 61125-0666

400002396
NAPA AUTO PARTS NORMAL
1717 FORT JESSE RD
RefBy _____ VerBy _____
NORMAL, IL 61761
(309) 454-5351

Time: 15:56
Date: 08/29/2013
Page: 1/1

Invoice Number 09920



0
VALUED CASH CUSTOMER
IL

Employee: 758 , CARL
Sales Rep: 98 , House
Accounting Day: 25

Part Number	Line	Description	Quantity	Price	Net	Total	
SE8609 - Both Front	CAL	REMAN BRAKE CALIPER	1.00	167.08	98.2300	98.23	T
SE8609 - WHEELS AND	CAL	Core Deposit	1.00	77.50	77.5000	77.50	TD
SE8609 Both REAR	CAL	Core Deposit	-1.00	77.50	77.5000	77.50 CR	TD

Delivery:
Attention:
Tax Exemption:
PO#:
Terms: CASH SALE

Subtotal 98.23
PRIMARY 7.7500% 7.61

Total 105.84

Visa 105.84

Customer Signature

ALL GOODS RETURNED MUST BE ACCOMPANIED BY THIS INVOICE

I agree to pay total amount
according to card issuer agreement.

CUSTOMER COPY



MAIL PAYMENTS TO:
Post Office Box 5666 • Rockford, IL 61125-0666

400002391
NAPA AUTO PARTS BLOOMINGTON
PO BOX 5666
RefBy _____ VerBy _____
BLOOMINGTON, IL 61704
(309) 663-5351

Time: 09:38
Date: 08/30/2013
Page: 1/1

Invoice Number 2747



0
VALUED CASH CUSTOMER
IL 99999-0000

Employee: 757 , GARY
Sales Rep: 98 , pro point
Accounting Day: 26

Part Number	Line	Description	Quantity	Price	Net	Total	
SE8609	CAL	REMAN BRAKE CALIPER	1.00	167.08	98.2300	98.23	T
SE8609	CAL	Core Deposit	1.00	77.50	77.5000	77.50	TD
SE8609	CAL	Core Deposit	-1.00	77.50	77.5000	77.50 CR	TD

Delivery:
Attention: [REDACTED]
Tax Exemption:
PO#:
Terms: CASH SALE

Subtotal 98.23
NEW TAXABLE 7.7500% 7.61

Total 105.84

Visa 105.84 EACH
105.84 EACH
\$211.68 TOTAL

Customer Signature

ALL GOODS RETURNED MUST BE ACCOMPANIED BY THIS INVOICE

I agree to pay total amount
according to card issuer agreement.

We Purchased this
motorhome on August 5, 2010



MONACO
COACH CORPORATION

August 18, 2004

VEHICLE SAFETY DEFECT SERVICE BULLETIN

Recall Campaign No. 02V278000

Monaco File # R02175

Re: Safety Recall -- Bosch Brakes

Dear Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Monaco Coach Corporation ("Monaco") has decided that a defect which relates to motor vehicle safety exists in certain Class A motorhomes manufactured from April 10, 1998 through September 3, 2002. The affected motorhomes are equipped with the Bosch Zero Offset Pin Slide ("ZOPS") caliper manufactured by Robert Bosch Corporation. The affected Class A motorhomes are:

1998 - 2002 Beaver Contessa
1998 - 2002 Beaver Monterey
1998 - 2002 Beaver Patriot
1998 - 2000 Beaver Patriot Thunder
1998 - 2001 Harney Renegade
2000 - 2003 Holiday Rambler Ambassador
2002 - 2003 Holiday Rambler Neptune
2000 - 2003 Monaco Knight
2002 - 2003 Monaco Cayman
2000 - 2002 Safari Cheetah
1998 - 2000 Safari Continental
1998 - 2002 Safari Sahara
1998 - 2001 Safari Serengeti
1999 - 2002 Safari Zanzibar

According to our information, your motorhome identified on the enclosed form is affected. Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

The Bosch 66 and 73 millimeter ZOPS brake assemblies may exhibit elevated temperatures that can lead to catastrophic deterioration of the wheel end components such as bearings, races, spindles, knuckles, seals, hubs, rotors, patch bolts, calipers, brake pads, and ABS sensors, which could result in loss of proper braking or fire in a wheel area.

Monaco • Holiday Rambler • Safari • Beaver • McKenzie • Royale Coach • Roadmaster
www.monaco-online.com

The symptoms of a thermal event can include a tripped ABS indicator light, pulling of the vehicle to one side or the other, deceleration, a high drag- a condition similar to that of a vehicle struggling to make a grade or to accelerate, or the smell of hot brakes while operating the vehicle. In addition, obvious symptoms would include smoke or fire in a wheel area.

The remedy consists of an inspection and repair/replacement protocol developed by Robert Bosch Corporation. Bosch is supplying Monaco with the part kits to be used in this recall campaign.

The remedy will involve an inspection of the front and rear brake calipers for corrosion and the replacement or rebuilding of the calipers as necessary. The recall repair will be performed at no cost to you. If you paid to have this repair completed prior to receiving this letter, you may be eligible for a reimbursement of a portion or all of your remedy costs.

You may contact your Monaco Coach Corporation dealer to arrange for a service appointment. ***If you need assistance in locating a service center to perform this recall, please contact our Customer Service Number 877-466-6226 or the Recall Hotline 800-685-6545.*** The instructions for making this correction have been sent to your dealer. At the present time, we anticipate that Bosch will make the parts available to Monaco by mid-August 2004.

The labor time necessary to perform this recall campaign is approximately 1 to 5 hours, depending on the exact repair required after inspection of the calipers. Please ask your dealer if you wish to know how much additional time may be needed to schedule and process your motorhome.

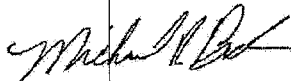
The enclosed Recall Notification Form identifies your motorhome and will serve as an authorization and claim form to have the correction made. Presentation of this form to your dealer will assist in making the necessary correction in the shortest possible time. If you have sold or traded your motorhome, or for any reason cannot have this recall service performed, please let us know by completing the postage paid reply card and returning it to us promptly.

Your Monaco Coach Corporation dealer is best equipped to provide service to ensure your motorhome is corrected as promptly as possible. If, however, you take your motorhome to your dealer on the agreed service date and the dealer does not remedy this condition on that date or within three (3) days, please call our Recall Hotline number 800) 685-6545.

If, after contacting your dealer, and the recall assistance service line, you believe Monaco Coach Corporation has failed or has been unable to remedy the noncompliance without charge or there has been an unreasonable delay in securing the remedy, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590 or call the toll free Auto Safety Hotline at (888) 327-4236.

We apologize for this inconvenience. However, we have taken this action in the interest of your safety and continued satisfaction with your motorhome.

Sincerely,



Michael R. Becker
Customer Service Manager
Monaco Coach Corporation

mb/tt

Bloomington, IL



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