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November 13, 2006

Monaco Coach Corp.
C/O Legal Department
606 Nelson's Parkway
PO Box 465
Wakarusa, Indiana 46573

RECEIVED
NOV 20 2006
ST. LOUIS, MO

Dear Sir:

On November 7, 2006; I contacted the legal department at Monaco Coach Corporation in reference to the NHTSA Recall 02V278000. The reason for the call was Monaco's failure to reimburse for repairs to our brake system, which amounted to \$5624.33. The legal department requested the following information regarding our meltdown of the front brakes on our motor home.

We purchased our 2000 motored home on August 4, 2003 with 14,328 miles on the odometer, from Guaranty RV in Junction City, Oregon.

We left the dealership on August 23, 2003. We had traveled three days and 981 miles and experienced a total meltdown of the front brakes on August 26, 2003.

I contacted Monaco and they instructed me to take the motor home to Sacramento Truck Center in Sacramento, California for repairs. (See Reference C) Monaco paid for all parts and labor in this repair.

In August 2004, we received notice of a Safety Recall No. 02V278000 for the front brakes on our Safari motor home. (Reference B) I took our motor home to Monaco's Service Center in Wakarusa, Indiana for this inspection. On March 20, 2006; our motor home was inspected by Monaco and we were told the correction was done already on the brake system. (Reference D) Our motor home, at this time, had 42,944 miles on the odometer.

On the very first trip north for the summer, on July 10, 2006; the motor home we had another total meltdown of the front brake system. We had traveled 2,558 miles since Monaco's inspection of the brakes. We took the motor home to Camping World in Manassas, Virginia, for repairs. Camping World advised that they did not do brake work and referred all work to Chandler & Sons Automotive in Sterling, Virginia. (See Reference E - work order)

NAC
AOJ
1/20/06

Chandler & Sons ordered all the parts for the repair from Monaco and completed the repairs on July 20, 2006. During the repair process, on July 13, 2006; I contacted Monaco Tech. Adviser Greg Boat; who advised that 'yes indeed the motor home had been inspected in Wakarusa and that it checked okay for having the new recall parts and declined my request for pay for the repairs.' I then called Monaco warranty and spoke to Dennis Gray, who also stated I already had the new parts on from the Bosch Recall from the last time this happened.

I firmly believe that someone at Monaco or somehow a mistake has been made referring to the recall inspection that was performed on my motor home and I base this on the following information:

1. See Reference C-Sacramento Truck Center repair order 7517, especially the date-9/15/03 and the part numbers.
2. See Reference A – page 3-Remedy recall will consist of an inspection and repair and replacement procedure developed by Robert Bosch Corp. The earliest date on which parts will be available for the remedy program is estimated by Bosch Corp. to be early August 2004. Page 4, Attachment A includes our motor home.
3. See Reference G which is a letter from the National Highway Traffic Safety, dated May 19, 2004 confirming Monaco had not yet provided the NHTSA with a remedy plan, including a date for owner notification.
4. See Reference B, which is a notice to owner advising of the NHTSA recall #02V278000. Page 2 The remedy will involve an inspection and repair of the front and rear brake calipers for corrosion and the replacement or rebuilding of the calipers as necessary. The repair will be performed at no cost to the owners.
5. See Reference F Dealers Campaign Responsibility page 2. All vehicles subject to this campaign at no charge to owners regardless of mileage of vehicle or ownership from this time forward, this letter is dated 8/2/04.
6. See Reference D Monaco Coach Corporation Repair Order #80085282 saying the recall correction was already done on vehicle mileage 42944.
7. See Reference E Chandler & Sons Repair Order #7883, vehicle mileage 45502

In summary, it is my contention that our vehicle was never inspected and that the recall and remedy; as outlined by Robert Bosch Corp. and Monaco, was never performed.

Our motor home was repaired on 9/15/03, a full 11 months before the Bosch recall parts were available (Reference A) so there is no way for us to have the new Bosch Recall Parts.

If our motor home had been inspected on 3/20/06; the inspection would have revealed the Bosch Recall had not been performed and that might have prevented the brake failure 2558 miles after the inspection.

After the repairs were made in July 2006, I took the parts to the Monaco Service Trailer at the FMCA rally in Charlotte, NC in August 2006. A Monaco Tech representative could ID the brake calipers and stated that they were not Bosch Brake Calipers, which further re-enforces my contention that my motor home was not inspected or this would have been discovered during the inspection. To date, I have not discovered what kind of parts Monaco had installed on my motor home. We do not know if they are re-manufactured/knock off over the counter parts or what. All we know is that, they are not Original Manufactured Equipment parts, which is what should have been installed.

I have called both Bosch Corporation and Bendix Corporation and gave them the casting numbers from the calipers, which they say are not Bosch or Bendix calipers.

Several weeks ago, while at a Florida on Safari Rally, I met Roland Dupree of [REDACTED] Quincy, FL [REDACTED]. He told me that he owns a 2001 Beaver Contessa and that he is also the second owner of his motor home. He also told me that he's had three (3) brake failures attributed to the front calipers hanging up and not releasing and Monaco has paid for all three (3) repairs. So what gives? Does it matter who you are or what day you call with a problem or who you speak to as to whether Monaco decides to pay for the repairs?

As you can surmise – I am not happy and am very frustrated with Monaco's lack of support in dealing with such a serious safety issue affecting the brakes on my motor home.

I hope the information I have provided will shed more light on our problem. Hopefully it is enough that we can reach a successful solution to the problem. I can be reached at my home phone [REDACTED] or my cell phone [REDACTED]

Sincerely,

[REDACTED]

cc. W. Scott Powell, Esq.
Kathleen C. DeMeter, National Highway Traffic Safety Administration
Keith Kondratko, Director Product Warranty, Bosch Corporation

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REF A



MONACO
COACH CORPORATION

RECEIVED
7-215

JUN 09 - 9 P 1:49

DEPT OF TRANSPORTATION
DEFECTS INVESTIGATION

June 2, 2004

VIA FACSIMILE AND
CERTIFIED MAIL
RETURN RECEIPT REQUESTED

Associate Administrator for Enforcement
National Highway Traffic Safety Administration
U.S. Department of Transportation
400 Seventh Street SW
Washington, DC 20590

RE: Recall 02V278: Monaco Coach Corporation - Bosch Zero Offset Pin Slide Caliper;
Supplemental Information Report

Dear Sir or Madam:

On October 11, 2002, pursuant to 49 CFR 573, Monaco Coach Corporation ("Monaco" or the "Company") submitted a defect information report to NHTSA notifying the agency of the voluntary initiation of a safety recall campaign with respect to certain motorhomes manufactured by the Company and concerning the overheating of brake systems utilizing a Bosch Zero Offset Pin Slide ("ZOPS") caliper manufactured by Robert Bosch Corporation (the "Monaco 573 Report"). On December 16, 2003, Robert Bosch Corporation ("Bosch") filed a defect information report with NHTSA concerning the ZOPS caliper with respect to vehicles produced by Monaco and two (2) other OEM's (the "Bosch 573 Report").

This letter responds to Ms. Kathleen DeMeter's letter dated May 19, 2004 and supplements and amends the Monaco 573 Report as follows:

573.5(c)(2): Identification of Motorhomes in Campaign

Affected vehicles are specific model year Class A Motorhomes:

- 1998 - 2002 Beaver Contessa
- 1998 - 2002 Beaver Monterey
- 1998 - 2002 Beaver Patriot
- 1998 - 2001 Beaver Patriot Thunder

- 1998 – 2001 Harney Renegade
- 2000 – 2002 Holiday Rambler Admiral
- 2002 – 2003 Holiday Rambler Admiral SE
- 2000 – 2003 Holiday Rambler Ambassador
- 2002 – 2003 Holiday Rambler Neptune
- 2002 – 2003 Holiday Rambler Vacationer
- 2000 – 2003 Monaco Knight
- 2002 – 2003 Monaco Cayman
- 2000 – 2002 Monaco Monarch
- 2002 – 2003 Monaco Monarch SE
- 2001 – 2003 Monaco LaPalma
- 2000 – 2002 Safari Cheedah
- 1998 – 2000 Safari Continental
- 1998 – 2002 Safari Sahara
- 1998 – 2001 Safari Serengeti
- 1999 – 2003 Safari Trek – Gas
- 1999 – 2002 Safari Trek – Diesel
- 2002 Safari Trek Sport
- 1999 – 2002 Safari Zanzibar

The affected units were produced by Monaco from April 10, 1998 through September 3, 2002. The recall population was determined from the manufacturing records for the Company's manufacturing plants that produced the affected motorhomes.

573.5(c)(3): Total Number of Motorhomes in Campaign

A total of Eight Thousand Three Hundred and Forty-Two (8,342) motorhomes are in the recall population. Specific Serial Number and VIN break points are set forth on Attachment "A".

Of this total, 2,105 motorhomes were produced on chassis manufactured by Workhorse Custom Chassis Corporation ("Workhorse"). On February 18, 2004, Workhorse submitted a defect information report to NHTSA initiating a voluntary recall campaign with respect to the Company's 2,105 motorhomes as well as approximately 6,900 motorhomes manufactured by other OEM's concerning the Bosch ZOPS caliper. Monaco is providing owner information to Workhorse for the 2,105 motorhomes produced by Monaco on Workhorse chassis that are affected by this recall. Workhorse will be conducting and reporting on these affected motorhomes. The Company's motorhomes produced on the Workhorse chassis are shown separately on Attachment "A".

573.5(c)8: Remedy Program

The remedy will consist of an inspection, repair and replacement procedure developed by Bosch. The procedure is set forth in a Bosch document titled "Bosch Model Inspection Protocol - ZOPS Hydraulic Disc Brake Field Remedy". This document was included by Bosch as Attachment "A" to the Bosch 573 Report. It is our understanding that Bosch has previously presented this procedure to NHTSA and extensively reviewed it with the agency.

The earliest date on which parts will be available for the remedy program is estimated by Bosch to be early August, 2004. Bosch will be providing parts kits for the remedy program and plans to have 25% of Monaco's requirements for parts kits available on that date. The date of availability of the remainder of Monaco's parts kits requirements is presently unknown to the Company.

The Company proposes to begin owner notification not later than July 15, 2004. Because parts kit availability is outside of Monaco's control and the quantity and timing of deliveries are uncertain, Monaco believes that earlier owner notification would not be advisable. Advance copies of the proposed owner and dealer notifications will be provided to NHTSA.

Monaco's plan for owner reimbursement of the costs of pre-notification repairs is not yet finalized. This plan will be provided to NHTSA on or before July 1, 2004.

If you have any questions concerning this information, please feel free to contact me. Thank you.

Sincerely,



Chuck R. Zucker
Technical Coordinator Supervisor
Monaco Coach Corporation

cz/tt

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**02V278
ATTACHMENT A
Affected Unit Listing**

2000 Safari Sahara motorhomes with serial number 001919993508001-112439 through 001919993508001-114371 with a VIN range of 4SLA7BN26X1112439 through 4SLA1BN24Y1114371.

2002 Safari Sahara motorhomes with serial number 021719993978201-701962 through 021719993758301-702998 with a VIN range of 1RFB2465423017701 through 1RFB2455323021157.

1998 Safari Serengeti motorhomes with serial number 981919973708001-111257 through 981919974008001-111932 with a VIN range of 4SLA8EN2XW1111257 through 4SLA8GN26W1111932.

1999 Safari Serengeti motorhomes with serial number 991919974008001-111941 through 991919974008001-114599 with a VIN range of 4SLCOGP29X1111941 through 4SLCOLP25X1114599.

2000 Safari Serengeti motorhomes with serial number 001919974008001-112512 through 001919974008001-114347 with a VIN range of 4SLCOLP21X1112512 through 4SLA0GW29Y1114347.

2001 Safari Serengeti motorhomes with serial number 011919974008001-114374 through 011919973708001-114863 with a VIN range of 4SLA0GW2411114374 through 4SLA0EW2211114863.

1999 Safari Zanzibar motorhomes with serial number 991919773808001-100361 through 991919773808001-101755 with a VIN range of: 4SLG1EV25X1100361 through 4SLG1EV29X1101755.

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2000 Safari Zanzibar motorhomes with serial number 001919773808001-101347 through 001919773808001-102780 with a VIN range of 4SLG1EN23Y1101347 through 4SLG1EN2071102780.

2001 Safari Zanzibar motorhomes with serial number 011919773808001-102706 through 011919773808001-103402 with a VIN range of 4SLA1EP2911102706 through 4SLA1EP2511103402.

2002 Safari Zanzibar motorhomes with serial number 021719773288201-103405 through 021719773888201-702355 with a VIN range of 4SLA1AP2821103405 through 1RFA5466623018814.

Affected Units built on WORKHORSE Chassis

2000 Monaco Monarch motorhomes with serial number 000119023096009-111918 through 000119023096009-114152 with a VIN range of 5B4LP37J7X3308970 through 5B4LP37J8X3309450.

2001 Monaco Monarch motorhomes with serial number 010119023096009-120220 through 010119023426209-124962 with a VIN range of 5B4LP37JXY3317700 through 5B4MP67G213332935.

REF-B

P-1



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.

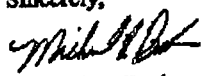
The labor time necessary to perform this recall campaign is approximately 1 to 5 hours, depending on the exact repair required after inspection of the calipers. Please ask your dealer if you wish to know how much additional time may be needed to schedule and process your motorhome.

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 Hotlines 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

mb/tt

REF - F



MONACO
COACH CORPORATION

August 02, 2004

VEHICLE SAFETY DEFECT SERVICE BULLETIN
Recall Campaign 02VZ78000 US Units
04-116 Canadian Units
Monaco File # R02175

Re: Recall: Bosch Brakes

Dear Monaco Coach Corporation Dealer:

Monaco Coach Corporation has initiated a voluntary safety recall campaign with respect to certain Class A motorhomes manufactured from April 10, 1998 through September 3, 2002. These motorhomes are equipped with the Bosch Zero Offset Pin Slide ("ZOPS") caliper manufactured by Robert Bosch Corporation. The affected units are:

1998 - 2002 Beaver Contessa
1998 - 2002 Beaver Monterey
1998 - 2002 Beaver Patriot
1998 - 2001 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

Federal law requires that any vehicle lesser receiving this recall notice must forward a copy of this notice to the lessee within ten days.

The National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall campaign of this type must be adequately repaired within a reasonable time after the owner has tendered it for repair. Generally, failure to repair within sixty (60) days after the owner's first delivery for repair is assumed to be an unreasonable delay.

THE ISSUE

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, or 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.

Holiday Rambler • Safari • Beaver • McKenzie • Royale Coach • Roadmaster
www.monaco-online.com

AFFECTED UNITS

Please see Attachment A for the affected unit listing for recall 02V278000 (US Units) and 04-116 (CN Units).

If our records indicate that you have any of the affected motorhomes in your inventory, you will also receive an owner notification letter identifying those units. Upon request, a list is available of the motorhomes that we currently show open in your dealer inventory.

In addition to the units listed on Attachment A, there are motorhomes that are affected by this recall that Monaco manufactured on a Workhorse chassis. These motorhomes will be included in a recall campaign initiated by Workhorse Custom Chassis Corporation ("Workhorse"), not the recall initiated by Monaco Coach Corporation.

THE REPAIR

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. *Please review the inspection and repair/replacement protocol developed by Robert Bosch Corporation prior to starting the repair.*

Bosch is supplying Monaco with the part kits to be used in this recall campaign. At the present time, we anticipate that Bosch will make the parts available to Monaco by mid August 2004. Please fax the enclosed Recall Parts Purchase Order to 1-800-498-9478. If you have any questions concerning the repair procedure, please contact a member of our Technical Support staff toll free at 877-332-9239.

DEALER CAMPAIGN RESPONSIBILITY

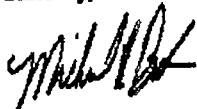
All unsold new vehicles in dealer's possession and subject to this campaign must be held and inspected/repared per the service procedure of this campaign bulletin before owners take possession of these vehicles. Dealers are to service all vehicles subject to this campaign at no charge to owners, regardless of mileage, age of vehicle, or ownership, from this time forward.

Owners of vehicles recently sold from your new vehicle inventory for which the dealer receives the owner recall notification are to be contacted by the dealer, and arrangements made to make the required correction according to the instructions enclosed with this bulletin. This could be done by mailing to such owners a copy of the applicable owner letter accompanying this bulletin.

In summary, whenever a vehicle subject to this campaign enters your vehicle inventory, or is in your dealership for service in the future, please take the steps necessary to be sure the campaign correction has been made *before* selling or releasing the vehicle.

In addition to a letter, owners will receive a recall notification/dealer claim form. The vehicle owner will present this form to you upon arrival for the service appointment. Please review the instructions on the face of the notification form and fill in the claim portion when the repair is completed.

Sincerely,



Michael R. Becker
Customer Service Manager
Monaco Coach Corporation

mb/tt

REF-G



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

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

MAY 19 2004

Mr. Chuck R. Zucker
Technical Coordinator Supervisor
Monaco Coach Corporation
1809 W. Hively Ave.
P.O. Box 4313
Elkhart, IN 46514-0313

Dear Mr. Zucker:

In a letter dated October 11, 2002, Monaco Coach Corporation (Monaco) notified the National Highway Traffic Safety Administration (NHTSA) pursuant to 49 CFR Part 573 that 7,008 model year 1997 through 2003 Monaco and Holiday Rambler motor homes contained a defect related to motor vehicle safety. Specifically, the brake systems on these vehicles can overheat, possibly resulting in loss of control of the vehicle or a fire. At that time, Monaco advised NHTSA that the remedy had not yet been determined. To date, Monaco has not yet provided NHTSA with a remedy plan including a date for owner notification.

Federal law requires that manufacturers must notify vehicle owners within a "reasonable" time after deciding that a defect is related to motor vehicle safety (49 U.S.C. §30119(c)(2)). While we recognize that determining the appropriate remedy for this defect is a complex and contentious issue, we believe that a reasonable time has long since passed.

Accordingly, we request that Monaco provide NHTSA with a remedy plan no later than June 1, 2004. This must include the earliest date that parts and facilities will be available to remedy the defect, the date that owners will be notified, and Monaco's plan for reimbursement of the costs of prenotification repairs incurred by vehicle owners. If Monaco is unable to provide this information at this time, please advise us of the reason and when it will be able to do so.



DOT AUTO SAFETY HOTLINE
800-DASH-5 DOT

This letter is being sent to Monaco pursuant to 49 U.S.C. § 30166, which authorizes NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49. Monaco's failure to respond promptly and fully to this letter could subject Monaco to civil penalties pursuant to 49 U.S.C. § 30165 or lead to an action for injunctive relief pursuant to 49 U.S.C. § 30163. If you have any questions about this letter, you may call George Person at (202) 366-5210.

Yours truly,

A handwritten signature in black ink, appearing to read 'Kathleen C. DeMeyer', written in a cursive style.

Kathleen C. DeMeyer, Director
Office of Defects Investigation
Enforcement

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).