

CL-10221734-4897

Dillard, GA
Phone
March 10, 2008

2008 MAR 19 AM 9:13

2008 MAR 17 A 11:50

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

TRANSMISSION

I am enclosing copies of recent correspondence with Monaco Coach Corporation regarding recall notice and subsequent brake failure on our 2002 Monaco Knight motorhome. It is our opinion that Monaco failed to make necessary corrections on the brakes on our coach in 2004, and recently, after driving only 5,770 miles since that recall notice we experienced EVERY symptom described in the notice. Today I spoke with Dan Berry, a tech adviser with Monaco Coach, who denied any liability on the part of Monaco Coach Corporation, stating that the failure was caused by "overuse" of the braking system. When I mentioned the abs problems with the coach between the time of recall and the time of brake failure, Mr. Berry's answer was that "the abs light coming on did not necessarily mean anything!" And yet we had repairs on 9/15/05 costing \$530 related to the abs light coming on and again on March 10, 2006. I don't think the abs warning signal "meant nothing." While three and one-half years have passed since the recall, the coach has only been driven 5,770 miles during that time. We strongly feel that Monaco Coach was negligent in their failure to correct a potential problem in 2004, causing us an extreme amount of stress and a large financial loss.

We would appreciate any assistance you can offer in helping us to recover part or all of the financial loss we have suffered.

Sincerely,

[Redacted signature block]

MM
03/10/08
KS

Dillard, GA

March 2, 2008

Monaco Coach Corporation
606 Nelson's Parkway
Wakarusa, Indiana 46573

Re: 2002 Monaco Knight Coach #702713

On January 12, 2008 we left our home in northeast Georgia for a trip to Florida and within one hour both the ABS light and a "warning" light came on. We stopped immediately and called Monaco, speaking with Shawn Gates who was unable to assist as he did not have access to a computer. We made the decision to head to John Bleakley, an authorized Monaco repair facility in Douglasville, GA. Because we were low on propane we stopped at Camping World in Snellville, GA. We were told that our brakes were unsafe for further travel and we left the coach for repairs for two weeks, at a cost of approximately \$7,000. In further conversation with Shawn Gates we were told that Monaco was unable to assist us in this repair as we, of course, were out of warranty, and Western General extended warranty refused any reimbursement.

I have now located a safety recall from Monaco dated August 18, 2004 regarding a possible problem with our coach identical to the problem we experienced on Jan. 12. I enclose a copy of this notice. On August 27, 2004 we were advised at your Elkhart repair facility that no repair was necessary on our coach.

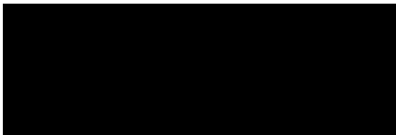
On September 15, 2005 while on a trip the ABS light once again came on and we had repairs done at Bryan's Auto Care in Cleveland, Georgia at a cost of \$530.04. (copy enclosed)

On March 10, 2006 we once again had a repair of ABS light at Todd's RV in Hendersonville, NC at a cost of \$91.00. (copy enclosed)

Then came the final total failure of brakes on January 12, 2008 with less than 30,000 miles on our coach. I am also enclosing copies of the inspection report from Magoos, the adjuster sent to Camping World from Western General, our extended warranty company.

It is our opinion that Monaco was definitely negligent in ignoring the recall notice of August 18, 2004 and because of this negligence we have suffered large financial loss as well as a great deal of unnecessary stress. We await your reply, and expect proper reimbursement from Monaco for our losses.

Sincerely,





MONACO
COACH CORPORATION

August 18, 2004

VEHICLE SAFETY DEFECT SERVICE BULLETIN

Recall Campaign No. 02V278000

Monaco File # _____

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

*Checked @
Elkhart, IN
Facility on 8/27/04
← NO REPAIRS NEEDED*

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.

every symptom experienced Jan. 12 too much to be coincidence

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.

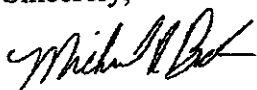
The enclosed Recall Notification Form identifies your motorhome and will serve as an authorization and claim form to have the correction made. Presentation of this form to your dealer will assist in making the necessary correction in the shortest possible time. If you have sold or traded your motorhome,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

report from adjuster sent to Camping World from extended warranty who denied claim!



Assignment Information

Assignment Number: 2008011411166
 Date Received: 1/14/08
 Re-inspect: No
 Date Inspected: 1/15/08

Client Information

Client: WGI -Western General Group
 Adjuster: Ed
 Verbal Report Given to: TOMMY
 Date: 1/15/08

Claim Information

Contract Number: [REDACTED]
 Claim Number: [REDACTED]
 Contract Holder: [REDACTED]
 Year/Make/Model: 02 MTH Gas
 Current Mileage: 28942
 Mileage at Date of Sale: 947
 VIN-Last 6: [REDACTED]

RV Location

Address: Camping Time RV/A&H Camp
 2912 HWY 78 West
 SnelMile, GA
 Contact: Tim
 Phone: (770) 972-2737
 Verified Tom Down With: TIM
 Date: 1/15/08

Inspection Request

*YOU ARE RESPONSIBLE for READING and FOLLOWING ALL "SPECIAL REQUIREMENTS" for this client. Customer states brakes smoking, lev jack alarm, water heater inop, lights over sink inop, shoewr faucet leaks, roof ac leaks waters. Shop states the cause is m/cyl stuck, front pads/rotors and SBS sensors heat damaged; top off fl noc, water heater sw noc ballast noc; ac roof seal noc; shower faucet failed. Verify cause of failures and extent of frank brake o'heat and master cylinder faild. Verify shower faucet failure. Call to verify tech and vehicle ready to demonstrate failures.

Inspection Results

Verified Vehicle Information

Complete VIN: 1RF32365921 [REDACTED] License Tag: [REDACTED]
 Current Mileage: 28942 Manufactured Date: [REDACTED]

Repair Order

Order Number: 22956 Name On RO: [REDACTED]
 Dated: 1/14/08 Driven/Towed: Driven In
 Shop Labor Rate: \$109.00

COMPLAINT: 1-COURTESY ROOF SEAL INSP 2-BRAKES ARE SMOKING W/ABS LIGHT IS ON 3-WHEN TRAVELING DOWN THE ROAD THE LEVELERS ALARM ALL THE TIME 4-WATER HEATER ON/OFF BUTTON ON ELEC WILL NOT ILLUMINATE 5-SOME OF THE SOCKETS IN THE LIGHT OVER THE SINK ARE INOP 6-SHOWER FAUCET LEAKS 7-MAIN AC DRIPS OCCASIONALLY 8-CUST HAD EXT WARR WESTERN GEN 9-REPL PASS SIDE W/S WIPER 10-KITCHES COUNTER EXT BROKEN

Service History

Door Sticker Info: There is no service stickers on the vehicle. Service Stickers: No
 Service History Availability: Not available
 Service History Detail: There is no service history available at this time.

Coach Type

Size: 40
 Model: KNIGHT
 Body Type: Class A MotorHome Chassis

Condition of RV

General Condition: Good
 Signs of Abuse: No
 Signs of Collision: No
 Modifications: No
 Commercial Use: No
 Tow Package: Class 3 Receiver Type
 Tire Size: There are no oversized tires on this vehicle.

Belts / Hoses

Condition: Good
 Hose/Belt Comments: None

Coolant

Level: Full
 Condition: Clean
 Freeze Plug Conditions: Good

Differential

Drive Axle Fluid Condition: Not available

State of Assembly

The left front brake assembly, over sink lights, and a/c cover is removed.

Extent of Damage

Verified the both front rotors have heat cracks and are discolored. The left front brake pads are discolored and are crystalized. The left front caliper is not stuck, the technician pushed pistons back, one piston boot is melted, brakes are air / hydro lock type. The technician is unsure of the cause why the vehicle had no brakes when it came in. The technician also stated the customer stated the abs light had been on for about one month. The hot water switch button has a built in lighted indicator that is not working. The heater is working according to the display of amp draw / usage. The over sink lights have 3 units with one unit not working. The technician changed the bulbs and the light is still not working. The shower faucet shows water streaming out from under / through the faucet assembly. The front overhead ac unit has missing vapor insulation/barrier causing the unit to sweat and drip. Technician stated he added fluid to level system and is working. No other damage or failures noted at this time.

surate

*not true
 no for home had
 not been driven in
 over 3 months*

Was failure pre-existing?
 see report

Evidence of Sludge?
 None

Evidence of Heat?
 Yes, there is evidence of heat.

Evidence of Discoloration?
 Yes, there is evidence of discoloration.

Failure of seal or gasket?
 No, the failure is not the result of a leaking seal/gasket.

Lack of fluid or lubricant?
 No, failure is not the result of lack fluid/lubricant.

Did the operator protect?
 No, the operator did not protect the vehicle after the loss occurred.

Cause of Failure

There is a failure of the brakes from overheating resulting in subsequent damage to the caliper dust boot seal and brake rotor. There is an electrical failure of the hot water heater switch and the overhead light. There is a material failure of the shower faucet. There is a piece missing from the vapor barrier on front overhead ac unit.

Engine / Transmission Type

Engine: Cummings 6 Cylinder Turbo Diesel
 Transmission: Automatic, 4 speed, Rear Wheel Drive

Engine Oil

Oil Level: Full
 Oil Condition: Dirty

Radiator

Condition: Good
 Rust: No Rust Visible
 Reservoir: Clean

Transmission Fluid

Oil level: N/A
 Oil Condition: N/A

TODD'S RV AND MARINE
 2918 N. RUGBY RD.
 HENDERSONVILLE NC
 US
 28791
 PH 828-651-0007 FAX 828-651-0016

CUSTOMER WORK ORDER # [REDACTED]

Completed: 11 MAR 06
 Invoice #: 083437
 Author: PB
 Stock No:
 Year/Make: A MONACO KNIGHT
 Model:
 Serial No:
 Chassis No:
 Mileage: 0
 Key No:
 Location: IN HOUSE
 Reqn No:
 Arr. Date:

Customer: [REDACTED] - [REDACTED]
 Address:
 Home Phone: [REDACTED]
 Work Phone: [REDACTED]
 Purchase Date:
 Date In: 10 MAR 06
 Promise Date:
 Schedule Date:
 License No:
 Trim:
 Promise Time:

 Job # Description JOB INFORMATION

- 1 INSTALL BASE PLATE ON CAR
- 2 WIRE CAR FOR TOW
- 3 DODGE TRUCK
- 4 CHECK ABS LITE ON MOTOR HOME DASH KEEPS
 COMEING ON
- 5 INSTALL BRAKING SYSTEM ON TRUCK
- 6 CHECK REFER ON MOTOR HOME WHEN YOU PLUG
 UNIT UP THERE IS A ALARM ON REFER
- 7 ONE OF THE RUNNING LITES NOT WORKING

*2nd
 repair for
 ABS light*

Part No	Job#	Description	PARTS	Qty	Price	Total
-6232	5	BASE PLATE		1.00	390.88	390.88
815	5	SENSOR REAR WHEEL		1.00	99.82	99.82
-0361	2	UNIV WIRING KIT (4-WIRE)		1.00	82.99	82.99
580	2	AMBER LENS FOR #59		1.00	2.99	2.99
058	5	2010-A PIN & CABLE		1.00	5.69	5.69
-8890	5	SNAP HOOKS		1.00	5.02	5.02
44	5	CABLE SLEEVES		1.00	1.09	1.09

Job Code	Job#	Description	LABOUR	Hrs	Rate	Total
90	1	INSTALL BASE PLATE	JJ	5.50	70.00	385.00
90	4	REPAIR ABS	GRE	1.30	70.00	91.00
90	5	INSTALL BRAKING ON TRUCK	JJ	3.00	70.00	210.00
90	5	MISC LABOUR CODE (EXTERNAL)	JJ	1.50	70.00	105.00
90	7	REPAIR MARK LITE	GRE	0.20	70.00	14.00

Charges for
brake replacement

CAMPING WORLD RV SALES
2912 MAIN ST. WEST
SNELLVILLE GA
US
30078
770-972-2737

WORK ORDER # [REDACTED]

Completed:
Invoice #:
Author: MRS
Stock No:
Year/Make: 2002 AD MONOCO
Model:
Serial No: 021719043883300702713
Chassis No: 1RF32365921 [REDACTED]
Mileage: 28942
Key No: 566
Location: SNL
Reqn No: 757
Inst. Date:

Customer: [REDACTED]
Address: [REDACTED]
DILLARD, GA
Home Phone: [REDACTED]
Work Phone:
Purchase Date:
Date In: 14 JAN 08
Promise Date: 14 JAN 08
Schedule Date:
License No:
Trim:
Promise Time: 12:00am

Job #	Description	JOB INFORMATION	Type	Bill to
	COURTESY ROOF SEAL INSPECTION		E	75130 [REDACTED]
	BRAKES ARE SMOKING W/ THE ABS LITE IS ON		E	75130 [REDACTED]
	PREFROMED FULL BRAKE JOB . REPLACE BOTH FRONT ROTORS, ALL ABS SENSOR, ALL BRAKE PADS, OIL SEALS, BOTH MASTER CYLINDERS, TURNED BOTH REAR ROTORS . TEST DRIVEN 16 MILE BRAKES ARE WORKING PROPERLY NOW.			
3	WHEN TRAVLING DOWN THE ROAD THE LEVLERS ALARM ALL THE TIME		E	75130 [REDACTED]
	FILLED LOW FLUID			
4	WATER HEATER ON/OFF BUTTON ON ELEC. WILL NOT ILLUMINATE		E	75130 [REDACTED]
5	SOME OF THE SOCKETS IN THE LITE OVER THE SINK ARE INOP		E	75130 [REDACTED]
	*** TEST AND FOUND POWER AT THE LIGHT, LIGHT INOP. REMOVE AND REPLACE LIGHT OVER SINK.***			
6	SHOWER FAUCET LEAKS		E	39350 WESTERN GENERAL
	*****R&R FAUCET*****			
	AUTH # I196650		E	75130 [REDACTED]
7	MAIN A/C DRIPS OCCASIONALLY		E	75130 [REDACTED]
	*** FOUND GAPS IN DUCTING CAUSING AIR TO MIX INSIDE RETURN. RESEAL WITH ALUMINUM TAPE INSIDE OF AIR RETURN AND TIGHTEN DOWN A/C BOLTS THAT WERE A LITTLE LOOSE.***			
8	REPLACE W/S WIPER		E	75130 [REDACTED]
	REPLACED BOTH WIPER BLADES.			
9	CUSTOMER HAS EXT. WARRENTY		E	75130 [REDACTED]

Continued on page 2

Work Order : XXXXXXXXXX

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*****
Job #  Description                JOB INFORMATION                Type  Bill to
*****
10     WESTERN GENERAL (SEE ATTACHED)
      KITCHEN COUNTER EXTENSION BROKEN                E    75130 XXXXXXXXXX
      ***NO WORK COMPLETED***
  
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*****
Job #  Part No Description                PARTS                Bill to  Qty    Price    Total
*****
2      3      COMP.SLEEVE 3/16                E-75130    1      0.09     0.09
2      80W90    GEAR LUBE                      E-75130   15      8.99    134.85
2      10266    FRT WHEEL SEAL                E-75130    2     61.05    122.10
2      10301    BRAKE CALIPER                 E-75130    4    228.38    913.52
2      10304    LH BRAKE PAD                  E-75130    4     99.68    398.72
2      10308    RH BRAKE PAD                  E-75130    4     99.68    398.72
2      10440    REAR WHEEL SEAL              E-75130    2     34.32     68.64
2      15174    FRT BRAKE ROTOR              E-75130    2    423.00    846.00
2      64003    M.CYLINDER W/AIR CHAM        E-75130    2    396.96    793.92
2      69732    FRT ABS SENSOR               E-75130    2    159.29    318.58
2      091314  BRAKLEEN                     E-75130   12      6.99     83.88
2      BG84032  DOT 4 BRK FLUID              E-75130    3     28.82     86.46
4      55-2017  SWTCH BLK/RD ON/OFF 110V    E-75130    1     10.49     10.49
7      38-8521  FOIL TAPE 2" X 50 YDS.      E-75130    1     15.59     15.59
  
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*****
Job #  Lab Code Description                LABOUR  Mec bill to  Hrs    Rate    Total
*****
2      C      COMPLETED                208 E-75130    0.10   109.00   10.90
2      C      COMPLETED                204 E-75130    4.00   109.00   436.00
2      C      COMPLETED                204 E-75130   11.00   109.00  1,199.00
4      C      COMPLETED                208 E-75130    0.10   109.00   10.90
5      C      COMPLETED                208 E-75130    0.30   109.00   32.70
5      C      COMPLETED                208 E-75130    1.00   109.00   109.00
6      C      COMPLETED                208 E-75130    0.10   109.00   10.90
6      C      COMPLETED                208 E-39350    1.00   109.00   109.00
8      C      COMPLETED                204 E-75130    0.50   109.00   54.50
  
```

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*****
Job #  Sublet Description                SUBLET  bill to  Vendor    Total
*****
2      TURN 2 ROTORS                E-75130  757-EAST STONE  36.00
  
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*****
Job #  Excode Description                EXTRAS                bill to  Qty    Price    Total
*****
1      SS      SHOP SUPPLIES                E-75130    1.00   197.29   197.29
2      FRT     SHIPPING/HANDLING            E-75130    1.00   378.00   378.00
5      CWP     6082 LIGHT                   E-75130    1.00    52.99    52.99
6      CWP     SHOWE FAUCET 23746           E-39350    1.00    42.99    42.99
8      CWP     32178 WIPER BLADE            E-75130    2.00    31.99    63.98
  
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Work Order : [REDACTED]

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*****
Job #  Excode  Description  EXTRAS  bill to  Qty  Price  Total
*****

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CUSTOMER COMMENTS

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*****
CUSTOMER OKD PORTION OF JOBS THAT EXT. WARRENTY WILL NOT COVER (MRS) 1.16.
J8
CUSTOMER CAME IN THE 14TH OF JANUARY, EXTENDED WARRENTY WAS CONTACTED (W
ESTERN GENERAL) CLAIMS ADJ CAME OUT NAME UNKNOWN ( INDEPENDENT ADJUSTER)
COULD NOT DETERMINE EXACTLY WHAT CAUSED THE COMPLETE BRAKE FAILURE, COMP
LETE BRAKE JOB PERFORMED AND UNIT BRAKES WERE AIR/HYDRAULIC, UNIT TEST D
RIVEN 16 MILES 1.25.08- WORKING PROPERLY AT THIS TIME. IF ANY ADDITIONAL
INFORMATION NEEDED PLEASE CONTACT TIM JOHNSON, MICHAEL SALAIN.

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BILLINGS SUMMARY

Type	Bill Id	Parts	Labour	Sublet	Extras	Tax	Total
E	39350	0.00	109.00	0.00	42.99	2.58	104.57 *
E	75130	4191.56	1863.90	36.00	692.26	260.67	7,094.39 *
totals		4191.56	1972.90	36.00	735.25	263.25	7,198.96

NOTE: '*' indicates total adjusted by deductible

Customer Signature: _____ Date: 25 JAN 2008