

CL-1024 3096-4337

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COMPLAINT SUMMARY

Consumer Information

Name:

[REDACTED]

Address:

[REDACTED]

Shoreline, WA [REDACTED]

Day Phone:

[REDACTED]

Evening Phone:

E-mail Address:

[REDACTED]

Age Group (optional):

50-59

Do you want the Attorney General's Office to send this business a copy of your complaint?

Yes

Business Information

Name of business that I am complaining about:

Monaco Coach

Address:

91320 Coburg Industrial Wy
Coburg, OR 97408-9492

Phone:

(541) 681-8015

Toll-Free:

(800) 634-0855

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Fax:

E-mail:

Name of owner or manager (if known):

Names and addresses of any other businesses involved in your complaint:

Item or service purchased:

Cost of item or service:

Did you sign a contract?

No

Date of transaction:

Salesperson's name:

Was an advertisement involved?

No

Date and source of advertisement:

About Your Complaint

Have you complained to the business?

Yes

If YES, to whom (include position)?

What response did you receive?

If you have not contacted the business, explain why:

Have you filed a complaint about this business with the Attorney General's Office before?

No

If yes, list the file number assigned to that complaint:

Have you contacted a private attorney?

No

If YES, identify the name and address of the attorney:

Is there a court or other legal proceeding pending?

No

If YES, please explain:

Not yet. I have not filed a claim with court.

Explain your complaint in detail:

I am the owner of Vons RV Rental in Shoreline WA. My company owns and operates a small fleet (4) of travel trailers for vacation rentals. These units were all manufactured by R-Vision Inc. a subsidiary of Monaco Coach Corporation in Coburg ,OR.

Over the past several months, I have had the water tanks break loose from the units and fall down on top of the axles. I have taken the necessary steps to fix the manufacturers defects and have repaired all but one of my trailers. It broke this weekend and I will repair it this week. These travel trailers pose a grave threat to traffic safety as it is only a matter of time before one of the tanks breaks completely loose from the trailer and falls out into traffic. These tanks are 35 gallon capacity and usually only fall out when full. It would be like hitting a boulder for a motorist. I directed Monaco's attention to this problem and asked them to address it. Their reply was that they didn't see enough of this to consider it a patterned problem. I own three different models from the same manufacturer, and all have failed. This is definitely a pattern and a serious problem. A dealer I contacted said he has a fix for this issue, so it is definitely something that dealers are seeing.

Affected models that I own are "Max-Sport", "TrailCruiser", and "Trail-lite", all R-Vision products.

Monaco has refused to pay for the repairs I made to my units, but, this is not why I write to you. I am pursuing satisfaction via the legal system. My reason for writing is that this is most definitely a safety hazard. You could contact Jeff Bear at Evergreen RV Service who repaired my trailers and he will verify that it is a serious safety issue with steel angle iron 4' long coming off as well as the tanks. [REDACTED]

If you are not able to do anything with this complaint, please let me know so that I can pursue this another way.

Sincerely,
[REDACTED]

What do you think the business should do to resolve your complaint? (circle one)

ORT

Explain if you have circled 'Other':

SIGNATURE

I declare, under penalty of perjury under the laws of the State of Washington, that the information contained in this complaint is true and accurate, and that any documents attached are true and accurate copies of the originals.

I understand that my complaint and the related documents will become a 'public record' and under state law can be subject to a public records disclosure request and thus be seen by other people.

Signature [REDACTED] **Date** 09/22/08

Received via the Internet

City and State where signed Shoreline, WA