

NV-200

2008 DEC 19 PM 3:40 November 18 2008

CL-10251368-6763

Recall 3908V257000

Dear Mr. Becker

Welcome to my world where any day you wake up breathing is a beautiful day. If you can get out of bed, it is even better. Your letter of recall postmarked 9/17/08 certainly brightened my day. It brought to mind an incident which I thought was a dead issue.

I wish I could comply with your request, but the fridge in question crashed and burned and was buried in a landfill somewhere in Northern Illinois in the summer of 2002 (six years ago.)

During the summer of 2002 we drove our coach to Collier RV for routine maintenance and for we thought, minor repairs. While parked on the Tarmac outside a bay, my wife smelled something burning. She mentioned this to a passing tech, who immediately checked the fridge and shut it down. We were fortunate the coach did not catch on fire.

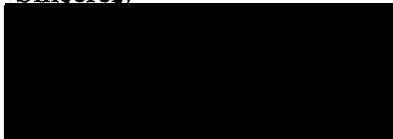
What ensued were weeks of non productive dialogue between Norcold and my self. Our Coach (at the time) was not included in the magical lists of recall numbers. My argument at the time was, it should be! It caught fire and destroyed itself. The frontline troops at Norcold would only reply, so sorry, nothing we can do.

On August 2, 2002 we were given an estimate for the cost to replace the fridge (See exhibit B). On August 27, 2002 we were given a bill for \$4565.40. The cost of the fridge was separated out for a total cost of \$4251.07. (See exhibit C). We paid the bill of \$4151.07 by personal check # 1211 dated 8/28/2008. (See exhibit D) The other charges were paid by credit card in the amount of \$414.33. As we are retired and living on a fixed income, we had to withdraw this amount from our retirement account.

I now refer you to your recall letter, page 2, last paragraph.  
"The recall repair or replacement will be preformed at no cost to you. If you had the defect that is subject of this letter remedied prior to receiving this letter you may be eligible for reimbursement by Monaco Coach Corporation or Norcold Inc. for your remedy costs." (See exhibit A).

Again thank you for your safety concerns even if it is six years after the fact. I look forward to your reply.

Sincerely



✓ CC: Administrator :  
National HWY Traffic Safety Admin.  
Family Motor Coach Assoc.

ET  
3:40  
12/19/08  
NJ



"A"

August 29, 2008

**VEHICLE SAFETY DEFECT SERVICE BULLETIN**

**Recall Campaign No. 08V257000**

**Monaco File**

**Re: Safety Recall – Norcold Cooling Unit**

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 has decided that a defect which relates to motor vehicle safety exists in certain Norcold gas/electric refrigerators provided as standard equipment in certain vehicles manufactured from November 17, 1997 through July 15, 2002. Monaco has therefore initiated a voluntary safety recall campaign.

The affected vehicles are certain **Beaver Class A motorhomes**: 1999-2001 Contessa, 2000 Marquis, 1999-2002 Patriot and Patriot Thunder; **Holiday Rambler Class A motorhomes**: 1999-2002 Admiral, 2000-2001 and 2003 Ambassador, 1998-2001 Endeavor Diesel, 1999-2002 Endeavor Gas, 1999-2002 Imperial, 1998-2002 Navigator, 2001-2002 Scepter and 1998-2002 Vacationer; **Holiday Rambler travel trailers**: 1999-2000 Aluma-lite, 2000-2001 Alumascape and 1998 Alumascape DLX; **Holiday Rambler fifth wheels**: 1999-2000 Aluma-lite, 2000-2001 Alumascape, 1998 Alumascape DLX, 2000 Imperial and 2001-2002 Presidential; **Monaco Class A motorhomes**: 1999-2002 Diplomat, 2001 Diplomat LE, 1998 and 2000-2003 Dynasty, 2000-2002 Executive, 2000-2002 Knight, 1999-2001 Lapalma, 2000-2002 Monarch, 1999-2001 Signature and 1998-2002 Windsor; **McKenzie travel trailers**: 2001 McKenzie; **McKenzie fifth wheels**: 2000-2001 Grand Medallion, 2000-2001 Lakota and 2000-2002 Medallion; **Safari Class A motorhomes**: 2001 Panther and 2000-2001 Serengeti.

According to our information, your unit identified on this letter 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.*

MONACO COACH CORPORATION

606 Nelson's Parkway • P.O. Box 465 • Wakarusa, IN 46573

Telephone: (574) 862-7211 • (877) 4-MONACO

On July 22, 2002 Norcold announced and undertook a motor vehicle equipment safety recall to address a potential fatigue failure in cooling units made by Norcold serving as components in Norcold refrigerator model numbers 1200LR and 1200LRIM built from December 1, 1996 to February 28, 1999. Monaco has determined that this recall should be extended to include cooling units serving as components in Norcold models 1200LR, 1200LRIM and 1201LRIM manufactured from March 1, 1999 to February 28, 2001. Each cooling unit under this extension has a serial number between 1008701 and 1273700, non-consecutively.

**Corrective action is required for the model numbers listed above if the serial number of the COOLING UNIT on your refrigerator falls between 1008701 and 1273700.** The cooling unit serial number is located on the solution chamber, which can be viewed through the refrigerator vent door on the outside of your vehicle. **The serial number on the cooling unit differs from the serial number of your refrigerator.** If your refrigerator is one of the models listed above, with a cooling unit serial number in the defined range, it has one of the suspect cooling units and requires **retrofitting with a thermal switch kit.** Extended operation of a leaking cooling unit could cause a fire, resulting in personal injury (including death) and/or property damage. Call 1-800 767-9101 to report your refrigerator and get assistance to execute repair through a Norcold authorized service center or other approved dealer. Parts and labor for the repair will be provided at no charge.

**If you have one of the recalled cooling units:**

1. **YOU should set the controls to "OFF," and unplug the refrigerator through the service vent on the outside of the vehicle.**
2. **YOU should immediately have a service center check to determine if there is a cooling unit leak.**
3. **If a cooling unit leak is detected by the authorized service center, you will be instructed not to operate the refrigerator in any mode until the cooling unit can be replaced.**
4. **If the cooling unit is not leaking, you will be instructed not to operate the refrigerator in any mode until it can be retrofitted with a Thermal Switch Kit.**

→ The remedy will be retrofitting the cooling unit of the refrigerator with a Thermal Switch Kit. However, if the cooling unit indicates signs of leaking, then it must be replaced. The recall repair or replacement will be performed at no cost to you. If you had the defect that is the subject of this letter remedied prior to receiving this letter, you may be eligible for reimbursement by Monaco Coach Corporation or Norcold Inc for your remedy costs. Instructions for making this correction have been sent to your dealer and parts are readily available

You may contact any Norcold authorized service facility or your Monaco Coach Corporation dealer to arrange for a service appointment. The shop should contact Norcold for authorization to perform this repair. To locate the service center nearest you, **call Norcold's Recall Center at 800-767-9101 or visit Norcold's website at <http://www.norcold.com>** and click on the Customer Support link followed by the Service Centers link. You can also check online to see if your cooling unit is under recall by clicking on the Customer Support link at the top of the page, followed by the Recall Info link.

The vehicle owner is responsible for having this service action performed. Monaco Coach Corporation specifically excludes coverage of incidental damages that may result from failure to have this recall performed. Please take immediate action to have this recall performed as soon as possible.

This owner notification letter identifies your motorhome. **Presentation of this letter along with the included return postcard to your dealer will assist in making the necessary correction in the shortest possible time.** If you have sold or traded your vehicle, please forward these documents to the new owner as soon as possible and return the postage paid postcard with the new owner/address information.

If you take your unit to a Norcold authorized service facility or Monaco Coach Corporation dealer on the agreed service date and the shop does not remedy this condition on that date or within three (3) days, please call Norcold at 800-767-9101. If you require further assistance after speaking with Norcold, please contact the Monaco recall hotline at 800-685-6545.

If, after contacting your dealer and the recall assistance service line, you believe Norcold Inc and Monaco Coach Corporation have failed or been unable to remedy the defect without charge, or if there has been an unreasonable delay in securing the remedy, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY:1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience that this may cause you. However, we have taken this action in the interests of your safety and continued satisfaction with your Monaco Coach Corporation vehicle.

Sincerely,



Michael R. Becker  
Customer Service Manager  
Monaco Coach Corporation

mb/ma

10/07/2003 04:47 PM 5CF54\_13190

COLLIER RV SUPER CENTER, INC  
 7373 HARRISON AVE  
 ROCKFORD, IL  
 USA  
 61112  
 815-332-3322

## CUSTOMER WORK ORDER ESTIMATE - 02 AUG 02

Estimate# : 1293  
 Completed:  
 Invoice #:  
 Author: LRJ  
 Stock No:  
 Year/Make: 2000 HOLIDAY RAMBLER E  
 Model: ENDEAVOR  
 Serial No: 000119154097209  
 Chassis No: 000119154097209  
 Mileage: 13634  
 Key No:  
 Location: IH  
 Regn No:  
 Warr. Date:

Customer:  
 Address:  
 CINCINNATI  
 OH  
 Home Phone:  
 Work Phone:  
 Purchase Date:  
 Date In: 02 AUG 02  
 Promise Date:  
 Schedule Date:  
 License No:  
 Trim:  
 Promise Time:

\*\*\*\*\*  
 Job# Description WORK REQUIRED  
 \*\*\*\*\*  
 1 REFRIGERATOR CAUGHT ON FIRE. REPLACE TV.

\*\*\*\*\*  
 Part No Job # Description PARTS Qty Price Total  
 \*\*\*\*\*  
 72-4885 1 REFER #120CIM DOUBLE DOOR 1 3,560.00 3,560.00

\*\*\*\*\*  
 Lab Code Job# Description LABOR Hrs Rate Total  
 \*\*\*\*\*  
 R575 1 REFRIGERATOR, R & R 4 75.00 300.00

\*\*\*\*\*  
 Excode Job# Description EXTRAS Qty Price Total  
 \*\*\*\*\*  
 SS 1 SHOP SUPPLIES 1 30.00 30.00  
 FRT 1 FREIGHT 1 120.00 120.00

Parts Total: 3,560.00  
 Labor Total: 300.00  
 Sublet Total: 0.00  
 Extras Total: 150.00  
 ILLINOIS STATE TAX: 224.38  
 EXEMPT: 0.00  
 Work Order Total: 4,234.38

Work Order : 2560

| Part No     | Job# Description | PARTS                           | Qty   | Price    | Total    |
|-------------|------------------|---------------------------------|-------|----------|----------|
| 72-4885     | 1                | REFER #1200IM DOUBLE DOOR       | 1.00  | 3,560.00 | 3,560.00 |
| 55-9370     | 1                | RECEPT SELF-CONTAINED BRN       | 1.00  | 4.49     | 4.49     |
| 12300876    | 1                | GASKET SEAL/RIBBED              | 10.00 | 0.43     | 4.30     |
| 622293CBW   | 1                | CAP, VENT BRIGHT WHITE <SL 5 1/ | 1.00  | 15.03    | 15.03    |
| 31-1653     | 1                | BASE ONLY - NORCOLD             | 1.00  | 12.49    | 12.49    |
| 1699953C1   | 5                | THERMOSTAT                      | 1.00  | E        | -N/C-    |
| 15W-40QT    | 6                | OIL 15W-40 QUART                | 5.00  | 3.73     | 18.65    |
| 1R-0749     | 6                | FUEL FILTER                     | 1.00  | 26.41    | 26.41    |
| 1R-0739     | 6                | OIL FILTER CAT                  | 1.00  | 17.82    | 17.82    |
| ABP/32FRT01 | 6                | FUEL FILTER                     | 1.00  | 33.50    | 33.50    |
| 15W-40QT    | 7                | OIL 15W-40 QUART                | 1.00  | 3.73     | 3.73     |

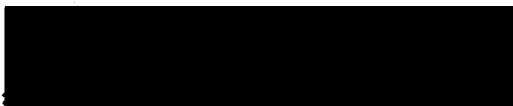
| Job # | Total  | LABOUR |
|-------|--------|--------|
| 1     | 300.00 |        |
| 3     | 75.00  |        |
| 4     | 15.00  |        |
| 5     | -N/C-  |        |
| 6     | 112.50 |        |
| 7     | 37.50  |        |

3596.31

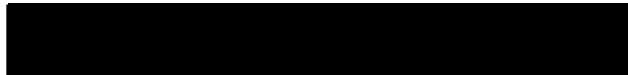
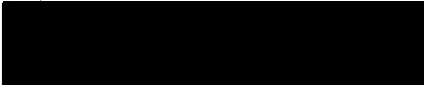
| Excode | Job# | Description   | EXTRAS | Qty   | Price | Total |
|--------|------|---------------|--------|-------|-------|-------|
| SS     | 1    | SHOP SUPPLIES | 36.00  | 1.00  | 54.00 | 54.00 |
| LPG    | 2    | LP BY GALLON  |        | 20.10 | 1.90  | 38.19 |

Tax 224.76  
4154.07

Parts Total: 3,696.42  
Labour Total: 540.00  
Sublet Total: 0.00  
Extras Total: 92.19  
Tax Total: 236.79  
Work Order Total: 4,565.40

Customer Signature: 

Date: 27 AUG 2002

  
CRYSTAL LAKE IL CELL 

10/07/2003 04:47 PM GCF54.13198

COLLIER RV SUPER CENTER, INC  
7373 HARRISON AVE  
ROCKFORD, IL  
USA  
61112  
815-332-3322

COLLIER RV SUPER CENTER  
7373 HARRISON AVE  
ROCKFORD, IL 61112  
(815) 332-3322

### Sale

NID: 54292980165706

ID: 192463

08/28/02

Batch #: 48

12:02:16

VISA

7638

Exp: 06/03

Appr Code: 005147

Inv#: 000007

Total:

\$ 414.33

APPROVED 005147

Customer Copy

STORE CREDIT ONLY

ALL SALES FINAL

WON 2565 CUST# 6496 Author: MKH  
Stock# Desc: 2000 RAD HOLIDAY R  
Lic# Ser# 008119154097209  
Date In: 07/18/02 Date Out: 08/27/02

| Job# | Description                 | Type |
|------|-----------------------------|------|
| 1    | FRIDGE DOES NOT WORK ON L E |      |
| 2    | FILL LP                     |      |
| 3    | REAR SLIDE LEAK AT LOWER    |      |
| 4    | REAR AIR WILL NOT CYCLE OFF |      |
| 5    | ENGINE AIR NOT COOLING, F   |      |
| 6    | LOF CHASSIS                 |      |
| 7    | LOF GENERATOR, FILTERS AR E |      |

|                |         |
|----------------|---------|
| Parts Total :  | 3696.42 |
| Labour Total : | 548.00  |
| Sublet Total : | 0.00    |
| Extras Total : | 92.15   |

|                      |         |
|----------------------|---------|
| Subtotal :           | 4328.61 |
| ILLINOIS STATE TAX : | 236.73  |
| EXEMPT :             | 0.00    |
| Total :              | 4565.48 |

Pmts: 28AUG02 PERSONAL CHECK 4151.87

Card#: 1211

Exp. Date :

Auth# :

28AUG02 VISA

414.33

Customer Signature: \_\_\_\_\_

28 AUG 2002

THANK YOU FOR SHOPPING AT COLLIER RV SUPER CENTER NO RETURNS ON ELECTRICAL PARTS

✓ Track Your Expenses...

|                                          |                                                                  |                                                 |
|------------------------------------------|------------------------------------------------------------------|-------------------------------------------------|
| <input type="checkbox"/> Mortgage / Rent | <input type="checkbox"/> Transportation                          | <input type="checkbox"/> Entertainment & Travel |
| <input type="checkbox"/> Gas / Electric  | <input type="checkbox"/> Credit Card                             | <input type="checkbox"/> Medical / Dental       |
| <input type="checkbox"/> Telephone       | <input type="checkbox"/> Taxes                                   | <input type="checkbox"/> Dependent Care         |
| <input type="checkbox"/> Food            | <input type="checkbox"/> Insurance (Life, Home, Auto)            | <input type="checkbox"/> Savings & Investment   |
| <input type="checkbox"/> Clothing        | <input type="checkbox"/> Home Improvement (Maintenance, Repairs) | <input type="checkbox"/> Other                  |

DO NOT USE FOR REORDERING 1211

8-28-02

BAL FOR'D

THIS PAYMENT 4151.87

BALANCE

OTHER

BAL FOR'D

Here's How:

- Carry balance forward
- Check type of expense
- Add details on memo line
- Retain duplicates in Deluxe Check box

Memo

NOT NEGOTIABLE