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Form Approved: O.M.B. No. 2127-0008



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

AUTO SAFETY HOTLINE

VEHICLE OWNER'S QUESTIONNAIRE

NATIONWIDE 1-800-424-8333
DC METRO AREA 366-0123

REFERENCE NO.

551065

FOR OFFICIAL USE ONLY

DATE RECEIVED

FEB 23 AM 6:11

OFFICE
DEFECTS INVESTIGATION

OWNER INFORMATION (TYPE OR PRINT)

FIRST NAME & SURNAME INITIAL

TELEPHONE NO. HOME OR BUSINESS

SIGNATURE OF OWNER

DATE **FEB 7 - 2000**

VEHICLE INFORMATION

VEHICLE IDENTIFICATION NO.*

VEHICLE MAKE & MODEL

MODEL YEAR

1RF12051XX2005651

MONROE COACH "WINDSOR" 40'

1999

* LOCATED AT BOTTOM OF WINDSHIELD ON DRIVER'S SIDE

CURRENT ODOMETER
READING

DATE
PURCHASED

12-3-98

DEALER'S NAME, CITY, & STATE

MONROE COACH CORP

ENGINE SIZE
(CID/CC/LI)

330

NO. CYLINDERS

☒ TURBO

☒ DIESEL

☐ GAS

☐ FUEL INJECTED

TRANSMISSION TYPE

☐ MANUAL

☒ AUTOMATIC

3 4 5 (Speed) 6 SPEED

CRUISE
CONTROL

☒ Yes ☐ No

POWER
STEERING

☒ Yes ☐ No

POWER
BRAKES

☒ Yes ☐ No

AIR
CONDITIONED

☒ Yes ☐ No

BODY STYLE

MOTORHOME

☐ STATION WAGON

☐ 4 DR

☐ 2 DR

☐ HATCH BK

☐ VAN

☐ PICK UP TRK

☐ OTHER

FAILED COMPONENT(S)/PART(S) INFORMATION (REPORT TIRE INFORMATION ON BACK)

COMPONENT/PART NAME(S)

COOLER HYDRAULIC

LOCATION

☒ Left

☐ Right

☐ Front

☒ Rear

FAILED PART(S)

☒ ORIGINAL

☐ REPLACEMENT

NO. OF FAILURES

DATE(S) OF FAILURE(S)

JAN 28 2000

MILEAGE(S) AT FAILURE(S)

10,900

VEHICLE SPEED AT FAILURE(S)

—

MANUFACTURER
CONTACTED

☒ YES ☐ NO

NHTSA PREVIOUSLY
CONTACTED

☐ YES ☒ NO

APPLICABLE ACCIDENT INFORMATION

ACCIDENT

☐ YES ☒ NO

FIRE

☐ YES ☒ NO

NUMBER PERSONS
INJURED

0

NUMBER OF FATALITIES

0

PROPERTY DAMAGE
(Est.)

\$

POLICE REPORT
FILED

☐ YES ☒ NO

NARRATIVE DESCRIPTION OF FAILURE(S), ACCIDENT(S), INJURY(IES)

HYDRAULIC COOLER TANK/RADIATOR HAS TENDENCY TO RUPTURE ON MANY OF THESE RECREATIONAL VEHICLES (MOTORHOMES) MFG BY MONROE COACH CORP 1901 W. HINLEY AVE ELKHART INDIANA 46517. RUPTURES CAUSE COACH TO LOOSE POWER STEERING WITHOUT ANY WARNING DUE TO COMPLETE LOSS OF HYDRAULIC FLUID. TANK MFG (J.B. ASSOCIATES OF SACRAMENTO CALIF) STATES THE UNITS NOT COMPATIBLE TO 0 DEGREE WEATHER. UNIT NOT TO BE SEVAILABLE IN SUB FREEZING WEATHER DUE TO HIGH PRESSURE OF CONGEALING OF HYDRAULIC FLUID. INCREASE TRYING TO CONTROL A 35,000 LB COACH WITH NO STEERING.

CONTINUE ON BACK IF NEEDED

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.

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D O T

MANUFACTURER/TIRE NAME

SIZE

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

MONROE CORP OF COOS BAY OREGON STATES THEY WILL NOT
DO A RECALL ON THERE UNITS BUT HAVE IMPROVED THESE
COOLERS ON THE 2000 MODELS. THIS SYSTEM APPLICABLE BACK
AS FAR AS 1994. ~~TO~~ MY KNOWLEDGE, THIS APPLIES TO DIESEL
PUSHERS. THIS ~~PROBLEM~~ OCCURRED JAN 28 '00 REQUIRING TOWING
AND MAJOR AND EXPENSIVE REPAIR. MY CONCERN IS THE
SAFETY, IMPASSIBLE TO STEER IF THE COOLER RUPTURES AND
COMPLETE LOSS OF FLUID. PLEASE HELP $\frac{2}{3}$

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN

U.S. Department of Transportation
National Highway Traffic Safety Administration
Auto Safety Hotline, NEF-11 HL
400 7th Street, SW
Washington, DC 20590

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