

CL-10485683-3064

U S Department of Transportation  
National Highway Traffic Safety Adm.  
400 Seventh Street S. W.  
Washington D. C. 20590

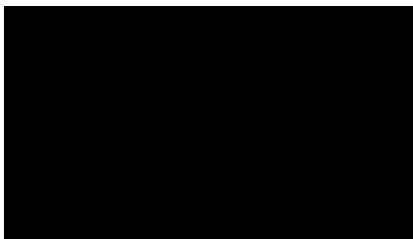
INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

November 4, 2012

The attached letter we are sending you refers to NHTSA Campaign # 05V-053 .

We were never advised by anyone until now of the problem. The question is are there still more vehicles on the road with this problem?

Respectfully Yours



[Redacted]  
Brentwood, Ca [Redacted]

Nov  
11/20/12  
[Signature]



Brentwood CA

November 4, 2012

The Choice  
Administrative Offices  
400 Metro Place North Suite 300  
Dublin, Ohio 43017

Re: The Choice Protection Plan #005496624

To Whom It May Concern:

We are writing in regard to our 2005 Monaco Cayman Motorhome. On 09/04/2012 we started on the second leg of our trip, about one hundred miles from home. As we approached the on-ramp to the freeway we swayed a bit and when we actually got on the freeway at a speed of 50 mph, I put the brakes on to slow down and that is when the terror began. The Motorhome began to sway like a pendulum, perhaps ten times until the motion stopped, Fortunately there was an off-ramp and we took it, going back to the campground we just departed from.

We were able to contact Choice on 09/05/2012, We were given names and telephone numbers of three towing companies, I called the first one on the list, ABC Towing, You should have the other two companies on your recording. Out of business or no response. Called again, what should we do about the towing I asked? Choice Protection had no idea. On our next call to you we were told to find a firm who had a business license. We found a firm named Road Runner Mobile Truck Repair, they visited the site. The mechanic tried to reach you but could not reach you because of the time difference. The opinion of the mechanic was that we had broken trailing arms, too unsafe to move the rig and too tall for a trailer on California roads.

The mechanic called his boss, and gave the numbers of the part and told him to order them. Being a mobile firm and no office staff to pursue the details of insurance. They passed us on to Martin's Truck Repair in Windsor, California. Martin's is on Choice's list!!!! On 09/11/2012 we drove up to the local UPS facility and picked up the part. Then we went to Martin's to deliver the trailing arm. A call was made to Choice from the manager of Martin's, and he was told someone would get back to him. Two days later without hearing from your company, we decided to have the repairs done on site. The motorhome could not be moved from the campground and we thought it was best to get on with our life. Everytime we went North for motorhome business, we had a round trip of two hundred miles. It took us four round trips to get parts and repairs done.

We were told you would be in touch and we have never heard from you. We were never notified that the Cayman had a recall of the trailing arm. What is a consumer to do? We're very thankful that we survived this horrible experience

Sincerely,

cc: US DEPARTMENT OF TRANSPORTATION/NVS-215 05V-053  
MONACO COACH CORPORATION

**Remedy:**

DEALERS WILL INSPECT THE REPLACE THE TRAILING ARMS FOR CRACKS AND REPLACING THE TRAILING ARMS AND U-BOLTS IN THE REAR SUSPENSION OF THE MOTORHOMES. THE RECALL IS EXPECTED TO BEGIN JUNE 2005. OWNERS SHOULD CONTACT MONACO AT 1-800-685-6545.

**Notes:**

MONACO RECALL NO. R4062. CUSTOMERS CAN ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-888-327-4236.

Effective October 21, 2004, a manufacturer must provide an estimated dealer notification date as well as an owner notification date (month/day/year) when submitting a defect/noncompliance report (Part 573.6).

I have reviewed your proposed owner letter and it does not meet the requirements of Part 577.

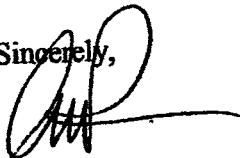
On the fifth paragraph, end of the sentence, a risk needs to be added, i.e., "...a driver of the motorhome could possibly lose control of the motorhome and a crash may occur without prior notice."

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. As stated in your report, the recall is expected to begin on June 2005. Therefore, the first quarterly report will be due by July 30, 2005.

Your contacts for this recall will be Pat Wallace or Delia Lopez, who may be reached by phone at 202-366-5232 or 202-366-9525 or by email at [patricia.wallace@nhtsa.dot.gov](mailto:patricia.wallace@nhtsa.dot.gov) or [delia.lopez@nhtsa.dot.gov](mailto:delia.lopez@nhtsa.dot.gov). We look forward to working with you for successful completion of this recall campaign.

Sincerely,



George H. Person  
Chief, Recall Management Division

*We were Never Notified*

*11-6-2012*

*Monaco is no longer in business  
They bankrupted and were purchased by  
another company*

[Redacted]  
Brentwood CA

WS24.3EF

LAKELAND CA 945  
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