



**DOT Auto Safety Hotline
Vehicle Owner's Questionnaire (VOQ)**

**NATIONWIDE 1-888-DASH-2-DOT
1-888-327-4236
www.nhtsa.dot.gov/hotline**

FOR AGENCY USE ONLY 118

Data Received 14-APR-2000	Od_or _____
	rt_dt _____
	od_rt _____
	up_ltr _____
Reference No. 860339	

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) <small>(Listed at front of windshield or drivers side)</small> 1RE120417Y2008512	Vehicle Make MONACO	Vehicle Model DIPLOMAT	Vehicle Year 2000	Current Odometer Reading
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Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	<input type="checkbox"/> Turbo
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	<input type="checkbox"/> Diesel
			<input type="checkbox"/> Gas
			<input type="checkbox"/> Fuel Injection

Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbell <input type="checkbox"/> 2-Point Belt	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____	Sport Ult Truck Motorcycle <input checked="" type="checkbox"/> Other _____	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 06000000	Par. Name(s) ELECTRICAL SYSTEM	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Frnt <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
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No. of Failures	Date(s) of Failure(s) <u>06-MAR-2000</u>	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
	Mileage at Failure(s) <u>5000</u>		
	Vehicle Speed at Failure(s) _____		

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE DRIVING AND WITHOUT ANY WARNING MOTORHOME JUST DIED. MOTORHOME WAS TOWED TO DEALERSHIP. DEALERSHIP REPLACED TWO ELECTRICAL PARTS. THE DELAER WAS NOT SURE WHAT CAUSED THE PROBLEM. PLEASE PROVIDE ANY FURTHER INFORMATION*AK.

CONTINUED ON BACK PLEASE

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.



**Cummins
Intermountain,
Inc.**

Las Vegas
2750 Losee Road
No. Las Vegas, NV 89030-
(702)399-2339

TERMS NET 30: Invoices are due not later than 30 days from the date of the invoice. A service charge of 2% per month (24% annual rate) will be charged on past due accounts.

FAK 903-1178-283

*NH
WWW. HATS A. DOT.
PROBLEMS ISSUES*

BOV

INVOICE NO
009-35224
P.O. BOX 25428 Salt Lake City, UT 84125-0428

BILL TO

MONACO COACH CORP.
1028 EAST WATERFORD
PO 465
ATTN: JERRY BETHEL
WAKARUSA, IN 46513-

OWNER

MONACO COACH CORP.
1028 EAST WATERFORD
PO 465
ATTN: JERRY BETHEL
WAKARUSA, IN 46513-

PAGE 1 OF 2
*** CHARGE ***

DATE	CUSTOMER ORDER NO.	DATE IN SERVICE	ENGINE MODEL	PUMP NO.	EQUIPMENT MAKE
09-MAR-2000	PAUL GWINN	15-OCT-1999	ISB-RV 275 ENCORE		MONACO COACH
CUSTOMER NO.	SHIP VIA	FAIL DATE	ENGINE SERIAL NO.	CPL NO.	EQUIPMENT MAKE
62806		07-MAR-2000	45774567	CPL257400	MOTOR HOME
REF. NO.	SALESPERSON	PARTS DISP.	MILEAGE/HOURS	PUMP CODE	UNIT NO.
12469	9338		6622		N/A

QUANTITY ORDERED	BACK ORDERED	QUANTITY SHIPPED	PART NUMBER	DESCRIPTION	PRODUCT CODE	UNIT PRICE	AMOUNT
08NMSNWIN			008512				
COMPLAINT				CHECK FOR LOST OF POWER, AND CUTTING OUT.			
CORRECTION				CHECKED FOR FAULTS, NON FOUND. CHECKED ALL BATTERIE CONNECTION, POSTIVE & NEGATIVE FRAME CONNECTION, ALL POSITIVE CONNECTION. TESTED POS SIDE FOR SHORT TO GROUND, ALL WIRES OHMED OUT OK. FOLLOWED ALL INSTRUCTION PAUL GWIN AND ERIC THOMAS, TOLD ME TO DO. REPLACED BATTERIES, DISCONNECT MAIN BEARKER WITH PARTS SENT BY ERIC. SENT OLD PARTS BACK TO ERIC. REINSTALLED ALL PANELS REMOVED. RAN AND CHECK, COULD NOT DUPLICATE PROBLEM, ALL CHECKED GOOD.			
				PARTS:		0.00	
				PARTS COVERAGE CREDIT:			0.00 CR
				TOTAL PARTS:		0.00	
				SURCHARGE TOTAL:			0.00
				LABOR:			576.00
				LABOR COVERAGE CREDIT:			0.00 CR
				TOTAL LABOR:		576.00	
				FREIGHT CHARGE NV/WY			4.00
				TAXES: STATE			0.30

THANK YOU FOR YOUR BUSINESS

HOME OFFICE: SALT LAKE CITY, UTAH; 1030 South 300 West, Salt Lake City, Utah 84101; Phone (801)355-6500

THIS INVOICE FOR ENGINES, PARTS, COMPONENTS, REPAIR AND/OR SERVICE IS SUBJECT TO THE TERMS AND CONDITIONS OF SALE SET FORTH ON THE BACK OF THIS INVOICE, WHICH INCLUDES LIMITATIONS ON WARRANTIES AND REMEDIES. PURCHASER ACKNOWLEDGES THAT SUCH TERMS AND CONDITIONS HAVE BEEN READ AND FULLY UNDERSTOOD.

RECEIVED BY X _____



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Intermountain,
Inc.**

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CUSTOMER NO.	SHIP VIA	FAIL DATE	ENGINE SERIAL NO.	CPL NO.	EQUIPMENT MODEL
62806		07-MAR-2000	45774587	CPL257400	MOTOR HOME
REF. NO.	SALT PERSON	PARTS DISP.	MILEAGE/HOURS	PUMP CODE	UNIT NO.
12469	9338		6622		N/A

QUANTITY ORDERED	BACK ORDERED	QUANTITY SHIPPED	PART NUMBER	DESCRIPTION	PRODUCT CODE	UNIT PRICE	AMOUNT
OSN/MSN/VN		008512					

CUST SIGNATURE.....

HOME OFFICE: SALT LAKE CITY, UTAH; 1030 South 300 West; Salt Lake City, Utah 84101; Phone (801)355-6500

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TOTAL TAX:	0.30
SUR. JTAL:	580.38
EXCHANGE AMOUNT:	0.00
TOTAL AMOUNT:	580.39

RECEIVED BY X _____

BOULDER AUTO BODY, INC.
 4263 Boulder Hwy., • Las Vegas, NV 89121
 (702) 456-4347 • Fax (702) 456-0642
 No 1273
 DATE BOND 2/1/00

00 NEW N.H. 008512 NONE

OPER: INSTRUCTIONS: LABOR CHARGE:

*Replace Dies also Power.
 All 10700 Benders were 7 hrs
 1.5 hrs. no breaks on choprod
 work.
 replace Dies No Steering
 Jerry Bergman.*

1.5 165.00

SUMMARY

TOTAL LABOR 10.5

TOTAL PARTS

ACCESSORIES

GAS, OIL & GREASE

SUBLET REPAIRS

QUAN	ACCESSORY NO. / DESCRIPTION	PRICE
	BROUGHT FORWARD	
	TOTAL PARTS	
	ACCESSORY NO. / DESCRIPTION	PRICE
	TOTAL ACCESSORIES	

	GAS, OIL & GREASE	PRICE	F.S.
	GAL. GAS @		
	QTS. OIL @		

DISCLAIMER OF WARRANTIES
 THE SPECIAL FERRERBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR



Roadone

WALKER TOWING INC.
Lic #CPCN 7023

2398 Silverwolf Drive
Henderson, NV 89015
(702) 565-6220
024006

CUSTOMER

DATE OF REQUEST 3-6-00 TIME OF REQUEST A.M. P.M.

NAME AND ADDRESS OF PERSON REQUESTING TOWING
[Redacted]

MAKE AND YEAR 00 Chevy Blazer COLOR Blue MODEL Blazer LICENSE NO. 854113 STATE NV

TOWED FROM 6523 Boulder Hwy

TIME	DEPART BASE COMPUTATION	DEPART TOW SCENE	ARRIVE TOW SCENE	DEPART TOW SCENE	ARRIVE DESTINATION
11:55		140	203	203	309
1:17		207	207	207	237

Total Miles 30 Total Time _____ Deadhead Miles 110

Hook Up _____ Mileage Charge 27 x \$3.00 = \$81.00

Recovery _____ Extra Labor and/or Equipment _____ Hourly Charges _____ Secure Storage _____

Subtotal \$212.00
Lien Fee - Not Regulated _____
TOTAL \$212.00

IMPOUND ACCIDENT RECOVERY BREAKDOWN OTHER

Cleanup / Standby _____ Charges Paid by E.R.S. Driver Sey Unit No. 101
I hereby acknowledge that I have inspected the above described vehicle and released the above stated

AUTO BODY, INC.

No 1273

777 Las Vegas, NV 89121
17 • Fax (702) 456-0642

DATE PAID 3/6/00
ORDER WRITTEN BY WBM DATE RETURNED _____
PHONE 854113 MESSAGE IN _____
PHONE WHEN READY 6,609 MESSAGE OUT _____
YES NO

VIN 008512

LICENSE NO. None

LABOR CHARGE

Dies also failed.

*Owners Auto Shop
to be on hold*

*No Steering
Issues*

15105.00

Agree with the following by part of the work order. The price of the work order is for the labor and parts only. The price of the parts is for the parts only. The price of the labor is for the labor only. The price of the grease is for the grease only. The price of the oil is for the oil only. The price of the filter is for the filter only. The price of the fluid is for the fluid only. The price of the belt is for the belt only. The price of the hose is for the hose only. The price of the wire is for the wire only. The price of the nut is for the nut only. The price of the bolt is for the bolt only. The price of the washer is for the washer only. The price of the spacer is for the spacer only. The price of the shim is for the shim only. The price of the bush is for the bush only. The price of the sleeve is for the sleeve only. The price of the cap is for the cap only. The price of the plug is for the plug only. The price of the pin is for the pin only. The price of the roller is for the roller only. The price of the bushing is for the bushing only. The price of the bearing is for the bearing only. The price of the pulley is for the pulley only. The price of the sheave is for the sheave only. The price of the sprocket is for the sprocket only. The price of the gear is for the gear only. The price of the pinion is for the pinion only. The price of the worm is for the worm only. The price of the worm gear is for the worm gear only. The price of the bevel gear is for the bevel gear only. The price of the spur gear is for the spur gear only. The price of the rack and pinion is for the rack and pinion only. The price of the timing belt is for the timing belt only. The price of the timing chain is for the timing chain only. The price of the camshaft is for the camshaft only. The price of the crankshaft is for the crankshaft only. The price of the piston is for the piston only. The price of the connecting rod is for the connecting rod only. The price of the main bearing cap is for the main bearing cap only. The price of the main bearing is for the main bearing only. The price of the rod bearing is for the rod bearing only. The price of the oil pan is for the oil pan only. The price of the oil filter is for the oil filter only. The price of the oil filter housing is for the oil filter housing only. The price of the oil filter element is for the oil filter element only. The price of the oil filter gasket is for the oil filter gasket only. The price of the oil filter seal is for the oil filter seal only. The price of the oil filter cap is for the oil filter cap only. The price of the oil filter drain plug is for the oil filter drain plug only. The price of the oil filter drain plug gasket is for the oil filter drain plug gasket only. The price of the oil filter drain plug seal is for the oil filter drain plug seal only. The price of the oil filter drain plug cap is for the oil filter drain plug cap only. The price of the oil filter drain plug gasket is for the oil filter drain plug gasket only. The price of the oil filter drain plug seal is for the oil filter drain plug seal only. The price of the oil filter drain plug cap is for the oil filter drain plug cap only.

SUMMARY

TOTAL LABOR 105.00

TOTAL PARTS _____

ACCESSORIES _____

GAS, OIL & GREASE _____

SUBLET REPAIRS _____

PRICE F.S. _____

TAX _____




MONACO

March 31, 2000



Serial #: 000119713673009-112800

Vin. #: 1RF120417Y2008512

Dear Mr. 

This letter is in response to your request for warranty repair on your 1999 Diplomat. Monaco Coach Corporation has reviewed your request and with the information provided regret to inform you that we will be unable to cover this damage as a warrantable repair. If you have further information to substantiate your claim we will review the information at that time. We do suggest that you turn the claim into your regular insurance carrier for payment assistance.

As always, it is Monaco Coach Corporation's goal to work in a fair manner with our customers and we feel we have done so in this matter.

I do apologize for any inconvenience you have suffered. I wish you many years of enjoyment in your new motorhome in the future.

Sincerely,



Janae Green

Legal & Consumer Affairs Administrator

MONACO COACH CORPORATION

INDIANA DIVISION • 606 Nilsen's Parkway • P.O. Box 465 • Wakarusa, IN 46573

Telephone: (219) 862-7211

[REDACTED]

[REDACTED]

April 11, 2000

Attn: Janae Green
Legal & Consumer Affairs Administrator
Monaco Coach Corporation
Indiana Division
P. O. Box 465
Wakarusa, IN 46513

RE: My Clients: [REDACTED]
Serial No. 000119713673009-112800
VIN No. 1RF120417Y2008512

Dear Ms. Green:

Be advised that Mr. and Mrs. [REDACTED] have consulted with me in regards to an incident where they had lost power shortly after midnight on March 6, 2000 during a heavy rain in a narrow road consisting of one lane each direction, with mountains on one side and guard rails on the other, approximately a mile to a mile and a half north of Hoover Dam. As a result of that loss of power, substantial body damage was done to the passenger side of the Coach. I have reviewed your denial of coverage on March 31, 2000.

I would point out to you that if you review the repair bill from Cummins Intermountain, Inc. dated March 9, 2000 Cummins could not in fact duplicate the same loss of power and cutting out.

When the Coach did in fact loose power, all power steering, all lights, and all windshield wipers ceased to work. That evening, due to the heavy rain, the visibility was extremely poor. It was a miracle that Mr. Newton was able to control the vehicle and pull the rig into a turn off and avoid a serious multiple vehicle accident. This damage that was done to the body is directly related to the fact that there was a loss of power with absolutely no warning to the operator of the Coach. Your warranty covers the damages directly caused by the SUBSTANTIAL DEFECTS "in material and workmanship attributable to Monaco." Under "Procedure for Obtaining Warranty Service" it provides: "Contact Monaco's Warranty Department for assistance in locating an authorized warranty repair facility in your location." My clients complied with this procedure and obtained an estimate from Holiday Rambler in Mesa, Arizona, a copy is enclosed for your reference. Therefore, consider this a demand that you reconsider your March 31, 2000 denial of coverage and allow this matter to be reviewed by the next level within your organization when an appeal

[REDACTED]

Janae Green
04/11/00
Page 2 of 2

is requested. Due to the fact that you have denied this coverage, it has become a necessity for my clients to consult with me and therefore we further request that in addition to repairing the body damage you also reimburse my clients the attorney's fees incurred to date in the amount of \$160.00. If there is anything additional your company needs for the purpose of filing an appeal of the denial, please contact Mr. and Mrs. [REDACTED] directly at [REDACTED]
[REDACTED]

Additionally, the Newtons are extremely concerned that this might occur without warning at some point in the future due to the fact that Cummins was unable to duplicate the problem. Any assistance you can provide in directing the Newtons and/or Cummins as to maybe similar problems in other Coaches that you have manufactured would be greatly appreciated so that there will not be a repeat incident of this very dangerous situation.

Your response would be appreciated within 30 days of the date of this letter.

Sincerely,

[REDACTED]

TEP/djm

pc: [REDACTED]

A:\N-O\Newton.ltr.djm

DAVE LEIFHEIT
Service Manager

5025 E. MAIN ST. (at Gilbert Rd.)
MESA, ARIZONA 85715-9184
SERIAL NO

980-838-9
808-295-2
FAX 188-838-8
Ext. 1

IFE 12041742008322

YEAR	MAKE	MODEL	LICENSE	COLOR	SERIAL NO
1979	Dupont	Maxco			0001197367300911200
PARTS NECESSARY AND ESTIMATE OF LABOR REQUIRED					
X	Replace All Lower Rearage Doors				
	Right side (5) Doors				2533.89 8.0
X	Repair Right side wheel well (Rear)				15.00 4.0
X	Replace Molding				9.87 1.0
X	Repair Right side wheel well (Front)				15.00 2.0
	Prep & Paint Lower Right side				350.00 12.0
	Cable notes				2.0
	Shop Supplies				50.00 1.0
	PARTS				2773.76
	FAT & CBL				350.00
	TAX				214.11
	LABOR				2001.00
					\$ 5,538.87

The dealer reports all based on our initial inspection and does not cover any additional parts or labor required after the work has been started. This warranty is for transportation assistance only and not an...
Great acting as my agent in this state has full power to negotiate for settlement and receive all...
payment to above named vehicle.
AUTHORIZATION TO REPAIR & RECD'S DIRECT PAYMENT

SIGNED _____ DATE _____
FACTORY AUTHORIZED SERVICE IS YOUR ONLY
WARRANTY PROTECTION

SUB. TOTAL MRS.			
SUB TOTAL			
INC. CO.	AMT. CO.		COST
ADJ.			TAX
PSONE	DATE		TOTAL