

10130241

[Redacted]  
Poughkeepsie, New York  
[Redacted]

EXECUTIVE SECRETARIAT

12 July 2005

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

2005 JUL 19 PM 3:51

Copy to  
DAD  
7/26/05

2005 JUL 25 PM 3:20

Re: Monaco Coach Corporation  
2001 Beaver Monterey Coach #4SLB1AP281 [Redacted]  
Safety Recall - Bosch Brakes #02V278000, Monaco File #R02175 (Copy attached)

Dear Administrator,

The purpose of this letter is to submit a complaint because I believe that "Monaco Coach Corporation has failed to remedy the noncompliance without charge".

Please consider:

I received the recall notice and followed the instructions contained in the letter.

I called the Monaco phone number in the letter, and was directed by David at Monaco to the Monaco Service Center in Kingston, NY to have the work done.

I took the coach to Monaco's service center and did not request any work be done other than the recall.

When I went to pick up the coach, I was told that there was a charge of \$544.82 that I would have to pay. I complained to the Service Manager about this charge, and was told that the work was necessary because of the recall, and that I would have to pay it. I tried to call Monaco Customer Service from the service center, but was unable to reach anyone. I took the coach home without paying.

Later, from home I was successful in reaching David at Monaco and was told that I should pay the bill and submit it for reimbursement. So I paid the bill by phone and submitted it to Monaco.

I then received a call from David at Monaco stating that my reimbursement was denied. I escalated to Michael R. Becker, Customer Service Manager, Monaco Coach Corporation, and was again denied.

Please Note:

I did exactly as I was instructed to do in the recall letter. I took the coach to the Monaco Coach Corporation specified Monaco facility. I did not request any work other than the recall. I was not told in advance that I would be responsible for any charges related to the recall. The only work was done as a direct result of the recall. I believe that I should not have been charged for this recall.

Respectfully submitted,

[Redacted Signature]

cc: Mr. John Nepute, President, Monaco Coach Corporation

Edinson  
7/26/05



**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 Cheetah  
1998 - 2000 Safari Continental  
1998 - 2002 Safari Sahara  
1998 - 2001 Safari Serengeti  
1999 - 2002 Safari Zanzibar

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- a 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 (888) 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

Kingston

Compass Bar