



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

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-3393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

Use a No. 2 pencil or a blue
or black ink pen only.

CORRECT MARK: ●

FOR AGENCY USE ONLY

Date Received

9/24/01

03-01

03-02

Reference No.

03-03

03-04

OWNER INFORMATION (Type or Print)

DAYTIME TELEPHONE NUMBER

ZIP CODE

AREA CODE

VEHICLE INFORMATION

VEHICLE IDENT. NO. (VIN) (Located at bottom of windshield on driver's side)	VEHICLE MAKE	VEHICLE MODEL	MANUFACTURE DATE	MODEL YEAR
1FCNF535210A01456	Holiday Rambler RV	Admiral Ford	08 2000	2001
VEHICLE MANUFACTURER				<input type="radio"/> BMW <input type="radio"/> Daimler/Chrysler <input checked="" type="radio"/> Ford <input type="radio"/> General Motors <input type="radio"/> Honda <input type="radio"/> Hyundai <input type="radio"/> Nissan <input type="radio"/> Saab <input type="radio"/> Subaru <input type="radio"/> Toyota <input type="radio"/> Volvo <input type="radio"/> VW <input checked="" type="radio"/> Other <u>Recreational Vehicle - Motorhome</u>
PURCHASE DATE	DEALER'S NAME	CITY	STATE	ZIP CODE
03/23/01	Todd's RV+Marine Inc	Hendersonville	NC	28791
ENGINE SIZE (CID/CC/L)	FUEL SYSTEM	FUEL TYPE	TRANSMISSION TYPE	ANTILOCK BRAKES
415	<input type="radio"/> Turbo <input checked="" type="radio"/> Fuel Injection	<input type="radio"/> Diesel <input checked="" type="radio"/> Gas	<input type="radio"/> Manual <input checked="" type="radio"/> Automatic	<input checked="" type="radio"/> Yes <input type="radio"/> No
NO. CYLINDERS	DRIVETRAIN	VEHICLE TYPE	RESTRAINT SYSTEM	CRUISE CONTROL
10	<input type="radio"/> Front <input checked="" type="radio"/> Rear	<input type="radio"/> Car <input type="radio"/> Van <input type="radio"/> Minivan <input type="radio"/> Sport Utility <input type="radio"/> Truck <input type="radio"/> Motorcycle	<input type="radio"/> Driverside Airbag <input type="radio"/> Passengerside Airbag <input type="radio"/> 3-Point Belt	<input checked="" type="radio"/> 2-Point Belt <input type="radio"/> Motorball <input type="radio"/> No
		<u>Motorhome</u> <input checked="" type="radio"/> Other <u>Recreational Vehicle</u>	DOORS <input type="radio"/> 2 Door <input checked="" type="radio"/> 4 Door	BODY STYLE <u>Motorhome</u> <input type="radio"/> Hatchback <input type="radio"/> Pick Up Truck <input type="radio"/> Sedan <input type="radio"/> Stationwagon

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT	NO. OF FAILURES	To report defective or failed tires provide the following: Tire Brand, Tire Name, Tire Size (include all number and letters).	
<input type="radio"/> Child Seat <input type="radio"/> Electrical Lights & Alarms <input type="radio"/> Engine & Cooling System <input type="radio"/> Equipment <input type="radio"/> Fuel System, Exhaust <input type="radio"/> Heater, Defrost, Ventilator <input type="radio"/> Interior <input type="radio"/> Parking Brake <input type="radio"/> Power Train <input type="radio"/> Service Brakes <input checked="" type="radio"/> Steering <input type="radio"/> Structure <input checked="" type="radio"/> Suspension <input type="radio"/> Visual Systems <input type="radio"/> Other	<input type="text"/> 1 <input type="text"/> 2 <input type="text"/> 3 <input type="text"/> 4 <input type="text"/> 5 <input type="text"/> 6 <input type="text"/> 7 <input type="text"/> 8 <input type="text"/> 9	TIRE NAME	COMPLETE TIRE SIZE
	INCIDENT DATE	TIRE BRAND	
	03/23/01 to Present	<input type="radio"/> BF Goodrich <input type="radio"/> Cooper <input type="radio"/> Firestone <input type="radio"/> Goodyear <input type="radio"/> Kelly Springfield <input type="radio"/> Michelin <input type="radio"/> Yokohama <input type="radio"/> Other	
	MILEAGE AT INCIDENT	<input type="radio"/> Original <input type="radio"/> Replacement	
	686 to Current	<input type="radio"/> Yes <input type="radio"/> No	
	VEHICLE SPEED AT INCIDENT	<input type="radio"/> Yes <input type="radio"/> No	
	over 40mph		
	FAILED PART(S)		
	<input checked="" type="radio"/> Original <input type="radio"/> Replacement		
HANDICAPPED ADAPTIVE	FAILED PART(S) AVAILABLE?	NHTSA PREVIOUSLY CONTACTED?	
<input type="radio"/> Yes <input checked="" type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	

APPLICABLE INCIDENT INFORMATION

Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.	CRASH	NUMBER OF PERSONS INJURED	CAUSE OF INCIDENT	RESULT OF INCIDENT
	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="text"/> 1 <input type="text"/> 2 <input type="text"/> 3 <input type="text"/> 4 <input type="text"/> 5 <input type="text"/> 6 <input type="text"/> 7 <input type="text"/> 8 <input type="text"/> 9	<input type="radio"/> Wear/Corroded/Rust <input type="radio"/> Weak/Poor Fit/Loose <input type="radio"/> Cut/Torn <input type="radio"/> Disconnect/Fall Off <input checked="" type="radio"/> Erratic/Poor Performance <input type="radio"/> Excessive Effort <input type="radio"/> Noise <input type="radio"/> Leaks <input type="radio"/> Short <input type="radio"/> Locks/Sticks/Grabs <input checked="" type="radio"/> Stability/Vibration <input type="radio"/> Broken	<input type="radio"/> Explosion/Fire <input type="radio"/> Loss of Control <input type="radio"/> Poor Visibility <input type="radio"/> Inadvertent Start <input type="radio"/> Rollover <input type="radio"/> Spills <input type="radio"/> Sudden Acceleration
	FIRE	NUMBER OF FATALITIES		
	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="text"/> 1 <input type="text"/> 2 <input type="text"/> 3 <input type="text"/> 4 <input type="text"/> 5 <input type="text"/> 6 <input type="text"/> 7 <input type="text"/> 8 <input type="text"/> 9		

PLEASE DO NOT WRITE IN THIS AREA

04234

Participate description of incident(s), name(s), crash(es), location(s), and injury(ies). Include additional accidents if applicable.

Vehicle wanders excessively while being driven. Rut tracking is also excessive to the point of being dangerous. Ford recommends "Davis Truteck system on Air-helper springs to level vehicle and transfer more weight toward front," at a cost estimate of approximately \$1,200.00 to \$1,700.00 but they claim it is Honda's Coach Corp - Holiday Rambler's responsibility and Monaco Coach Corp says it is Ford Motor Co's responsibility. "We just want it fixed before someone gets hurt or killed."

Continue on additional page if necessary.

Describe any additional incidents. (Include date and mileage)

The Privacy Act of 1974 - Public Law 93-502. 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 will be used to analyze the NHTSA's effectiveness in addressing manufacturer sponsored safety defects. If the NHTSA processes with information submitted in this questionnaire, your response, or a statistical summary thereof, may be used to support the agency's action.

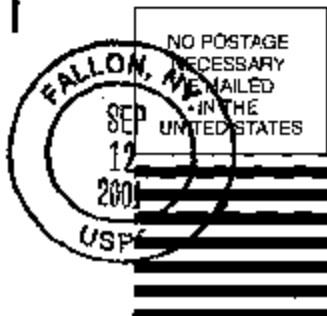
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U.S. Department of Transportation

National Highway Traffic Safety Administration

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

Official Business Penalty for Private Use \$300

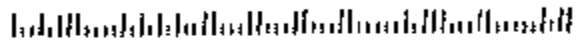


BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590

2059070002



Complete and return or place in your car manual for future use



VEHICLE OWNER'S QUESTIONNAIRE (VQQ)

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

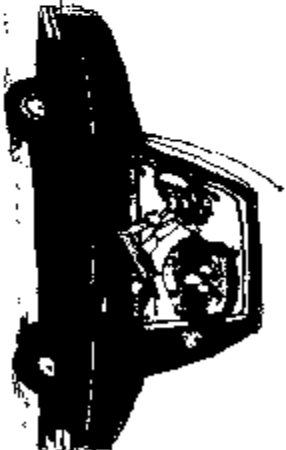
DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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National Highway Traffic Safety Administration

www.nhtsa.dot.gov/hotline

04234

Kay Toolson
Chief Executive Officer
Monaco Coach Corp
91328 Industrial Way
Coburg, OR 97408

Coach # 123706
HR Admiral 30PBD/2001

Dear Mr. Toolson;

We have a motorhome that has had major problems from date of delivery 03/23/01. It has been back to Elkhart, IN twice, it has been to 4 Dealers, on our vacation trip, besides the delivering Dealer. It has been to 2 Ford Dealers all this trying to resolve the problems. Holiday Rambler/Monaco Coach Corp. of Elkhart, IN claims it is a Ford problem; Ford claims it is Holiday Rambler/Monaco Coach Corp. who altered the frame and is therefore not their problem. The solution seems to be "add a Davis track system on air helper springs to level vehicle, and transfer more weight toward front." The estimated cost is from \$1,200.00 to 1,700.00 we would like to just get it fixed before someone gets hurt or killed.

Mr. Toolson we hope you can help; everyone else has been passing the problem off. We have already put on 3978 miles

just for service related problems. We have spoken to David Partin, Steve Reser, Joe Kronewitter, Dane Frost and Mike Robinson plus the Ford Motor Co. and 2 Ford Dealers. We are now contacting the NHTSA. See enclosed copy of report and a copy of Bremen Ford recommending a solution. We are at present at our daughter's home at:

(FAX same as telephone #)

We are willing to drive to Coburg, OR if need be to get this problem solved. Please help solve this.

P.S. We have pages and pages of documentation of problems and repairs on this motorcycle should you require any please contact us.

BREMEN FORD
 1203 W. PLYMOUTH ST.
 BREMEN, INDIANA 46506
 (219) 546-2727

LAGRANGE FORD
 1050 N. 00 EAST WEST
 LAGRANGE, INDIANA 46761
 (219) 463-7106

MARTIN BUICK-PONTIAC-GMC, Inc.
 2303 N. OAK ROAD
 PLYMOUTH, INDIANA 46563
 (219) 936-5590



CUSTOMER NO	ADVISOR	TAG NO	INVOICE DATE	INVOICE NO.
	DEB		08/08/01	EQ5288041
	LAST RATE 326	RELEASE		STOCK NO.
	VEH MAKE MODEL 60.00	6232	DELIVERY DATE	DELIVERY MILES
	01 FORD TRUCK/F550 CHASSIS/TAK MTRHD		08/18/00	
	1 FORD TRUCK/F550 CHASSIS/TAK MTRHD		SELLING DEALER NO	PRODUCTION DATE
	1 FORD TRUCK/F550 CHASSIS/TAK MTRHD		R.O. DATE	
			08/08/01	

JOB# 1 CHARGES.....
 LABOR.....
 J# 1 45FDZ STEERING/SUSPENSION HOURS: 0.80 TECH(S): 2203
 CUSTOMER COMPLAINS OF STEERING WANDERS//WORSE AT HIGHWAY SPEEDS
 H21 42 3504
 PERFORMED COMPLETE STEERING INSPECTION. CHECKED ALL TIRE PRESSURES-TEST DROVE

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

WARRANTY

JOB# 1 TOTALS.....
 JOB# 1 JOURNAL PREFIX FOC5 JOB# 1 TOTAL 0.00

COMMENTS.....
 SENT FROM MONACO SERVICE CENTER
 CONCERN CHARACTERISTIC RECOMMEND DAVIS TRIRACK SYSTEM ON AIR HELPER SPRINGS TO LEVEL VEHICLE. MORE WEIGHT TRANSFERED TOWARD FRONT

TOTALS.....	TOTAL LABOR....	0.00
*****	TOTAL PARTS....	0.00
* [] CASH [] CHECK CHECK NO. []*	TOTAL SUBLET...	0.00
* [] VISA [] MASTERCARD [] DISCOVER *	TOTAL G.O.G....	0.00
* [] AMER EXPRESS [] DINER'S CLUB [] OTHER *	TOTAL MISC CHG.	0.00
*****	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

CUSTOMER SIGNATURE