

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



U.S. Department of Transportation
National Highway Traffic Safety Administration

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

59 (Rev. 11/03) USE ONLY 100148

Date Received: 06-JUL-2015
Repository:
Reference No.: 10732068

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: HENDERSON State: NV Zip Code: [REDACTED]
Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]
Evening Telephone Number: [REDACTED]

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: 1RF49561581 [REDACTED]
Make: MONACO COACH Model: CAMELOT Model Year: 2008
Date Purchased: 9/2/2007 Dealer's Name and Telephone Number: TROPICAL RV - no longer bus. Engine: No: Cylinders Fuel Type: Diesel
Original Owner: Dealer's City: State: Zip Code:
Transmission Type: Allison Antilock Brakes: Cruise Control: Powertrain: Allison Multiple Failure: Incident Date(s): 04-JUL-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM Failure Mileage: 4500 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: DOTM9ABC036): Original Equipment Prior Repair Failure Location:
Tire Component Code: Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: MONACO Date Manufactured: 7/2007 Model No./Name: 42 Rome (Beaver) Contessa
Seat Type: Installation System:
Child Seat Component Code: Failed Part: AUTOMATIC TRANSFER SWITCH BOX

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 2008 MONACO COACH BEAVER (NA). THE CONTACT STATED THAT WHILE IN PARK, SMOKE STARTED TO EMIT FROM THE FRONT OF THE VEHICLE AND AN ELECTRICAL ODOR COULD BE SMELL INSIDE THE CABIN. THE CONTACT STATED THAT THE VEHICLE CAUGHT FIRE FROM THE TRANSFER SWITCH. THE CONTACT HAD TO CUT THE POWER LINE IN ORDER TO STOP THE FIRE. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE CONTACT WAS MADE AWARE OF NHTSA CAMPAIGN ID NUMBER: 12V060000 (ELECTRICAL SYSTEM) HOWEVER, THE VIN WAS NOT INCLUDED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 4,500.

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.

*Customer only owes \$200.00
 ded. Customer copy



RNR RV Center
 23203 E. Knox Ave., Liberty Lake, WA 99019
 Sales: 1-509-927-9000 1-800-873-9002
 Service: 1-509-462-9000
 Parts: 1-509-344-9000

Repair Order

Due: \$966.87

Doc Number: [REDACTED]
 Service Writer: ROBSKE
 Date Printed: 07/08/2015
 Date Promised: 07/06/2015
 Date In: 07/06/2015

Customer Information

Home Phone: [REDACTED]
 Cell Phone: [REDACTED]

[REDACTED]
 Henderson, NV [REDACTED]

2008 BEAVER COACH Contessa

Keyboard:G396

VIN/Serial No:1RF49561581 [REDACTED]

Plate: [REDACTED]

Odom/Hrs:44,699

Transfer Switch

Description: Guest states that the transfer switch melted and caught on fire.
 Has Extended warranty
 Try to get a better transfer switch if wa can

Solution: Diagnosed found transfer swithc melted, R&R transfer switch w surge guard type, had to reroute power lines and relocate transfer switch.
 Test system all seems to be working like normal at this time. Tested A/C all working like normal.

Parts

Part #	Qty	Description	Price	Discount	Total
19-0526	1.00	50A SURGE GAURD	\$313.49	\$0.00	\$313.49
Parts Subtotal					\$313.49

Labor

Description	Total
	\$576.00
Labor Subtotal	\$576.00

Job Subtotal **\$889.49**

Recall

Description: Guest request we check unit for any recall.

Solution: no recall found at this time.

Job Subtotal **\$0.00**

Surge proctor

Description: Guest would like a price to install a in line surge proctor.

Solution: Already has in line surge protector on shore cord and new transfer switch has surge protector built in.

Job Subtotal **\$0.00**

All Jobs Subtotal:	\$889.49
PC DISCOUNT:	(\$0.01)
Tax:	\$77.39
Total:	\$966.87
Less Deposits:	\$0.00