



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

DOT Auto Safety Hotline
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

FOR AGENCY USE ONLY 100148

Date Received: 29-FEB-2016
Repository:
Reference No.: 10838969

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: BATTLE GROUND State: WA 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: 4UZA CLBW77C [Redacted]
Make: MONACO COACH Model: SAFARI Model Year: 2007
Date Purchased: 12/10/07 Dealer's Name and Telephone Number: Siskiyou RV World 800-541-1626 Engine: Diesel No. of Cylinders: 6 Fuel Type: Diesel
Original Owner: Dealer's City: Grants Pass State: OR Zip Code: 97526
Transmission Type: Automatic Antilock Brakes Powertrain: Multiple Failure: Windshield frame & windshield Incident Date(s): 14-DEC-2007 See letter dated 6/8/16

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: VISIBILITY/WIPER (PWS), 131000 VISIBILITY: WINDSHIELD Failure Mileage: 2732 Failure Speed: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R15): [Redacted]
DOT No. (Example: DOTM19ABC036): [Redacted] Original Equipment Prior Repair Failure Location: [Redacted]
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]
Seat Type: [Redacted] Installation System: [Redacted]
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

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: [Redacted] Number of Deaths: [Redacted] 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 2007 MONACO COACH SAFARI. WHILE THE VEHICLE WAS PARKED IN THE CONTACT'S DRIVEWAY, THE WINDSHIELD BEGAN TO CRACK ON THE DRIVER SIDE. THE VEHICLE WAS TAKEN TO MONACO CORPORATION WHERE IT WAS DIAGNOSED THAT THE WINDSHIELD SLIPPED THROUGH THE CRACK WITHOUT A HALO. THE CONTACT STATED THAT THE HALO WAS PLACED IN THE WINDSHIELD HOUSING, BUT THE FAILURE RECURRED. THE CONTACT STATED THAT THE RECREATIONAL VEHICLE WAS BROUGHT BACK TO THE MANUFACTURER AND THE HOUSING OF THE WINDSHIELD WAS REINFORCED; HOWEVER, THE FAILURE RECURRED. THE WINDSHIELD WAS REPLACED FIVE TIMES. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 2,732.

See letter dated 6/8/16 for additional information

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.

June 8, 2016

Mr. Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation Enforcement

Dear Mr. Reid,

This letter is in response to your letter to us involving our report to the Vehicle Safety Hotline on February 29, 2016 concerning our 2007 Monaco Coach Safari. Your reference number is #10838969. This letter is intended to supplement the Narrative Description of Incident section of the Vehicle Owners Questionnaire that you included with your letter to us. We are including with this letter copies of repair invoices and other documents that relate to the problem that we have reported.

We would first like to correct an error in the Narrative portion of the questionnaire. Our vehicle is described as a recreational vehicle but in fact we use it for our work. We are both professional dog handlers and we travel throughout the western United States hauling eight to ten dogs to various dog shows. We drive this vehicle many miles, often times in adverse weather conditions including high winds and rain. The windshield on our vehicle has been a problem since we bought the vehicle. The manufacturer has never been able to fix the problem. Consequently the windshield has continually cracked or, even worse, falls out of the frame. Currently we have taped the top and sides of the windshield to try to prevent the wind and rain from coming into the vehicle. We were recently travelling through California in severe winds and we were afraid that the windshield would come off the vehicle. We have concerns about the safety of this vehicle when the windshield does not stay secure within the frame of the vehicle.

The invoices that we have included with this letter will show that our problems started shortly after we purchased the vehicle on December 10, 2007. In March 2008 we took the vehicle in for a cracked windshield and it appeared that the windshield was falling out of the frame on the driver's side. In July 2008, Monaco

replaced the windshield halo. The windshield was cracked again at that time. In January 2009, the vehicle was again taken back to Monaco with a cracked windshield and the windshield again popping out of the frame of the vehicle. This time when they repaired the vehicle, they reinforced the frame structure and glued the windshield back into the frame. Within about six months, the windshield began to crack again at the corners and up the edges of the windshield.

The windshield continued to crack until it finally reached a point where it was cracked across the entire windshield and we felt that we had to replace it for safety reasons. The technician who replaced the windshield told us that the windshield should never have been glued into the frame because it took away any flexibility for the windshield and that is what caused the cracking of the glass. The technician said that the opening for the windshield is still not correct and he did not believe that the windshield would stay in the frame after he replaced it. We drove from Yuma to Escondido, and by the time we got there, we had severe wind leakage around the windshield. We had to tape the windshield to make it tolerable to drive. As we continued to drive home to Washington state, the windshield kept coming out of the frame more and more. We hit severe wind in Weed, California and it sounded like the windshield would come completely out of its frame. We had to keep stopping and taping the windshield. The windshield gasket separated at the bottom of the windshield so you could see right inside the vehicle and the wind and rain could come inside as well. I continue to tape the windshield but I know that it is still moving because it tears the tape and continues to whistle with the air coming in. If we did not tape all the way across the top and sides of the windshield, we could see out and the rain and wind would be coming in to our vehicle.

We have contacted Monaco's new owners about this latest problem but they have refused to do anything about fixing it. We believe that this problem is a clear defect that poses a safety risk for us when we operate this vehicle.

We appreciate your consideration of this matter.

Sincerely,

[REDACTED]

[REDACTED]

OLINGER TRAVEL HOMES
24000 NE SANDY BLVD
PORTLAND OR
US
97060
503-771-2121

CUSTOMER WORK ORDER # [REDACTED]

Completed:
Invoice #:
Author: LNICHOSON
Stock No:
Year/Make: 2007 AD MONACO SAFARI
Model: SIMBA
Serial No: [REDACTED]
Chassis No: 4UZACLBW77C [REDACTED]
Mileage: 2732.2
Key No: 094
Location: IH
Reqn No: [REDACTED]
Warr. Date:

Customer: [REDACTED]
Address: [REDACTED]
BATTLEGROUND
[REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Purchase Date:
Date In: 27 MAR 08
Promise Date: 02 APR 08
Schedule Date:
License No:
Trim:
Promise Time: 12:00pm

Job # Description JOB INFORMATION

- 1 WINDSHIELD IS CRACKED AND SEEMS TO BE FALLING OUT OF FRAME AT DRIVERS SIDE. AUTH TO REPLACE. PART IS IN. SUBLET REPAIR COMPLETED. WINDSHIELD REPLACED.
- 2 DVD INOP. CD AND RADIO PLAYS OK, DVD PLAYER LOADS BUT DOES NOT PLAY. FOUND POOR CONNNECTION AT SWITCH BOX, REPAIRED AND TESTED.
- 3 WATER LEAKS FROM UNDER SHOWER WALL JUST REAR OF ENTRY STEPS. REMOVED FAUCET, FOUND FITTING LEAKING AT CRIMP. REMOVED AND REPLACED FITTING.
- 4 HEAT PUMP WOULD NOT TURN ON. CUSTOMER IS NOT SURE OF THE OUTSIDE TEMP AT THE TIME. FOUND CONNECTION OFF AT REVERSING VALVE. REPAIRED CONNECTION.
- 5 A/C PLUG IN SECOND CURBSIDE COMPARTMENT (PLUG FOR THE WATER HEATER ELECTRIC ROD) IS INOP. CONNECTION IN RECEPTICLE BAD. REPAIRED CONNECTION.
- 6 LEVELING JACKS INOP ON MANUAL. WIRES PULLED TIGHT AND CONNECTION LOOSE AT TOUCH PAD. PUT SLACK IN WIRES AND RESECURED CONNECTION.
- 7 SANTI FLUSH INOP. WATER DOES NOT GO THROUGH TO THE BLACK TANK. CHECK VALVE INSTALLED BACKWARDS.

Continued on page 2



MONACO COACH CORPORATION

INVOICE

WORK ORDER # XXXXXXXXXX
 INVOICE DATE:
 PRINT DATE: April 9, 2008
 PAGE: 2 OF 4

LABOR							
SEQ	Date Start	Date Complete	Description / Comments	Cost Type	Actual Hours	Rate	Actual Billed
3.00	04/07/08	04/07/08	Job Op Code: RC7501AR Customer States: SBC07-10-09 Freightliner CAC Cause: House would blow off Charge Air Cooler. Correction: Inspected engine/CAC. Service Bulletin has been done by Freightliner, new clamps and hoses. Reinstalled interior engine access.	S55 Labor - Warranty	.30		.00
4.00	04/08/08	04/08/08	Job Op Code: SB1102 Customer States: SBC 07-11-12 Dash Heat Valve Cause: Coolant flow not correct for valve. Correction: Inspected per service bulleting, found reversed coolant lines. Replumbed lines and replaced water valve per service bulletin. Ran coach-readjusted coolant-no leaks.	S55 Labor - Warranty	1.50		.00

PARTS							
SEQ	Item Number	Description / Comments	Description 2	Cost Type	Quantity	Price	Actual Billed
4.10	36558	VALVE WATER HVAC ANALOG KIT 05		S15 Parts - Warranty	1		.00

LABOR							
SEQ	Date Start	Date Complete	Description / Comments	Cost Type	Actual Hours	Rate	Actual Billed
5.00	04/08/08	04/08/08	Job Op Code: 095001AR Customer States: W/S pops out Cause: X-brace, halo needed-too much flex in cap. Correction: Inspected above TV, no x-brace/halo installed. Temporary reset of front windshield. Customer will need to reschedule for update. Unable to do this at this time due to customer time frame.	S55 Labor - Warranty	1.00		.00

PARTS							
SEQ	Item Number	Description / Comments	Description 2	Cost Type	Quantity	Price	Actual Billed
5.10	14359	DASH FBG UPPERWBACKER GELCOAT	NAV	S15 Parts - Warranty	1		.00



INVOICE

MONACO COACH CORPORATION

PO Box 16402
Chicago, IL 60696

WORK ORDER # [REDACTED]
INVOICE# [REDACTED]
INVOICE DATE:
PRINT DATE: 02/12/2009
PAGE: 1 OF 5

Branch: 5030 Harrisburg S.C. Diamond Hill
License Number: [REDACTED]
License State: WA
Purchase Date: 12/10/07
Warranty Start: 12/10/07
Warranty End: 12/08/08
Repair Start Date: 07/01/08
Repair End Date: 07/21/08
Unit In Date: 07/01/08
Unit Out Date: 07/21/08
Current Mileage: 14,322.00

BILL TO [REDACTED]
Battle Ground, WA [REDACTED]
Phone: [REDACTED]

Customer# [REDACTED]

90 DAY / 4,000 MILE WARRANTY ON ALL PARTS
AND LABOR UNLESS OTHERWISE SPECIFIED

VIN #	COACH #	DESCRIPTION
4UZACLBW77C [REDACTED]	[REDACTED]	[REDACTED] 07 Simba

LABOR							
SEQ	Date Start	Date Complete	Description / Comments	Cost Type	Actual Hours	Rate	Actual Billed
1.00	07/01/08	07/01/08	Job Op Code: ZZC113AR Customer States: Perform LP Safety Check Cause: Shop policy, correction: Hooked up manometer to stove top for 3 mins at 8IWC, test passed, put stove back together and test to make sure stove is working.	S54 Labor - Service Policy	.50		.00
2.00	07/01/08	07/01/08	Job Op Code: 095001AR Customer States: Windshield Halo needs replaced Cause: Halo needs extra strength added to it. correction: Removed windshield and vinyl header and front pillar covers, covered everything in coach with 3M paper and welding covers and reinstalled everything took apart, Halo is factory now.	S55 Labor - Warranty	64.60		.00

PARTS							
SEQ	Item Number	Description / Comments	Description 2	Cost Type	Quantity	Price	Actual Billed
2.10	262178	SB070607FD SIMBA FD (GREEN)		S15 Parts - Warranty	1		.00
2.11	211454	spray bottles		S15 Parts - Warranty	2		.00
2.12	73492	MLDG "L" STOPSTREAK EPDM EXTRW	/TAPE FOR WINDSHIELD250'/ROLL	S15 Parts - Warranty	13		.00

LABOR							
SEQ	Date Start	Date Complete	Description / Comments	Cost Type	Actual Hours	Rate	Actual Billed
3.00	07/07/08	07/07/08	Job Op Code: 095002AR Customer States: Windshield is cracked Cause: Cracked windshield. Correction: Removed windshield and gasket and installed new windshield and gasket and sealed.	S55 Labor - Warranty	2.50		.00

JAN 26 - 09

ly. Fabricated and welded new super structure to A pillar frame of coach. Fish & welded super structure complete. Cut flex down to Monaco specs.

Comments
05/2009 Correction Continued: Cut flex down to Monaco specs. Reinstalled all components, installed new w/s and gasket. Sealed completely.

PARTS

Part No.	Part Name	Qty.	Price	Actual Billed
09307814	Windshield 1 pc Adm/Mon Trek/Sim 06	1 - EA	Warranty	Warranty
12513252	Sealant SIMPSONblk WINDSHIELD ADH	4 - EA	Warranty	Warranty
12514698	Gasket wdshld 2006 Endeavor 1pc 84" Interior Height	1 - EA	Warranty	Warranty
Parts Subtotal				\$0.00

LABOR

Job OP Code	Causal Code	Sublet	Hours	Price	Actual Billed
09 50 0259AR	09 50 0259AR		15	Warranty	Warranty
20 03 0159	20 03 0159		20	Warranty	Warranty
Labor Subtotal			35		\$0.00

LINE 4

Repair Item #4	Date Start 1/28/2009
Complaint Customer states dvd player door will not open.	Date Complete 1/28/2009
Cause Faulty DVD player.	
Correction Replaced with new DVD player.	
Comments	

PARTS

Part No.	Part Name	Qty.	Price	Actual Billed
16624780	DVD RCA single disk blk	1 - EA	Rework	Rework
Parts Subtotal				\$0.00

LABOR

Job OP Code	Causal Code	Sublet	Hours	Price	Actual Billed
16 Z3 0243XX	16 Z3 0243XX		0.5	Rework	Rework
Labor Subtotal			0.5		\$0.00

LINE 5

Repair Item #5	Date Start 1/28/2009
Complaint Customer states right rear corner of chassis frame has bottomed out and has deformed rear cap.	Date Complete 1/28/2009
Cause Back of coach bottomed out. Bent framing for p/s of rear cap.	
Correction Cut out bent frame, fabricated, & welded in new frame. Secured cap.	
Comments	

PARTS


Part No.	Part Name	Qty.	Price	Actual Billed
Parts Subtotal				\$0.00

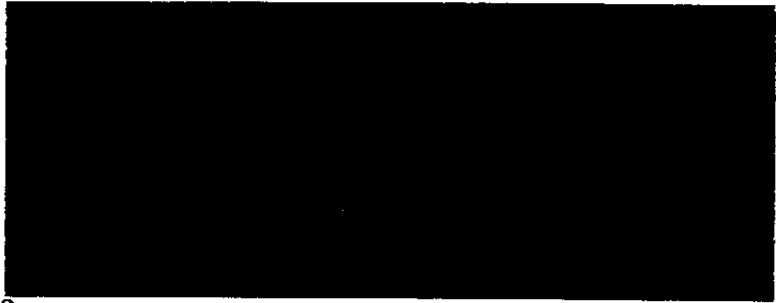
LABOR

Job OP Code	Causal Code	Sublet	Hours	Price	Actual Billed
20 04 01TDNP	20 04 01TDNP		2	Warranty	Warranty
Labor Subtotal			2		\$0.00

LINE 6



Battle Ground, WA 



NHTSA
Office of Defect Investigation
1200 New Jersey Ave. S.E.
West Building
Washington, D.C. 20590

20590-

