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EXECUTIVE SECRETARIAT
DEC 20 P 3 04
NATIONAL HIGHWAY
TRAFFIC SAFETY ADM.

December 1, 2004

Monaco Coach Corporation
Consumer Affairs
1809 W. Hively Ave.
P.O. Box 4313
Elkhart, In 46517

Re: Safety Recall- Bosch Brakes - Monaco File #R02175, Recall Campaign No. 02V278000

Gentlemen:

On August 23, 2004, we received your recall letter dated August 18, 2004, regarding the Bosch Brake recall on our 2001 Safari Zanzibar Motorhome (coach #103210). Since we use our motorhome 99% of the year, we immediately called your representative in this area, Foley Motors, Burlington, Wa., to make an appointment for the "brake check". After discerning that we didn't buy the motorhome there, they advised us that they were backlogged up to 2 and 1/2 weeks so we should call Valley Freightliner. My husband called Valley and they said "bring it in". He told them that he'd appreciate an appointment. The gentlemen said, "o.k., noon tomorrow (8/24/04).

We dropped our motorhome off at noon on the 24th and talked to the service manager advising them that we were aware this was a major recall but would appreciate all that they could do to hurry our appointment as we were scheduled to go over the mountains on a prepaid fishing trip,

NAR
cc
1/11/05

September 7th. A week went by and we hadn't heard from them so my husband stopped down to see how they were doing. They assured him that they'd have it ready for him. The next day we received a call to come and pick it up. They were in a dispute with Monaco over the length of time it would take to do the job and so they wouldn't be doing it. We picked up our motorhome and immediately called Foley's again. They wanted to know if we were a customer of theirs (they don't sell Safari's) and once again advised that it would be a two and a half week wait. They scheduled us September 21, 2004, just to check the brakes and advised us that it was quite a process, etc., etc., and they would call us. Advised them that we needed to go across the pass, Oct. 13th, for hunting and they said that it should be done by then. They needed to check first and see what we needed, at which time I advised them that Valley Freightliner said that we needed calipers but weren't able to produce the paperwork to substantiate this. Kyle, the fellow that we were talking to said that they'd call us and let us know when the inspection was done. On September 27th we hadn't heard anything so went in to talk to Kyle who proceeded to advise us that they'd had a bad week the week before and had a motorhome stuck on their lift for 8 days awaiting parts and they'd get to us next. He said "see, there it comes - the brown and white one". I said, "no, ours is green and white". He said oh, sorry, we have so many Andersons right now that I have trouble keeping them straight. At this point, he brought in another "gentleman" who proceeded to double talk us on the procedures that have to be done on a recall, and how they've only done three but the guy that does it is becoming familiar with it now and has found out how to order the brake parts and get them shipped overnight, etc. I advised him that we were having guests on Sat. And sure could use the motorhome as we didn't have enough beds. He jokingly said guess they'll have to sleep on the floor. I told him that our 18 year old granddaughter has rheumatoid arthritis and she can't sleep on the floor. They ended up telling us that they would

get to our motorhome the next day to check it and see just what, if anything, it needed. We left, very upset. By the time we got home there was a call from Kyle apologizing and saying that he was mistaken (because of so many Andersons) and they had indeed checked and we needed caliper kits and they were on order so we could come pick up the motorhome for our weekend guests and they would call us when they came in. When we went to pick it up we stressed again that we needed the work done as soon as possible as we had two hunting trips scheduled and were leaving for four months in Arizona on November 18th. Kyle said that we just needed the SEALS not the calipers and he would call when they came in. We didn't hear anything the following week, so I called Kyle and he said "no, they're backordered - Monaco is out of them, too". By October 27th we still hadn't heard anything so I once again called Kyle and he advised that he was sorry but they're still backordered and he would call when they came in. On Friday, October 29th, I called Monaco and spoke to a Technical Advisor by the name of John. He did a bit of checking and advised that nothing was on back order and he didn't understand why we were being told this. I said, maybe it's because we didn't buy our coach there and he advised that this shouldn't have anything to do with it. I asked what I had to do to get our coach fixed and he said that he would refer me to Victor in the Parts Dept. Who advised me that Foley's had made a stock order for repair kits under our coach number and they were sent out in 2 different shipments. 8 kits received on Oct. 6th by L. Nickerson and 8 more kits on Oct. 12th signed for by S. Haskell. Order #3599028. At this point we didn't even know if we could really trust Foley's to do the work or just sign-off that it was done but we didn't have the time to spend another three months trying to get it done so I called Foley's and asked to speak to the owner. The receptionist said "may I ask why?" and I advised that it was regarding the brake recall. She said no you don't want to talk to the owner you have to talk to the service manager but he was going on vacation

the next week and he's not available today. I told her that I needed to talk to somebody because they were lying to me about the brake parts and we needed to get this done. She said I'll try to help you and checked and said that the parts still weren't in. I told her that I'd called Monaco and know for a fact the parts for our coach are IN and what's going on? She proceeded to tell me that they don't really do brakes and were only doing this as a courtesy and that they only had one lift and can only do one a month. I said, do you mean to tell me that since you have sixteen brake kits, we could be out 16 mos. before you decide to help us?? She said that she would check further and please hold. She came back on the line and proceeded to tell me that the parts must have come in after hours and they had found them so I asked to make our appointment to have them done. She said would you like 8:30 or 8:00 a.m. on Nov. 15? I said 8:00 a.m. and they will be done that day? She assured me that they would. Nov. 15th came and we brought our rig in and Nate said well, give me a few days and I said NO, we don't have a few days. He proceeded to tell us that he only had one person that day and I said well, we can give you two days but that's all. They indeed got it done by noon the next day. Even though the recall letter states that if you don't get satisfaction within three days call your recall hotline, we didn't. As you will note in the copy of attached work receipt I was referred to as "cranky" - wouldn't anybody be at this point?

Moral of this story is: we were treated politely, but double-talked and nobody seemed to really care. We didn't spend \$133,000.00 for the motorhome to spend three months of down time. These are our "golden years" and it may not seem important to some people, it is VERY important to us to be able to enjoy a few years of our retirement, unlike a lot of our friends who aren't able to. Brakes are very important and you would think that your representatives would bend over backwards to be helpful instead of handing out one lame excuse after another. All of

the excuses went in the lap of Monaco because of the magnitude of this recall and their ability to provide the brake parts. Just a note - when we shopped for a newer motorhome in June of 2003, we looked at the motorhomes at Foley's but none of them were as unique as the Safari that we have. We also shopped at Holiday World in Everett but still came back to the Safari. You can rest assured that we will recommend Monaco to our numerous relatives, friends, and business acquaintances but we certainly will not even buy a sheet of toilet paper from Foley's again.

Sincerely,

Mount Vernon, Wa.

cc: Ron Foley
Jim Fine
NTSB

Foley/Eazy Time Rv.

Service department survey

Thank you for choosing Foley Rv for your service and parts needs. Please take a minute to fill out our survey to make us a better place to serve you. We truly need your honest input to become a better service and parts Dept.

- | | Yes | No |
|---|-------------------------------------|--|
| 1.) Was an appointment set for you? | ☒ | ☐ <i>a couple</i> |
| 2.) Were our service procedures explained and were you given an estimate on costs involved? | ☒ | ☐ |
| 3.) Was our staff professional? | ☐ | ☒ |
| 4.) Were we helpful in solving the problems your unit had? | ☒ | ☐ <i>eventually</i> |
| 5.) Was your unit ready when requested? | ☒ | ☐ |
| 6.) Was your unit returned to you as clean as you left it? | ☒ | ☐ |
| 7.) Were you happy with the work performed? | ☒ | ☐ <i>in the end</i> |
| 8.) Were the charges for work performed as expected? | ☐ | ☐ <i>Recall</i> |
| 9.) Would you recommend our service Dept. to a friend? | ☐ | ☒ |

Comments or Concerns

Please see attached letter

Carol A. Anderson

For any reasons you were not able to answer yes to all above please feel free to contact Jim Fine at (360) 757-8100 to discuss your concerns. Again we are striving to become the very best to take care of all your Rv needs and with your help you can help us achieve our goal. Thanks again.

Jim Fine, Service Manager _____

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TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**