

CONFIRMATION NO 25707169

CL-10322017-9302

2010 MAR 24 PM 2:34

Yuma, Arizona

Telephone:

March 16, 2010

The DFS Advantage
c/o Lyndon - DFS Warranty Services, Inc.
P.O. Box 21666
St. Petersburg, FL 33742-1666

Re: Platinum Coverage Service Agreement
Application No. 635832

Dear Sir or Madam:

My 2002 Monaco Cayman, as well as its road master chassis, are covered under the above captioned subject and application number.

On January 28, 2010, I had Brazeles R.V. of Quartzsite, Arizona; install new shocks to my Monaco motorhome. In doing so, the repair technician also inspected the chassis trailing arms and discovered a 3 inch crack within the driver side arm. Realizing road safety is of the utmost priority, regardless of any impending costs; I did replace the defective trailing arms totaling \$3,300.00. In attempting to recoup these costs through the extended warranty service agreement, I contacted your agency and spoke with two agency associates, Jennifer and Triggs. These individuals informed me the defective trailing arms would not be covered, because of a manufacturer's recall issued in 2005. I clearly understand exclusion provided for such a specific instance, and, as plainly stated within Section 6 of the service agreement. However, I believe this interruption with regard to the trailing arms is totally incorrect. The Platinum Coverage plan should cover reimbursement cost of the trailing arms themselves, as the manufacturer's recall was explicit, being issued only for u-bolts and shims, undoubtedly not the trailing arms themselves. This agreement covers all components, except those listed in the exclusions section; I can see no exclusion for chassis trailing arms. [My underling, emphasis added.]

Enclosed is a copy of Family Motor Coaching issue dated November, 2009, please review the highlighted text and view the need to replace the trailing arms in comparison to the original arms. I have also included and enclosed for your inspection, a picture copy to show the crack discovered within the defective trailing arm.

As you may know, the new owners of Monaco, Monaco R.V. LLC, owned by Navistar; will not accept the liability of MNC Corporation. Monaco is more concerned with sales than the safety of the American people, who buy their product. Shame on them! There are 2,827 motorhomes with this chassis defect which are unsafe to drive and risk the lives of countless unsuspecting motorists they might encounter on the roadways.

I respectfully request a re-determination relative to the provisions of my Platinum Coverage Service Agreement, and further respectfully request reimbursement for the expense incurred; a bill reflecting such costs to replace the defective trailing arms is attached hereto.

Should you have questions, or need further information, please let me know.

Sincerely,

cc: Family Motor Coach Association
Better Business Bureau
Monaco R.V., LLC
NHTS
Good Sam

032410

The **DFS Advantage****SERVICE AGREEMENT APPLICATION**
MOTOR HOME PLUS AND TRAVEL TRAILER PLUS**PLATINUM COVERAGE**

Please print or type

61700
Lyndon - DFS Warranty Services, Inc.

- Jewiser or Triggs

OWNER	Owner(s) Name(s)		Application Number		
	[REDACTED]		635832		
	Mailing Address - Where Plan Provision Will Be Sent		Telephone Number		
	[REDACTED]		[REDACTED]		
DEALER	City	State	[REDACTED]		
	ROSEBURG	OR	[REDACTED]		
	Dealer Name		Telephone Number		
	[REDACTED]		[REDACTED]		
FINANCIAL	Address City/State/Zip		[REDACTED]		
	[REDACTED]		[REDACTED]		
	Lender Name		Salesperson's Name (Print)		
	[REDACTED]		2066		
VEHICLE	Address City/State/Zip		[REDACTED]		
	[REDACTED]		[REDACTED]		
	Motor Home Coach VIN		Vehicle Purchase Price		
	[REDACTED]		[REDACTED]		
Agreement Sale Date		Chassis/Manufacturer Warranty Term (Years/Miles)	[REDACTED]		
[REDACTED]		[REDACTED]		[REDACTED]	

MOTOR HOMES			
☐ NEW		☐ USED	
TERM (YEARS)		TERM (MILES)	
[REDACTED]		[REDACTED]	
DEDUCTIBLE (\$)	CLASS	BASE CODE	
100.00			
SURCHARGES/OPTIONAL PACKAGES			
☐ Extended Eligibility		☐ Commercial Use	
☐ \$300 Towing		☐ Diesel Engine	
SERVICE AGREEMENT PRICE		2465.00	
SALES TAX (IF APPLICABLE)		N/A	
TOTAL SALES PRICE		2465.00	

TOWABLES			
☐ NEW		☐ USED	
TERM (YEARS)		PRODUCT TYPE (Check One)	
[REDACTED]		☐ Travel Trailers ☐ Fifth Wheels ☐ Slide-in Campers ☐ Pop-up Campers	
DEDUCTIBLE (\$)	CLASS	BASE CODE	(FOR COMPANY USE ONLY)
[REDACTED]			
SURCHARGES/OPTIONAL PACKAGES			
☐ Extended Eligibility		☐ Commercial Use	
☐ \$300 Towing			
SERVICE AGREEMENT PRICE			
SALES TAX (IF APPLICABLE)			
TOTAL SALES PRICE			

IMPORTANT NOTICE TO PURCHASER:

Your signature means this application and the Schedule of Coverages have been reviewed by You and, if Your application is approved, You accept its terms and conditions. You also understand that the purchase of this Service Agreement does not waive any implied warranties available to You and that the purchase of this Service Agreement is not a requirement to purchase the vehicle, or to obtain financing. You certify that this vehicle will not be used or registered commercially during the term of the plan, unless the appropriate surcharge is paid.

IMPORTANT NOTICE TO DEALER:

Your signature on this application signifies that (1) this product qualifies for the Service Agreement; (2) You have reviewed the Service Agreement with the purchaser; (3) You have delivered a copy of this application to the purchaser for the amount You have recorded on this form; (4) You will provide service to the purchaser in accordance with the provisions of the Service Agreement issued to the purchaser; (5) (Used Only) this application was accepted for a unit sold by You on the agreement sale date.

Lyndon - DFS Warranty Services, Inc. ("LWS") and Deutsche Financial Services ("Deutsche") are not a party to a guaranteed price refund offered or made by the Dealer who sold You this Service Agreement or by a third party in connection with this Service Agreement. LWS and Deutsche are not obligated or liable for the payment of a guaranteed price refund unless LWS issues a guaranteed price refund in a separate document signed by the president of LWS.

NEW COVERAGE: YOUR ADDITIONAL PLAN BENEFITS BEGIN ON THE DATE YOU PURCHASE YOUR PLAN. MECHANICAL BREAKDOWN COVERAGE STARTS WHEN THE MANUFACTURER'S WARRANTY EXPIRES. YOUR COVERAGE EXPIRES ON THE DATE INDICATED IN THE DECLARATION SECTION.

USED COVERAGE: USED COVERAGE MUST BE PURCHASED AT THE TIME OF RETAIL SALE OF THE UNIT. YOUR MECHANICAL BREAKDOWN COVERAGE AND ADDITIONAL PLAN BENEFITS BEGIN THE DATE YOU PURCHASE THE PLAN. YOUR COVERAGE EXPIRES ON THE DATE INDICATED IN THE DECLARATION SECTION.

PURCHASER'S SIGNATURE	DATE	AUTHORIZED DEALER SIGNATURE	DATE
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

IMPORTANT! Retain this form as evidence you have applied for the Plan Indicated above. The Dealer will submit a copy of this form to Lyndon - DFS Warranty Services, Inc. (we/us). We will notify You of acceptance by mailing Your Service Agreement Plan Provisions. If you have not received your Plan Provisions within 60 days, phone the toll free number listed below. This document is an application for a Service Agreement and does not constitute a Service Agreement until accepted by Us.

For inquiries or assistance write:
or call toll free (800-266-4009)

The DFS Advantage
c/o Lyndon - DFS Warranty Services, Inc.
P.O. Box 21666, St. Petersburg, FL 33742-1666

Aff Jewiser

FNY 727-369-1377

PLATINUM COVERAGE SCHEDULE OF COVERAGES THIS IS NOT YOUR PLAN PROVISIONS

COVERED COMPONENTS:

ALL COMPONENTS EXCEPT THOSE LISTED IN THE EXCLUSIONS SECTION ARE COVERED BY THIS PLAN. THOSE COMPONENTS LISTED IN THE EXCLUSIONS SECTION ARE NOT COVERED.

OPTIONAL PACKAGES: Optional package coverages only apply if You have paid the Dealer an optional package surcharge and the coverage is indicated on the Declaration Section of Your plan provisions.

Commercial Use: Commercial use coverage means only daily, weekly, or monthly rentals, short term (12 months or less) lease or primarily used for business purposes; e.g., a traveling salesperson. **COVERAGE DOES NOT INCLUDE TAXI, SHUTTLE, DELIVERY SERVICES, PRINCIPALLY USED OFF ROAD, OR HAULING.**

\$300 Towing Limit: increases towing and road service limit from \$150 to \$300, regardless of failure.

ADDITIONAL PLAN BENEFITS:

SUBSTITUTE TRANSPORTATION: In the event of a breakdown, which can not be immediately diagnosed by the Dealer or Mechanical Breakdown coverage can not be immediately determined under this Plan by the Dealer, rental car or motor home reimbursement will be provided to You for the day, at the maximum rate of \$50. If the diagnosis of Your breakdown is determined to be covered by the Plan, additional rental reimbursement will be based on the following terms: We will reimburse You \$50 for every eight (8) hours, or portion thereof, of applicable labor time required to complete the covered repair, up to a maximum of \$250 for each occurrence. Required labor time is determined by the applicable national repair manual. This coverage does not apply toward time needed while waiting for parts or other delays beyond the control of the repair facility. A maximum of three (3) additional days (at a rate of \$50 per day) rental coverage applies in the event that a major component (engine, transmission, drive assembly) is to be replaced under the terms of this Plan.

TOWING AND ROAD SERVICE: In the event of a Mechanical Breakdown of a covered component, We will reimburse You for reasonable towing charges and emergency road service labor, not to exceed \$150. Road service labor must be performed at the location of the failure.

TRAVEL EXPENSES: You will receive reimbursement from Us for a maximum of three (3) days for expenses for meals and lodging (hotel/motel) incurred by You and Your family for a maximum daily rate of \$100 per day if:

1. You cannot operate Your Vehicle due to a Mechanical Breakdown covered under this Plan and You are more than one hundred (100) miles from home; AND
2. Meals and lodging are required because the Mechanical Breakdown causes a delay en route. The day of the Mechanical Breakdown shall be considered as the first of the three (3) day period. The expense must be incurred between the time of the Mechanical Breakdown and the time when the repairs are completed or by the end of the third calendar day subsequent to the Mechanical Breakdown, if repairs are not completed.

YOUR RESPONSIBILITY & WHAT IS NOT COVERED BY THE PLAN:

Your responsibility is to properly operate, care for and maintain the product as prescribed in Your manufacturer's Owner's Manual. You must perform, at Your expense, and prove that You have performed the maintenance recommended by the manufacturer. Failure to perform required maintenance will result in a loss of Your coverages and benefits. You must retain all maintenance and purchase receipts (indicating dates and services performed) to avoid any misunderstanding as to whether or not the maintenance services were performed as required.

THE PLAN WILL NOT COVER OR APPLY TO LOSS OR EXPENSE RESULTING FROM:

1. Mechanical Breakdowns outside the United States and Canada.
2. Mechanical failure that exists at the time of retail sale, whether or not the failure would otherwise be addressable by the Plan.
3. Any loss resulting from inadequate amounts of coolant, lubricant or fluids.
4. Adjustments, tune-ups, alignments, road hazards, storage and freight.
5. Any loss caused by improper or contaminated fuels or other fluids.
6. Mechanical Breakdowns covered by manufacturer's warranty, manufacturer's recall, factory bulletins (regardless of whether or not the manufacturer is doing business as an ongoing enterprise), any Vehicle service agreement, written warranty or any valid and collectible insurance policy.
7. Damages or loss resulting from faulty or negligent repair work or from the installation of defective parts.

8. Damage to a non-covered part by a covered part(s) failure or damage to a covered part by a non-covered part(s) failure.
9. Any covered component which is not broken down but which a repair facility recommends or requires to be repaired or replaced.
10. Liability for incidental and consequential damages, including, but not limited to, death, personal injury, physical damage, property damage, loss of use of described Vehicle, loss of time, loss of profits or wages, inconvenience and commercial loss.
11. Use of equipment and accessories not installed by the manufacturer or Dealer, or improper installation of these items by the manufacturer or Dealer.
12. Repairs required as a result of (a) failure to properly care for or maintain the Vehicle; (b) fire, accident, abuse, negligence, theft, vandalism, riot, explosion, lightning, earthquake, windstorm, hail, environmental damage, pollution, war, nuclear damage; (c) failure to properly operate the Vehicle; (d) modification or any alteration to the Vehicle not approved or recommended by the manufacturer; (e) using the Vehicle for speed events, such as races or acceleration trials; (f) rust, chemicals, salt, sap, sand, dirt or other obstacles, cosmetic or paint changes, electrolysis, corrosion, smoke or soot; (g) collision; (h) freezing or ice damage; (i) water damage; (j) reverse polarity; (k) unauthorized repairs; (l) deterioration, condensation, contamination; (m) the failure or loosening of external fasteners and/or bolts.
13. Commercial use is excluded unless a commercial use surcharge is paid.
14. Failure to protect Your Vehicle from further damage when a breakdown has occurred.
15. Any repair or replacement of any covered part, if a breakdown has not occurred or if the wear on that part has not exceeded the field tolerances allowed by the manufacturer.
16. If any alterations have been made to Your Vehicle or You are using or have used Your Vehicle in a manner not recommended by the manufacturer, including but not limited to, the failure of any custom or add-on parts, all frame or suspension modifications, lift kits, over sized/undersized tires, trailer hitches, emissions and/or exhaust system modifications or engine modifications.
17. Any of the following repairs or replacement: squeaking of floors, uneven floors, bowed walls or ceilings, warping or cracking of floors, walls, ceiling, or wood framing. Any deficiency in finish carpentry, woodwork, millwork, louvers, vents, siding, roofing materials, sealants, sheet metal, windows, doors, hardware, weather-stripping, seals, glazing, delamination, discoloration of any material, hard surface flooring, resilient flooring, finished wood flooring, carpentry, ceiling materials, paint, finishes, wall covering, cabinets, vanities, bedding, window shades, treatments, draperies, or furniture.
18. Any cosmetic damage to light fixtures or ceiling fans, cable, satellite, or telephone wiring.
19. Any repair or replacement to rollers, racks or shelves, baskets, buckets, glass, microwave or oven meal probes, or rotisseries, handles, knobs, or dials.
20. Any of the following parts: batteries, shock absorbers, standard transmission clutch assembly, friction clutch disc and pressure plate, throw out bearing, manual and hydraulic linkages, distributor cap and rotor, safety restraint systems (including air bags), glass, lenses, sealed beams, light bulbs, brake rotors, exhaust and emission systems, weather strips, trim, moldings, bright metal, chrome, upholstery and carpet, paint, outside ornamentation, bumpers, body sheet metal and panels, tires, wheels or rims, filters, caulking, sealants, washers, gROUTING, loose fasteners and connections, gluing compounds.
21. Maintenance services and parts described in Your Vehicle's Owner's Manual as supplied by the manufacturer and other normal maintenance services and parts which include, but are not limited to, alignments, wheel balancing, tune-ups, spark plugs, spark plug wires, glow plugs, hoses, (except steering and air conditioning), drive belts, brake pads, brake linings or shoes and wiper blades. Filters, lubricants, coolants, fluids, and refrigerants will be covered only if replacement is required in connection with a breakdown.
22. Repair costs or expenses due to gradual reduction in operating performance where the Mechanical Breakdown is due to normal wear and tear. This includes, but is not limited to; any repair when the purpose is to raise the engine compression or stop oil consumption.
23. Any loss or expense if the odometer has been tampered with, altered or is inoperative.
24. Any repair for the purpose of correcting the engine compression or correcting oil consumption when a Mechanical Breakdown has not occurred. Valve grinding and/or worn rings are not covered.
25. Any loss caused by racing, or delivery purpose; or by pulling anything weighing more than what is recommended by the manufacturer, unless the Vehicle is equipped with a factory installed "Trailer Tow Package."



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PO Box 1000
DuPont, Washington 98327

info@thebbb.org
www.bbb.org

Marketplace Experience for Monaco Coach Corporation

When considering complaint information, please take into account the company's size and volume of transactions, and understand that the nature of complaints and a firm's responses to them are often more important than the number of complaints.

BBB processed a total of 15 complaints about Monaco Coach Corporation in the last 36 months, our standard reporting period. Of the total of 15 complaints closed in 36 months, 1 was closed in the last year.

Of the total 15 complaints closed in the last 36 months:

2 involved Repair Issues and were closed as Resolved.

1 involved Repair Issues and was closed as Unresolved.

3 involved Repair Issues and were closed as Administratively Closed.

1 involved Service Issues and was closed as Unresolved.

1 involved Customer Service Issues and was closed as Administratively Closed.

4 involved Guarantee or Warranty Issues and were closed as Resolved.

1 involved Product Issues and was closed as Resolved.

1 involved Product Issues and was closed as Administratively Closed.

1 involved Refund or Exchange Issues and was closed as Resolved.

Advertising Review

BBB has no information regarding advertising review at this time.

As a matter of policy, BBB does not endorse any product, service or business.

BBB Reliability Reports are provided solely to assist you in exercising your own best judgment. Information in this BBB Reliability Report is believed reliable, but not guaranteed as to accuracy.

BBB Reliability Reports generally cover a three-year reporting period. BBB Reliability Reports are subject to change at any time.

ROADMASTER R4R AND RR4R CHASSIS SAFETY UPDATE

Several FMCA members have contacted FMC recently to report problems involving defective rear suspension trailing arms on motorhomes manufactured by the former Monaco Coach Corporation (MCC) and built on Roadmaster R4R and RR4R chassis equipped with the Monaco Gold (also known as R-Way) suspension. The problem does not involve any Roadmaster R4R and RR4R chassis that are equipped with Neway or Reyco suspensions. The members who contacted FMC owned motorhomes that had suffered cracked or broken rear trailing arms, causing the vehicle to handle poorly. A broken trailing arm also can cause additional damage to the suspension, driveshaft, and transmission and potentially could result in a vehicle crash.

This problem was first brought to light in February 2005 when MCC issued NHTSA recall 05V053000.

The recall involved 2002 and 2003 model-year Holiday Rambler Ambassador and Monaco Knight motorhomes; 2002 through 2004 model-year Safari Sahara

and Zanzibar motorhomes; 2002 through 2005 model-year Holiday Rambler Neptune and Monaco Cayman motorhomes; and 2003 through 2005 Safari Cheetah motorhomes. These motorhomes were manufactured from November 30, 2001, through October 1, 2004. The total number of coaches involved was 2,827.

Initially, it was believed the problem was caused by a spacer plate under the trailing arms that included a transverse weld that was causing the trailing arms to crack. The recall remedy was to replace the trailing arms and U-bolts with re-engineered trailing arms of the same size provided by MCC.

However, this remedy did not solve the problem, according to Scott Zimmer, president of Source Manufacturing LLC in Elmira, Oregon. He said the real issue was that the trailing arms did not have sufficient strength to support the chassis' axle. As these trailing arms were put under stress during normal driving conditions, they would bend

and eventually develop a crack. Mr. Zimmer said that once a crack begins, it can grow fairly quickly. He noted that a visible crack could deteriorate to a full break in approximately 3,000 to 4,000 miles of travel, or even faster if undue stress, such as an emergency off-road driving situation or an extremely rough travel condition, was encountered.

To remedy this problem, Source Manufacturing has developed a specific trailing arm replacement kit to replace the stock trailing arms that were used on new motorhomes built on Roadmaster R4R and RR4R chassis equipped with Monaco Gold suspensions as well as the replacement trailing arms provided by MCC as a recall remedy and to repair other failures. The TRA-1003 suspension kit includes trailing arms that are much stouter

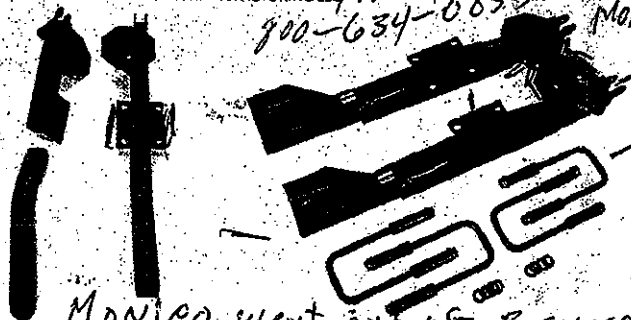
Owners of motorhomes built on Roadmaster R4R and RR4R chassis should have the rear trailing arms inspected immediately.

than the original equipment, weighing 130 pounds apiece compared to the 63-pound stock trailing arms. The new trailing arms have a black powder-coat finish to help resist corrosion and come with all of the necessary axle-mounting hardware for bolt-in installation by the repair facility.

Owners of motorhomes that were included in the previously mentioned recall but who did not have the problem addressed are advised to do so as soon as possible. In addition, those who already had their motorhome repaired under the recall or those who had replacement trailing arms installed at some point should have the rear suspension trailing arms re-inspected, as should anyone who owns a motorhome built on a Roadmaster R4R or RR4R chassis equipped with a Monaco Gold suspension. These chassis were used on certain model-year 2002 through 2009 Monaco, Holiday Rambler, Safari, and Beaver motorhomes, so even if your motorhome was not

continued »

PHOTOS COURTESY OF SOURCE MANUFACTURING LLC



The stock trailing arms on the Monaco Gold suspension used on Roadmaster R4R and RR4R chassis (above left) are smaller and reportedly more susceptible to failure than the more substantial trailing arms (above right) included in the TRA-1003 suspension kit from Source Manufacturing.

included in the previous recall, it still may be equipped with the defective parts. If it was built on one of the affected chassis, have it inspected as soon as possible.

Unfortunately, this repair will not be made under the previous MCC recall, since the company is out of business. Also, the new Monaco RV LLC, owned by Navistar, did not assume the liabilities of MCC when it purchased certain assets from the company through bankruptcy proceedings. Therefore, it will not provide monetary support for this repair either.

So, it is up to the individual owner whose coach is built on a Roadmaster R4R or RR4R chassis equipped with a Monaco Gold suspension to have their motorhome's trailing arms inspected and replaced with the Source Manufacturing TRA-1003 suspension kit if necessary. This is a significant safety issue that can cause major damage to the motorhome and potentially lead to

Even if your motorhome was not included in the previous recall, it still may be equipped with the defective parts.

an accident should one or both trailing arms break while the motorhome is moving.

Besides alleviating the safety issue, an additional benefit that Mr. Zimmer said he has heard from owners who had the replacement kit installed on their motorhomes is that the ride and handling are much better than with the stock trailing arms. Because the replacement trailing arms are stiffer and do not bend as the stock trailing arms did, there is less bounce being generated by the wheels and axle, and the air bags riding atop the trailing arms are better able to cushion the ride.

Source Manufacturing has numerous authorized repair facilities throughout the United States that have the replacement kit in stock and can install the new parts in as few as eight to 10 hours. The replacement kit also can be purchased directly from Source Manufacturing for installation by other repair facilities. For more information or to locate the nearest authorized Source Manufacturing service facility, call (541) 935-0308 or visit www.source-lmfg.com. FMC

Recall

DESTINATIONS GUIDE

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Important Safety Problem: Monaco, Holiday Rambler & Safari Chassis, RR4R: Broken Rear Trailing Arm

[Options ▼](#)

daperera

Aug 6 2009, 01:59 PM

Post #1

Newbie

Group: Members
Posts: 2
Joined: 6-August 09
Member No.: 6,390

I have a 2003 Holiday Rambler Ambassador that had two recalls for suspension concerns in 2005. The recall included 2002, 2003 and some 2004 Monaco Knight, Cayman, HR Ambassador, Neptune, Safari Cheetah, Sahara and Zanzibar models.

A few days ago I was driving my RV on Interstate 80 near Sacramento and it started to get very "squirrely" on me. I pulled into an RV dealer and asked them to inspect it. The tech found that the right rear wheel was several inches in back of the left one. Further inspection revealed a broken rear trailing arm that was part of a 2005 recall.

Monaco doesn't supply the parts anymore but referred me to a Source Manufacturing in Portland, which is now making the parts. They only ship bolt arms because they are hearing from quite a few Holiday Rambler and Monaco owners who are having this same problem.

NHSTA didn't think they could do anything because Monaco is out of business. Monaco wasn't much help. FMCA may put something in their magazine.

I don't know if there are any other Monaco chassis that have the same rear suspension, but it would be wise to have somebody inspect the rear trailing arms and U-bolts. I'm lucky I didn't make the 6 o'clock news.



wolfe10

Aug 6 2009, 09:16 PM

Post #2

Here is some information that I have pieced together after combing multiple sources. I will update this post as additional information becomes available and post updated date at the bottom.

DISCLAIMER: Though I have spent a couple of hours researching this, I by no means hold myself out to be an expert on this. If you have one of the following chassis, it behooves you to follow up! Look forward to more information being posted on this subject!

According to my information, there are THREE different suspensions under the R4R and RR4R chassis over the years. ONLY ONE IS AFFECTED.

The recall affects Rear Suspension Trailing Arms ONLY ON THE R4R and RR4R CHASSIS with the "Monaco Gold" or sometimes referred to as "R-Way" suspension. It is an in-house copy of the Neway suspension. It does NOT include any suspension systems made by Neway or Rayco.

The recalled R-Way arm goes UNDER the rear axle and is made of 3" square tubing. They are on either side in the rear. The rear air bag is bolted to the rear/back end of the trailing arm. The center of the trailing arm is bolted to the rear axle with a large u-bolt and plates and the front is bolted to the frame. The cracks happen on the upper or lower portion of the center of the trailing arm where the u-bolt holds it to the axle.

You can identify the Rayco rear suspension (NOT AFFECTED BY THE RECALL) by the trailing arms that go over the axle rather than under.

Member, FMCA Long-Range and Development Committee 2007-2009
 Member, FMCA Technical Advisory Committee
 Moderator, Cat RV Club (FMCA chapter)



Robert

Aug 10 2009, 02:56 AM

Post #

Newbie

15

Group: Members

Posts: 1

Joined: 10-August 09

Member No.: 8,623

Actually, I have a 2001 Ambassador on the m4r and it rides like the rest. It does not however have the other related suspension problems of the 2002 and up. There are several posts on this topic on the IRV2 site under both roadmaster and Monaco owners. Many are not happy at all with what they are finding out.

The Newway suspension ended during the 2001 model year. That is what I have under mine, both front and back. In later 2001, they went to building their own inhouse version. This lasted into the 2005 model year and they redesigned it again and kept making it inhouse. Various years have the problem all the way up to 2008 and with the replacement arms also. 2002 - 2005 uses one method to measure ride height and 2005 up uses a different method so measure ride height and the newway uses a different method also. My understanding is that a call to Monaco Tech with your serial number is required to get the ride height information accurately.

There are pictures on one of the threads on IRV2 showing the defect on a set of arms and some experiences of others.

The Newway arms look like they came off a tank compared the arms built inhouse.

The years that Brett Wolfe refers to are correct, those are the years of the inhouse built arms and are scattered around to different years on different models. Brett has a vast knowledge base and offers very sound and valuable advice.

Best of Luck. I had Monroes on and took them off and put the Koni FSD in front. It did make it roll better on the small road cracks but there are some situations where it feels like you hit a curb head on. On a bridge transition, either up or down, sometimes it is extremely rough. I start out in the morning usually about 3-4 lbs light on the tires and as they warm up while traveling, they began to ride rougher also. It seems to be a combination of several things on this chassis. When I replaced tires 2 years ago, I went from the g159 to the 670RV and that helped some. I also went up one size. Most days are acceptable, but there are some stretches of pavement scattered around that the m4r does not care for at all.

The other info from Brett regarding Monaco's position is pretty much correct. The Source engineering firm is the place to go for parts and it appears they are getting lots of business lately.

Best of luck and happy trails Bert



gbrinck

Aug 10 2009, 02:35 PM

Post #



Newbie

8

Group: Members

Posts: 8

Joined: 7-March 09

From: Silver Springs, FL

Member No.: 1,368

Gary Brinck aka "RV Roamer"
 2004 American Tradition
 2007 GMC Acadia

The Roadmaster RV chassis is built by an separate company, Custom Chassis, which is jointly owned by the old Monaco and Navistar (which also owns Workhorse Custom Chassis). Unfortunately, Custom Chassis also filed for bankruptcy when their best and only customer, Monaco, ceased production. They should make a comeback when Monaco LLC gets going and starts buying chassis again. Whether Roadmaster Custom Chassis would honor a warranty on the chassis is perhaps another question, but maybe the NHTSA could look into it.



luv2trav

Aug 11 2009, 04:35 AM

Post #

Newbie

1

Group: Members

Posts: 2

Joined: 28-March 09

Member No.: 2,077

I have a 07 Monaco Cayman that was not part of the recall. Shortly after purchase, we noted the coach didn't handle right. Back and forth it went to the dealer for service-they thought it was alignment, ride height etc. My husband finally took it to a truck suspension/alignment shop and to our surprise they called us an hour later and said that the rear trailing arm was broken and the coach was not safe to drive. There was evidence that it had been broken for a while. I was very upset because we owned the coach for about 5 weeks and how did it pass inspection??? The dealer would not take responsibility for it...Monaco shipped the part and our service contract picked up the labor. Still feel let down by the dealer... have to wonder because ours was not part of the recall????

I notified NHTSB and others but nobody seemed to care

Local: 360-736-9494
Toll Free: 877-786-1576
Web: brazel.srv.com

Pd ^{9c} N/C 36 0-756 9497
REPAIR ORDER

REPAIR ORDER

NAME [REDACTED]
ADDRESS [REDACTED]
CITY, STATE
Yuma, AZ. [REDACTED]

QUAN.	PARTS NO.	NAME OF PART	PRICE	CUSTOMER'S INFORMATION			
1	UTRR4	Trailing Arms	12.00	DATE 1-23-10	CUSTOMER'S ORDER NO.	WHEN PROMISED	PHONE
2	9805-1020	Roni FxR Ea	170.00	YEAR • MAKE • MODEL 02 RM Cayman		SERIAL NO. 1TRF313 26121	
2	9805-1022	Roni Rear Ea	170.00	LICENSE NO. OR	ODOMETER 36621.	WRITTEN BY CL	
				ACCESSORIES		LABOR ONLY	
				Install Trailing Arms		1505.00	
				Install Roni FxR		115.00	
						PARTS	
						ACCESSORIES	
						MISC. MERCHANDISE	
						SUBLET REPAIRS	
TOTAL PARTS				TOTAL ACCESSORIES			
MECHANICS RECOMMENDATIONS				☐ RETAIN PARTS ☐ DESTROY PARTS		TAX	
06/11 451 5287-1522-4537-1036				ESTIMATED MONTHLY PAYMENTS		TOTAL	

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE CAR, TRUCK OR VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE CAR, TRUCK OR VEHICLE TO SECURE THE AMOUNT OF REPAIRS THEREON.

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

TEARDOWN ESTIMATE - I UNDERSTAND THAT MY CAR WILL BE REASSEMBLED WITHIN _____ DAYS OF THE DATE SHOWN IF I CHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED.

1. I request an estimate in writing before you begin repairs. _____
2. Please proceed with repairs, but call me before continuing if the price will exceed \$ _____
3. I do not want an estimate. _____

REPAIR ORDER

4

Repair Item #3
Complaint Customer states Recall #05V053000 Plt 17 Trailing Arms (PARTS HERE)

Date Start 6/17/2005

Date Complete 6/17/2005

Cause TRAILING ARM RECALL

Correction REPLACED U-BOLTS AND SPACERS

Comments

PARTS

Part No.	Part Name	Qty.	Price	Actual Billed
05V053000B	NHTSA RECALL TRAIL ARM & U-BOLTS MONACO & HOLIDAY RAMBLER UNITS - USA	1 - KT	Warranty	Warranty
Parts Subtotal				\$0.00

LABOR

Job OP Code	Sublet	Hours	Price	Actual Billed
22 53 0259RC		5.2	Warranty	Warranty
Labor Subtotal				\$0.00

LINE 4

Repair Item #4
Complaint Customer states D/S BEDROOM S/O LEAKS IN/OUT

Date Start 6/17/2005

Date Complete 6/20/2005

Cause BULB SEAL LEAKING

Correction REPLACED BULB SEAL WATER TESTED OK

Comments

PARTS

Part No.	Part Name	Qty.	Price	Actual Billed
12511255	SEAL DOUBLE BULB w/1-1/2" BLADE, BLACK ED50465 not sld/out	30 - LF	2.83	84.90
Parts Subtotal				\$84.90

LABOR

Job OP Code	Sublet	Hours	Price	Actual Billed
23 00 0156NP		4	356.00	356.00
Labor Subtotal				\$356.00

LINE 5

Repair Item #5
Complaint Customer states BACKUP CAMERA WAS INTERMITTEN, NOW DOES NOT WORK AT ALL

Date Start 6/17/2005

Date Complete 6/17/2005

Cause BAD MONITOR

Correction REPLACED MONITOR TESTED OK

Comments

06/20/2005 GW CARL REPEATED ISSUES IN CALL SHEETS

PARTS

Part No.	Part Name	Qty.	Price	Actual Billed
16615225	Camera rear vision 7" JENSEN (CAMERA ONLY) N/A WHEN OUT	1 - EA	Goodwill	Goodwill
08408437	BRKT SLIDING DR PDL300	1 - EA	Goodwill	Goodwill



MONACO RV

A N/C STAR COMPANY

Monaco RV, LLC
91320 Coburg Industrial Way
Coburg, OR 97408 USA

W: monaco-online.com

February 11, 2010

[REDACTED]
Yuma, AZ [REDACTED]

RE: 021719073283200 [REDACTED]
VIN: 1RF31326121 [REDACTED]

Dear [REDACTED]

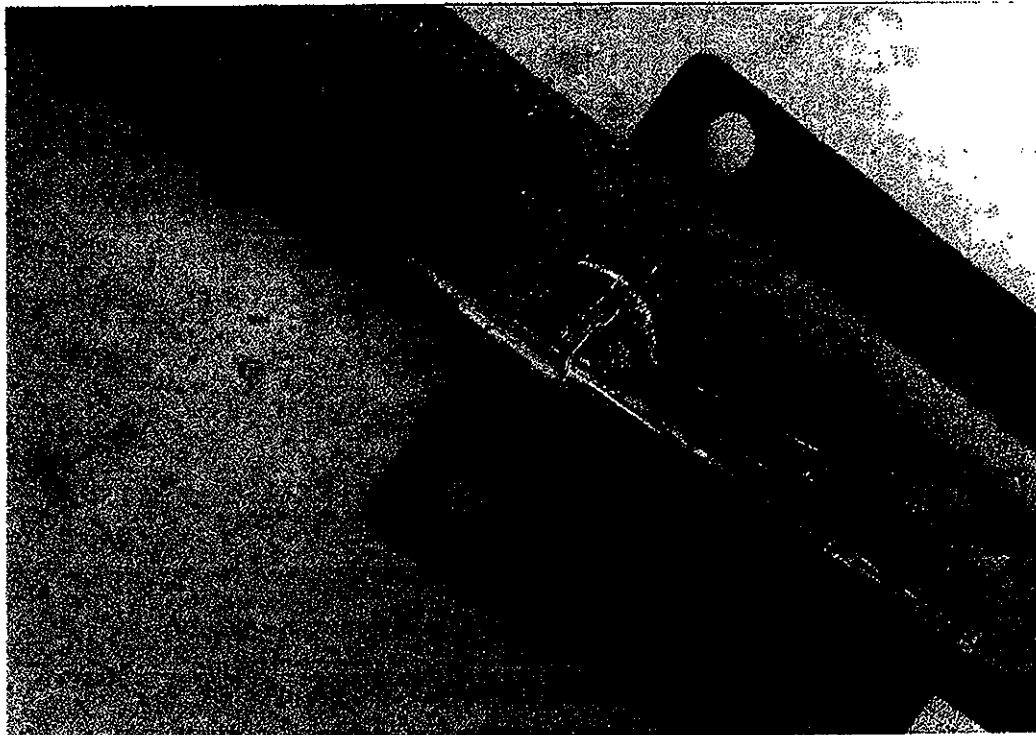
Monaco RV, LLC has received your request regarding recall 05V053000 (Rear Trailing Arms). Please be advised that Monaco Coach Corporation is no longer in business, and that company's name has been changed to MNC Corporation. Monaco RV, LLC is not Monaco Coach Corporation / MNC Corporation. However, Monaco RV, LLC has acquired some of MNC's formerly proprietary records and other information about its vehicles. According to those records, the 2002 Monaco Cayman serial number 021719073283200 [REDACTED] with the Roadmaster Vehicle Identification Number 1RF31326121 [REDACTED] had recall 05V053000 performed in June of 2005. According to RO# 80072079, from the Bend Service Center, the work performed to satisfy the recall included replacement of the u-bolts and spacers. The trailing arms were not replaced.

Please be aware that Monaco RV, LLC did not assume the liability of MNC Corporation and therefore, the expenses associated with performing repairs related to recalls will not be reimbursed by Monaco RV, LLC.

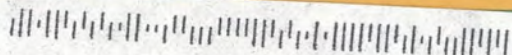
If you should have additional questions, we will do our best to help you based on the available records. You may call us toll free at (800) 685-6545.

Sincerely,

Angela Brooks
Recall Administrator



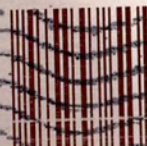
Yuma, AZ



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(NVS-210)
400 Seventh Street SW
Washington, DC 20590