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August 05, 2005

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10126708

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

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

To whom it may concern,

Thank you for your request for more information on behalf of my Bosch Brake recall. I have tried to resolve this matter by disputing the charges with my credit card company but haven't gotten any satisfaction from them. They have changed hands from First U.S.A. To Bank One, and now to Chase. I have been referred to different people (at least ten of them) since I first started this dispute of the charges for this brake recall. enclosed is the recall letter stating my motorhome as one of the motorhomes that is affected by this recall. I first disputed the excessive charges I thought they charged me. But later when I was asked by my credit card company to get comparison prices and carried my old parts with me, that almost everyone that saw the parts informed me that these parts should have been under recall and that I should not have had to pay for any of these charges. I hope that you can assist me in this matter, as I still have an on going problem with the A.B.S. Light is still on, and I don't know if I have this function

Again thank you for taking the time to help me in this matter.



ERW  
8/25/05



**MONACO**

**COACH CORPORATION**

August 18, 2004

**VEHICLE SAFETY DEFECT SERVICE BULLETIN**

**Recall Campaign No. 02V278000**

**Monaco File # R02175**

**Re: Safety Recall - Bosch Brakes**

Dear Owner:

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

Monaco Coach Corporation ("Monaco") has decided that a defect which relates to motor vehicle safety exists in certain Class A motorhomes manufactured from April 10, 1998 through September 3, 2002. The affected motorhomes are equipped with the Bosch Zero Offset Pin Slide ("ZOPS") caliper manufactured by Robert Bosch Corporation. The affected Class A motorhomes are:

1998 - 2002 Beaver Contessa  
1998 - 2002 Beaver Monterey  
1998 - 2002 Beaver Patriot  
1998 - 2000 Beaver Patriot Thunder  
1998 - 2001 Harney Renegade  
2000 - 2003 Holiday Rambler Ambassador  
2002 - 2003 Holiday Rambler Neptune  
2000 - 2003 Monaco Knight  
2002 - 2003 Monaco Cayman  
2000 - 2002 Safari Chectah  
1998 - 2000 Safari Continental  
1998 - 2002 Safari Sahara  
1998 - 2001 Safari Serengeti  
1999 - 2002 Safari Zarzibar

According to our information, your 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 Bosch 66 and 73 millimeter ZOPS brake assemblies may exhibit elevated temperatures that can lead to catastrophic deterioration of the wheel end components such as bearings, races, spindles, knuckles, seals, hubs, rotors, patch bolts, calipers, brake pads, and ABS sensors, which could result in loss of proper braking or fire in a wheel area.

The symptoms of a thermal event can include a tripped ABS indicator light, pulling of the vehicle to one side or the other, deceleration, a high drag condition similar to that of a vehicle struggling to make a grade or to accelerate, or the smell of hot brakes while operating the vehicle. In addition, obvious symptoms would include smoke or fire in a wheel area.

The remedy consists of an inspection and repair/replacement protocol developed by Robert Bosch Corporation. Bosch is supplying Monaco with the part kits to be used in this recall campaign.

The remedy will involve an inspection of the front and rear brake calipers for corrosion and the replacement or rebuilding of the calipers as necessary. 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 costs.

You may contact your Monaco Coach Corporation dealer to arrange for a service appointment. *If you need assistance in locating a service center to perform this recall, please contact our Customer Service Number 877-466-6226 or the Recall Hotline 800-685-6545.* The instructions for making this correction have been sent to your dealer. At the present time, we anticipate that Bosch will make the parts available to Monaco by mid-August 2004.

The labor time necessary to perform this recall campaign is approximately 1 to 5 hours, depending on the exact repair required after inspection of the calipers. Please ask your dealer if you wish to know how much additional time may be needed to schedule and process your motorhome.

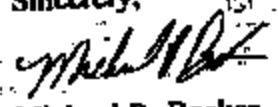
The enclosed Recall Notification Form identifies your motorhome and will serve as an authorization and claim form to have the correction made. Presentation of this form to your dealer will assist in making the necessary correction in the shortest possible time. If you have sold or traded your motorhome, 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 Recall Hotline number (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 (800) 327-4236.

We apologize for this inconvenience. However, we have taken this action in the interest of your safety and continued satisfaction with your motorhome.

Sincerely,



Michael R. Becker  
Customer Service Manager  
Monaco Coach Corporation

mh/tt



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

DOT Auto Safety Hotline  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received  
27-JUN-2005  
Repository   
Reference No.  
10128708

**OWNER INFORMATION (Type or Print)**

Name  
Address  
City BRADLEY State CA Zip Code

Daytime Telephone Number  
Evening Telephone Number  
E-mail Address

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

Signature of Owner \_\_\_\_\_ Date 6/1/05

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
4SLC2RP37Y \_\_\_\_\_  
Make BEAVER Model ~~BEAVER~~ **CONTESSA** Model Year 2000

Date Purchased \_\_\_\_\_ Dealer's Name and Telephone Number \_\_\_\_\_ Engine: No. Cylinders 6 Fuel Type: Diesel  
Original Owner  Dealer's City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Transmission Type AUTOMATIC  Antilock Brakes  Cruise Control Powertrain  
Vehicle Component Code  
036000 SERVICE BRAKES, HYDRAULIC; ANTILOCK  
Multiple Failure: 2

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 21-SEP-2004  
Failure Mileage 37006  
Failure Speed

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make \_\_\_\_\_ Tire Model (Name or Number) \_\_\_\_\_ Tire Size (Example F215/65R15)  
DOT No. (Example: DOTMALBABC036)  Original Equipment  Prior Repair Failure Location:  
Tire Component Code \_\_\_\_\_ Tire Failure Type \_\_\_\_\_

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: \_\_\_\_\_ Date Manufactured: \_\_\_\_\_ Model No./Name: \_\_\_\_\_  
Seat Type: \_\_\_\_\_ Installation System: \_\_\_\_\_  
Child Seat Component Code: \_\_\_\_\_ Failed Part: \_\_\_\_\_

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash  Yes  No Fire  Yes  No  
Number of Persons Injured \_\_\_\_\_ Number of Deaths \_\_\_\_\_ Reported to Police N

Narrative Description of Incident(s), Crash(es), and Injury(ies).  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

DT: TOOK RV MOTOR HOME TO DEALER FOR RECALL REPAIR DEALERSHIP REFERRED CONSUMER TO ANOTHER SHOP BECAUSE THEY DID NOT DO BRAKES, HOWEVER, THE SHOP THEY REFERRED HIM CHARGED CONSUMER FOR RECALL REPAIRS, AND HE PAID T. WHEN CONSUMER CONTACTED DEALER AND MANUFACTURER FOR REIMBURSEMENT, THEY REFUSED TO REIMBURSE THE CONSUMER. \*AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

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.

RE: [REDACTED]  
Name: [REDACTED]  
Amount: \$588.24  
Post date: 09/21/04  
Merchant Name: Covenant Coach Inc

\_\_\_\_\_ Yes, the above transaction is valid. Please re-bill my account.

No, I am continuing to dispute the transaction(s) above because:

*This brake job should have been done on a recall basis and paid for by Alliance Coach Company and not me. (Also see attached letter)*

When was your last attempt to resolve this matter with the merchant? *Feb. By phone conversation*

With whom did you speak? [REDACTED]

When you contacted the merchant in an effort to resolve this matter, their response was:

*He wants me to purchase a camera, clean the rust off of the calipers and take pictures of the numbers that are on the calipers. He had that opportunity himself when he repaired my coach.*

What is a fair dollar amount you agree to pay for the services you received? 0

\*\*\*Please respond by 12:00pm March 13, 2005. Thank you for your cooperation.\*\*\*

Signature: [REDACTED]

Date: *3-13-05*

Attn: Cheri King  
Arbitration Analyst  
Ph: (800) 475-3360 ext. 67591  
Ex: (614) 776-7737

*Nine Pages  
Including this page*

Card member Services  
Post Office Box 8776  
Wilmington, DE 19899-8776  
Attn: Cheri King

Re: xxxxxxxxxxxx8702

Dear Cheri King:

This is a letter in response to my claim disputes against Covenant Coach, Inc. It is my feeling that this is without a doubt, a classic case of price gouging on the part of Covenant Coach, Inc. (supporting information is attached). (1) I was overcharged, (2) services were rendered without justification, (3) recall work was charged to me unlawfully, (4) and to date the work performed did not resolve my problem as promised, my coach is still in need of repairs for the same problem.

- (1) As discussed in my previous letter dated 11/17/2004, I was overcharged a minimum of \$588.24, I will not deviate from this amount, and in fact I may seek further litigation against Covenant for the entire amount billed.
- (2) According to Smith & Sons Mobile Service and Repair, Mitch's Automotive & R.V. Repair, M&M Coach Specialists, Valley Brake and Wheel Service, and Josam Products, Inc. it is not necessary to replace brake lines, etc... for the recall work that was required on this coach (although some services performed were not necessary, quotes for these services are attached).
- (3) As stated by M&M Coach Specialists, the calipers that were replaced "...are in fact under recall and should not have had to pay for it." According to Josam Products, Inc in Orlando, Fla. (where previous brake service was performed), the calipers replaced at Josam, were Bosch and are under the recall, and Covenant should not have charged customer for the job (statement from Josam Products, Inc. is forthcoming). Also, a copy of the recall notice is attached.
- (4) The ABS sensor light in my coach illuminated on my trip back to California, on or about 10/09/2004. My coach is in need of service for the same problem that was supposed to have been repaired by Covenant Coach. I am waiting to perform this service until this matter is resolved, thus leaving my coach unusable to me.

In conclusion, I would like to respond to a statement regarding my signature accepting the services performed. I understand that as a customer, I have rights and responsibilities when seeking services. My responsibility in this matter was to pay the bill and dispute the matter, which I have done. I signed the bill accepting services, however, it was apparent even at that time that I was being taken advantage of, my wife and I were out of state, and without a mechanic we can trust, what else could we have done?

Further, the recall notice states that, "the recall repair will be performed at no cost to you." and, the labor time necessary is 1 to 5 hours (recall letter is attached).

I am asking for an expeditious resolution to this matter, as I would like to do the necessary repairs and get back to enjoying my coach.

Thank you sincerely,



P.S. Please feel free to contact me at





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

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

Dear Consumer:

NVS-216 aaj

As a result of your recent report to the DOT Auto Safety Hotline (DOT Hotline), we have recorded that report on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe is(are) relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the driver's door or the driver's door jam. It may also be listed on the dealer's repair invoices. When reporting a tire problem, the brand name, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-address portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-address portion of the form is showing.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

Thank you for your cooperation.

Sincerely,

*Alberto A. Jimenez*  
Alberto A. Jimenez, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

Enclosure: VOQ

DOT Hotline Pamphlet



DOT AUTO SAFETY HOTLINE  
888-DASH-2-DOT  
888-327-4236

**THE ATTACHMENTS TO THIS  
DOCUMENT HAVE BEEN REMOVED  
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).**