

The Dwayne Clark Corp.

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Mark Kealoha
Sales Manager
Monaco Coach Corp.
91320 Coburg Industrial Way
Coburg, Oregon 97408

Dear Mr. Kealoha;

We felt compelled to write to express how pleased we were with the service provided by your dealer, DeMartini RV Sales in Grass Valley, California. We arrived in Grass Valley on Tuesday afternoon the 20th of November for the purchase of our 2008 Executive. We took possession of the new coach the next afternoon and had a good walk through with the dealer. We arranged for a space to stay for the next few days in a local RV park which we thought had cable TV hookups.

We were shocked to learn that Monaco had quit providing satellite receivers with the coach and that we needed to purchase those directly. Being good Dallas Cowboy fans, we wanted very much to watch the ball game on Thanksgiving while we enjoyed the day in our new coach. Since the RV park had cable we assumed we would be able to do so and then purchase the receivers later.

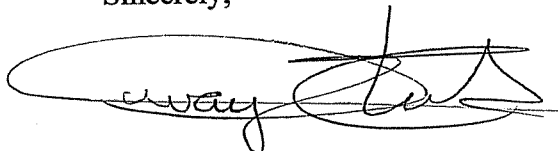
To our dismay we learned, upon hooking up at the park, that they did not have cable and that you could not get TV service without a satellite dish. As you might imagine we slid into deep depression- - no TV- no ball games- just Thanksgiving in a new coach a long way from home.

About an hour after we had set up in the park to our surprise three men from DeMartini RV showed up at our door to install a receiver for our living room TV's. They were namely; Kevin, Service Manager, Mike, electronics technician and Mr. Tim DeMartini himself. They had called the RV park to make sure we would have cable service and upon finding out that there was no cable service available they preceded to remove a receiver from another coach and bring it to us so we might enjoy Thanksgiving better and be able to see the games. This was the night before Thanksgiving ! It was almost 7:00 PM before the finished hooking it

up and Mr. DeMartini was the last to leave. We could not help but wonder how many dealerships care enough to make this kind of effort to please their customers.

Monaco has a good one here- do what you can to help them remain a Monaco dealer.

Sincerely;

A handwritten signature in black ink, appearing to read "Dwayne & Paula Clark", written over a large, horizontal oval scribble.

Dwayne & Paula Clark

Coach # 606814

Copy: Tim DeMartini