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Banks, Oregon

August 4, 2005

EXECUT. SECRETARIAT

2005 AUG 18 P 1:58

NAT TRAF.

ADM.

Monaco Coach Corporation
Jim Humphries, Michael Becker
91320 Coburg Industrial Way
Coburg, OR 97408

RE: Monaco's Safety Response concerning Bosch Brakes



Enclosed is the repair bill for the repair of the defective brakes for our 1999 Safari Continental, VIN 4SLCOLP26[REDACTED]. Your quick confirmation and direction on reimbursement has been appreciated. That response and support is the level we have relied on in the past. That is one of the reasons we bought our rig new and have dealt directly with your service department from the very start.

What is disconcerting is that Monaco did not fully remedy the safety problem at the time during the original recall period. Nor did it contact us after the 'fix' to inform us that it was still not adequate in protecting us from a potential catastrophic situation. This put us in unnecessary risk and we feel very lucky that the brake system failed in the first 30 minutes of our trip due to backed up traffic on a freeway rather than going up or down curved mountain roads that lay ahead of our trip.

In addition when we talked with Jim about our concern and the need for other coach drivers to know that this danger exists, there didn't seem to be any interest in informing other owners. This greatly concerns us and is making us question if we can count on Monaco to provide honest and timely information about any other future safety issues.

In the recall letter of Aug 18 2004, 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'. To our knowledge, had this happened rather than just replacing the pins, we would not have experienced the overheating of brakes resulting in the rupturing of the front hub oil seals, draining the oil from the hubs. I do not know if the repair decision was dictated by Bosch or Monaco but I believe Monaco has the responsibility of informing its coach owners of the dangers still present.

So, while it was inconvenient and costly to utilize hotels during our trip, it pales to the thought that we may not be informed of potential safety hazards and/or repairs for future trips.

We'd like to see Monaco take a stronger corrective action in this situation by informing its coach owners the risks in this specific example and to provide actions which would show its future commitment to safety and quality for its products.

Sincerely,



Cc: Administrator, National Highway Traffic Safety Administration

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