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Pagosa Springs CO

The Pessell's

EXECUTIVE SECRETARIAT

2005 MAY 10 P 1:48

NATIONAL HIGHWAY TRAFFIC SAFETY ADMIN.

May 3, 2005

Administrator,
National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20590

**Re: Monaco Coach Corporation - Vehicle Safety Defect Service Bulletin,
Recall Campaign 05V053000, Monaco File # RO4062**

Dear Administrator:

I recently received a safety recall notice on our 2004 Holiday Rambler Neptune motorhome. They are requesting that I take our motorhome to the nearest service center to effect repairs or replacement of a trailing arm on the rear suspension. Monaco has repair facilities in Oregon, Florida, and Indiana. I live in Pagosa Springs Colorado. No mention is made by Monaco of reimbursement of the cost of diesel fuel, or food and lodging while the coach is in for repair, which they estimate at six plus hours, or the cost and time to drive there which puts additional wear on engine and all moving parts.

I would like Monaco to be required to send a representative to Pagosa Springs to pick up our motorhome and then drive it to the nearest repair facility, complete repairs and return to us with a full tank of fuel. Another option to Monaco is that they should be required to "buy back" their coach and come to Pagosa Springs to take delivery.

I am tired of spending my time and money to accommodate a manufacture that should have used the best parts manufacturer, not the cheapest. For once I would like to see a federal government agency actually protect the American public by getting involved in this recall and making sure that I am protected and reimbursed.

2005 MAY 12 AM 2:32

Make a friend today . . . Adopt a Greyhound

[Handwritten signature]
5/12/05



MONACO
COACH CORPORATION

April 15, 2005

VEHICLE SAFETY DEFECT SERVICE BULLETIN
Recall Campaign 05V053000
Monaco File # RO4062

Re: Safety Recall- Trailing Arms

Dear Owner:

This notice is sent to you in accordance with the requirement of the National Traffic and Motor Vehicle Safety Act.

Monaco Coach Corporation has decided that a defect which relate to motor vehicle safety exists in certain Class A Motorhomes manufactured from November 30, 2001 through October 1, 2004.

The affected units are:

- 2002 - 2003 Monaco Knight
- 2002 - 2005 Monaco Cayman
- 2002 - 2003 Holiday Rambler Ambassador
- 2002 - 2005 Holiday Rambler Neptune
- 2003 - 2005 Safari Cheetah
- 2002 - 2004 Safari Sahara
- 2002 - 2004 Safari Zanzibar

According to our information, your Class A Motorhome identified on the enclosed form is affected. Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

The spacer plate under the trailing arms of the rear suspension has a transverse weld which can eventually cause the trailing arms to crack. This condition can potentially create a rough driving condition and potentially damage to rear suspension system. While we are unaware of any accidents attributable to this condition, under certain circumstance a driver of the motorhome could possibly lose control of the motorhome.

The remedy will involve visually inspecting the trailing arms for cracks and replacing the trailing arms and u-bolts in the rear suspension of the subject motorhomes.

MONACO COACH CORPORATION
606 Nelson's Parkway • P.O. Box 465 • Wakarusa, IN 46573
Telephone: (574) 862-7211 • (877) 4-MONACO

The recall repair will be performed at no cost to you. If you paid to have this repair completed prior to receiving this letter, you may be eligible for a reimbursement of a portion or all of your remedy cost.

The labor time necessary to perform this recall campaign is approximately 6 hours. Please ask your dealer if you wish to know how much additional time may be needed to schedule and process your motorhome.

The enclosed form identifies your motorhome and will serve as an authorization and claim form to have the correction made. Presentation of this form to your dealer will assist in making the necessary correction in the shortest possible time. If you have sold or traded your motorhome, or for any reason cannot have this recall service performed, please let us know by completing the postage paid reply card and returning it to us promptly.

Your Monaco Coach Corporation dealer is best equipped to provide service to ensure your motorhome is corrected as promptly as possible. If, however, you take your motorhome to your dealer on the agreed service date and the dealer does not remedy this condition on that date or within three (3) days, please call our toll free number of (800) 685-6545.

If, after contacting your dealer, and the recall assistance service line, you believe Monaco Coach Corporation has failed or has been unable to remedy the noncompliance without charge or there has been an unreasonable delay in securing the remedy, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590 or call the toll free Auto Safety Hotline at (888) 327-4236.

We apologize for any inconvenience that this may cause you, but your safety is very important to us.

Sincerely,



Michael Becker
Customer Service Manager
Monaco Coach Corporation