

1102 6 2 INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



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

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

DOT Auto Safety Hotline

FOR AGENCY USE ONLY 9999999

Date Received 26-APR-2016 <b>MAR 21 2017</b>	Repository <input type="checkbox"/>
	Reference No. 10861848

**OWNER INFORMATION (Type or Print)**

Name	[REDACTED]		
Address	[REDACTED]		
City	State	Zip Code	
GREENSBORO	NC	[REDACTED]	

Daytime Telephone Number	E-mail Address
[REDACTED]	[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 5B4MGF7G473 [REDACTED]	Make MONACO COACH	Model HOLIDAY RAMBLER	Model Year 2003
Date Purchased	Dealer's Name and Telephone Number	Engine: No: Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain REAR WHEEL DRIVE	Multiple Failure: 4
			Incident Date(s) 30-NOV-2011

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 050000 PARKING BRAKE, 030000 SERVICE BRAKES, HYDRAULIC	Failure Mileage 12650	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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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).

FROM THE TIME WE WENT TO PURCHASE THE RV, IT HAD TO BE TOWED TO TWO DIFFERENT REPAIR FACILITIES, BECAUSE OF BRAKE FAILURE. IT WAS TOWED TO THE FIRST ONE, BUT THE SERVICE DEPARTMENT COULD NOT FIX THE PROBLEM AFTER FOUR WEEKS, SO IT WAS TOWED ABOUT 75 MILES TO A SECOND REPAIR SHOP. ACCORDING TO THE REP FROM THE CHASSIS MANUFACTURER, IT WAS REPAIRED. EVERYTHING WENT WELL, UNTIL THREE YEARS LATER AND THE BRAKING ISSUES STARTED HAPPENING AGAIN. THIS WAS 05/2015, 06/2015, AND 09/2015. EACH TIME, THE COMPANY REP TOLD US TO GET OFF THE HIGHWAY. WE HAD TO HAVE IT TOWED TWO OF THOSE THREE TIMES TO THE SERVICE CENTER TO GET IT REPAIRED. ACCORDING TO THE INVOICES, THE PARKING BRAKE LOCKED UP AND THE BRAKE LINE RUPTURED. \*JB...UPDATED 05/02/16 \*BF

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.

[Redacted]  
Greensboro, North Carolina [Redacted]  
[Redacted] home  
[Redacted] cell

May 2<sup>nd</sup>, 2016

US Department of Transportation  
National Highway Traffic Safety Administration  
**Attention: Dr. Mark Rosekind, Administrator**  
Attn: Office of Defects (NVS-210)  
1200 New Jersey Avenue, SE  
Washington, D. C. 20590

Reference: NHTSA Reference TEMPORARY COMPLAINT (TCN) DGN1-52109

I received the attached email from the Department of Transportation.gov today. It was received in my inbox on 27 Apr 2016, but I didn't go on it until this morning. The message I received "Notification of Quarantined Emails" indicated that I could copy the link and paste in the browser; however, it still would not open the message. I clicked on "Release", and also "Your Portable Form has been successfully processed by NHTSA/" but still could not open it. Neither could I view the message when I clicked on "View All Quarantined Messages(1)".

Would you please re-send the message and I will try again.

I called the Hotline at 888-327-4236 today at 9:36 a.m. and spoke with an agent (Davinea?). She looked up the TCN but said she was not able to see that information. She spoke with her supervisor who in turn said for me to send a message to this website: NHTSA.webmaster@dot.gov. I am attaching a copy of the email message that I was unable to open by any other the methods suggested in the email.

Please re-send the message. Hopefully it will not be "quarantined".

Thank you [Redacted]

Attachment  
File Copy Retained

[REDACTED]

---

**From:**

**Sent:**

**To:**

**Subject:**

**Attachments:**

[REDACTED]  
Monday, May 2, 2016 10:24 AM

'NHTSA.webmaster@dot.gov'

DGN1-52109 Notification of Quarantined Emails sent by US DOT NHTSA

NHTSA Letter Regarding Quarantined Email.pdf; NHTSA Notification of Quaranteed Emails.pdf

I am attaching a letter explaining the email message that I received from NHTSA...."Your Portable Form has been successfully processed by NHTSA/. As I explained in the attachments, I could not open the email message by any method suggested on the message. Would you please resend the message so I can attempt to open it again.

Thank you!

[REDACTED]

**From:**  
**Sent:**  
**To:**  
**Subject:**

EmailQuarantine@dot.gov on behalf of DOTEmailQuarantine@dot.gov  
Monday, May 2, 2016 12:02 AM  
[REDACTED]  
Notification of Quarantined Emails

## Notification of Quarantined Emails

The message(s) below have been blocked by your administrator as suspected spam.

There are 1 new messages in your Email Quarantine since you received your last Spam Quarantine Notification. If the messages below are spam, you do not need to take any action. Messages will be automatically removed from the quarantine after 14 day(s).

If any of the messages below are not spam, click the Release link to have them sent to your Inbox. To see all quarantined messages view [your email quarantine](#).

Quarantined Email			
	From	Subject	Date
<a href="#">Release</a>	US DOT NHTSA <PortableSafetyComplai...	<a href="#">Your Portable Form has been successfully processed by NHTSA/...</a>	27 Apr 2016

[View All Quarantined Messages\(1\)](#)

Note: This message has been sent by a notification only system. Please do not reply

If the above links do not work, please copy and paste the following URL into a Web browser:

*Didn't go into Spam folder  
5/2/16 @ 9:36  
Darwin*