



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

1200 New Jersey Avenue SE
Washington, DC 20590

April 15, 2008

[REDACTED]

Dillard, GA [REDACTED]

NVS-216 nlm
Ref. # 10221734

Dear [REDACTED]:

Thank you for your correspondence dated March 10, 2008, concerning your model year (MY) 2002 Monaco Knight motorhome. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on March 19, 2008. We regret any inconvenience our delay may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. However, we cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. Although the symptoms you described are similar Bosch ZOPS brake caliper recall (NHTSA Campaign No. 03E-064), thermal damage in the area of the wheels and brakes, the cause doesn't seem to fit. The specific issue with the Bosch ZOPS brake caliper recall is that corrosion can cause the caliper piston to stick. The referenced investigation by Magoo's specifically says that the piston was not stuck, and makes no mention of corrosion. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. We regret that we are unable to assist you further with this matter. We suggest that you continue to work with the manufacturer to resolve your concerns.

We sympathize with you concerning the reimbursement problem you reported; however, this does not fall under our jurisdiction. If you have not done so, you may consider contacting your

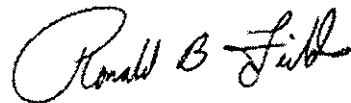


local Consumer Protection Agency, Better Business Bureau, or the Georgia Office of the Attorney General regarding your problem and your rights under State law.

The Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways you can contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at <http://www.ftc.gov/ftc/complaint.htm>.

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at <http://www.nhtsa.dot.gov/ivoq>. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

Sincerely,

A handwritten signature in black ink that reads "Ronald B. Fields". The signature is written in a cursive style with a large, looped initial "R".

Ronald B. Fields, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement