

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

From: [Reid, Randy \(NHTSA\)](#)
To: [Gee-walford CTR, Tameika \(NHTSA\)](#)
Subject: FW: 363456 : A notice from the Washington State Attorney General's Office
Date: Thursday, April 15, 2010 8:18:24 AM

Tameika, please upload this complaint into the system and assign to a writer for response.

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From: [REDACTED]
Sent: Wednesday, April 14, 2010 3:55 PM

A)

Subject: 363456 : A notice from the Washington State Attorney General's Office

ATTORNEY GENERAL OF WASHINGTON
Consumer Protection Division
103 East Holly Street, Suite 308 Bellingham, WA 98225-4310 (360) 738-6187

4/14/2010

National Highway and Traffic Safety Administration
400 7th
Washington, DC 20590

RE: Monaco Coach
File #: 363456

Dear National Highway and Traffic Safety Administration:
We have received the enclosed information.
Our office is mediating the matter through our informal voluntary mediation process, but wanted to forward a copy to your agency to review as well.
Please contact me if you have any questions.

TRAVIS B. ROBERTS
Complaint Analyst
Consumer Protection Division
(360) 738-6187

Enclosure(s)

COMPLAINT SUMMARY
Consumer Information

[REDACTED]
Address:

[REDACTED]
Centralia, WA [REDACTED]

[REDACTED]
Evening Phone:

[REDACTED]
Age Group (optional):
40-49

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

Yes

Names and addresses of any other complainants involved:

ETHOMPSON

4/20/2010

CW

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

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:

Explain your complaint in detail:

We currently own a 2003 Cheetah Safari Motor home. There was a recall due to driving safety on this vehicle by the Safari Motorhome Corp. The problem stems from the control arms (steel supports) that support the transmission above the rear diesel engine. At some time the crack and break. Not that the "can" break- that they "WILL" break and at that time can cause not only serious damage to the coach it's self but accidents that could kill people. Safari did put "new" supports under some coaches- HOWEVER-it was with the very same product that breaks. They openly will admit this fact. Since 2006, Safari went bankrupt and was bought out by Monaco Coach, LLC. They exempted themselves from recall responsibility- leaving it to the consumer to repair at their own cost- a fix of approximately 3500.00. If you do not repair the issue- it will break and cause great damage and possible human injury or death. It seems to me that someone should be held responsible for this situation- Roadmaster constructs this chassis for the motor coach industry- this same design to this day- I believe that Roadmaster should be held accountable to the consumer for putting an inferior product under a large class A diesel coach that can not handle the weight and road stress. There are hundreds of these coaches on the road all over the USA. I would appreciate someone in my corner that can hold the industry accountable for this product- especially since you are talking about a product that was well over 180,000.00 at purchase.

Expected resolution details: provide aftermarket product to repair issue
What do you think the business should do to resolve your complaint? (circle one)
Prf

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

Received via the Internet

City and State where signed

CENTRALIA, WA