

March 26, 2010

To Whom It May Concern:

Re: 2005 Holiday Rambler Neptune VIN #1RF51334951 [REDACTED]

This letter is in regards to our 2005 Holiday Rambler Neptune motor coach, produced by Monaco and purchased at Rangitsch Brothers RV in Missoula, MT. On March 2, 2010, we were traveling on a freeway near Las Vegas, NV, when the rear suspension broke in two. Enclosed is a picture of the broken suspension arm.

Gilles Gagne at Las Vegas Freightliner, who repaired the suspension, has repaired other coaches with the same problem. The new suspension appears to be much stronger.

Someone at Monaco was contacted regarding this problem, and they denied that it was a recalled item. However we were able to find a recall on the National Highway Traffic Safety Administration's website that pertained exactly to our 2005 Holiday Rambler Neptune. That recall number is R04062.

The original suspension is unsafe and anyone with this type should be notified before they have a similar incident. It was the opinion of many at Las Vegas Freightliner that we were extremely lucky to not have been in an accident because of this issue. Also, if it is indeed a recalled item, the manufacturer's product insurance should be paying for the replacement.

Thank you for your attention to this matter.

Sincerely,

[REDACTED]

## SILVER STATE TRUCK &amp; TRAILER

3701 Freightliner Drive Las Vegas Freightliner  
N. Las Vegas, NV 89081  
(702) 643-0313

CUSTOMER INVOICE

REMIT TO:  
P.O. Box 60816, Los Angeles, CA 90060-0816

03-15-10

CUSTOMER NAME  
CASH SALES  
[REDACTED]  
HAMILTON, MT. [REDACTED]

NUMBER 106  
PHONE [REDACTED]  
P.O. NO.  
COMPLETE 03-08-10

REPAIR ORDER NUMBER  
VS74600

DATE 03-02-10 09:05  
SVC WTR GG \*GG

SERIAL NO. 1RF51334951 [REDACTED] UNIT NO. RV  
YEAR/MAKE/MODEL - 2005 MONACO NEPTUNE  
ENGINE/MODEL/SERL  
TRNS/MODEL/SERL -  
RXLS MODEL/SERL -  
SELL DLR

MILEAGE 41908  
LICENSE  
CPL/ARRG  
R RATIO  
TAG # C809  
DEL MILE

DEL DATE

- 1 CHECK AND REPAIR BRAKES AS NEEDED  
CHECKED BRAKES ALL AROUND, 80% LEFT. CLEANED AND ADJUSTED SYSTEM. CHECKED  
FOR PROPER OPERATION, SYSTEM FUNCTION NORMAL.

TOTAL LABOR

238.00

- 2 CHECK AND REPAIR SUSPENSION AS NEEDED  
CHECKED SUSPENSION AND FOUND RIGHT REAR SUSPENSION SIDE LOWER CONTROL  
ARM BROKEN AND LEFT SIDE CRACKED. RIGHT SIDE AIRBAG DAMAGED AND LEAKING  
RAISED COACH, REMOVED WHEELS, SHOCKS, STABILIZER BAR AND AIRBAG. CUT THE  
U BOLTS AND REMOVED BOTH LOWER CONTROL ARMS. INSTALLED NEW LOWER  
CONTROL ARMS (UPGRADED SYSTEM), NEW U BOLTS AND TORQUED ALL COMPONENTS  
TO 400 FT/LBS. INSTALLED NEW AIRBAG AND REINSTALLED ALL REMOVED  
COMPONENTS. ROAD TESTED FOR PROPER OPERATION, SYSTEM FUNCTION NORMAL.

TOTAL LABOR 1309.00  
TOTAL PARTS 2080.47  
TOTAL FREIGHT IN 210.00

VE43591. 1 TRA1003 SUP KIT 1897.50  
VE43594. 1 1R11-200 Air Sprin 182.97  
1 FREIGHT IN 210.00  
B/O RELEASE VE43594 CONFIRM # 104523

SHOP SUPPLIES-TIER 2/3 10.00

CONTINUED

FleetLogic  
Las Vegas (702) 208-1331  
Fontana (909) 510-4060  
Long Beach (562) 415-2234

SILVER STATE TRUCK & TRAILER  
3701 Freightliner Drive Las Vegas Freightliner  
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PAGE 2

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CASH SALES

NUMBER 106  
PHONE [REDACTED]

REPAIR ORDER NUMBER  
¢¢¢¢ VS74600

|                        |         |
|------------------------|---------|
| PARTS FREIGHT COLLECTE | 210.00  |
| SALES- RETAIL LABOR    | 1547.00 |
| SALE-PARTS RETL SERV   | 2080.47 |
| SHOP SUPPLIES COLLECTE | 10.00   |
| SALES TAX              | 186.34  |
| PLEASE PAY THIS TOTAL  | 4033.81 |

DISCLAIMER OF WARRANTIES

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY MANUFACTURER, IF ANY. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE COMPANY NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

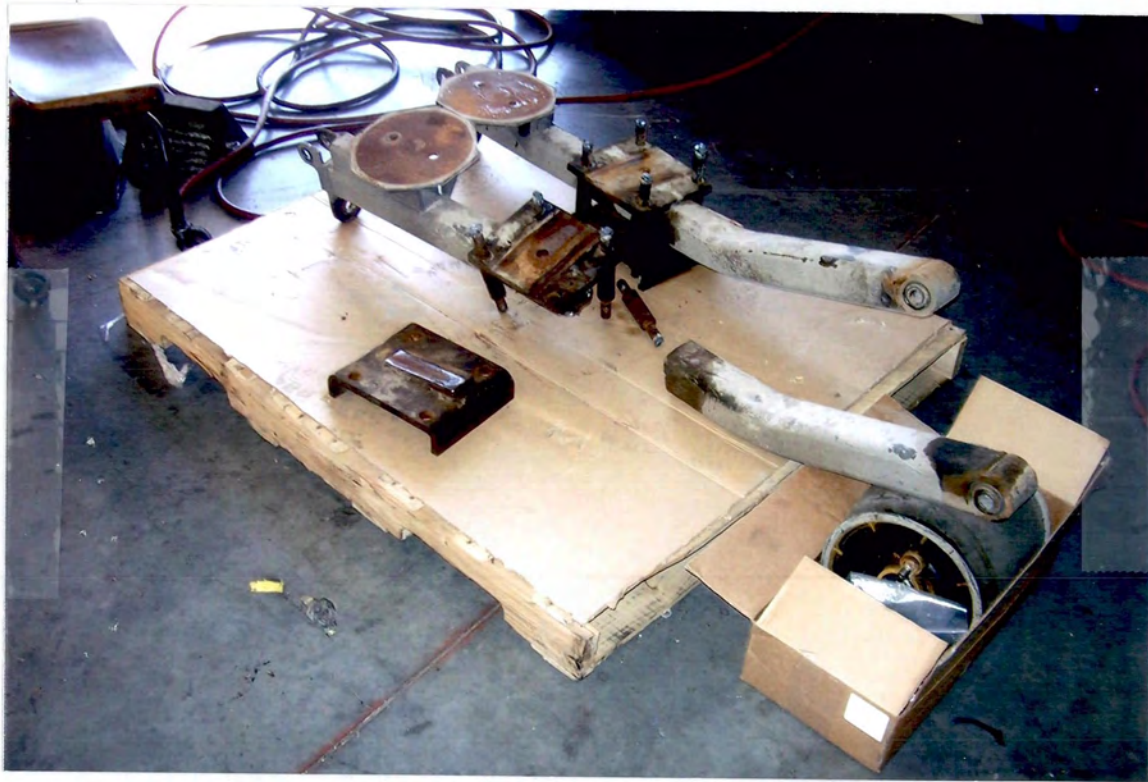
WE HEREBY CERTIFY THAT THESE GOODS WERE PRODUCED IN COMPLIANCE WITH ALL APPLICABLE REQUIREMENTS OF SECTIONS 6, 7 AND 12 OF THE FAIR LABOR STANDARDS ACT OF 1938, AS AMENDED AND OF REGULATIONS AND ORDERS OF THE ADMINISTRATOR OR WAGE AND HOUR DIVISION ISSUED UNDER SECTION 14 THEREOF.

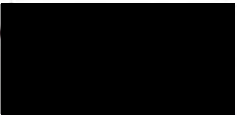
CLIENT AGREES THAT JURISDICTION AND VENUE OF ANY DISPUTE, CLAIMS OR LAWSUITS BETWEEN CLIENT AND LATC REGARDING ANY MATTER, INCLUDING, BUT NOT LIMITED TO SERVICES PROVIDED OR GOODS SOLD BY THE COMPANY TO CLIENT OR ON CLIENT'S BEHALF, SHALL BE EXCLUSIVELY IN THE SUPERIOR COURT OF LOS ANGELES COUNTY, CALIFORNIA SOUTHEAST DISTRICT - NORWALK. CLIENT AGREES TO BE SUBJECT TO THE JURISDICTION OF CALIFORNIA IN ANY SUCH DISPUTE.

PLEASE READ TERMS AND CONDITIONS ON OTHER SIDE BEFORE SIGNING.

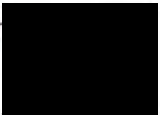
RECEIVED BY : \_\_\_\_\_

ck [REDACTED]  
Cash ret. 66.19





Hamilton, MT



NHTSA Headquarters  
1200 New Jersey Ave. SE  
West Building  
Washington, DC 20590

