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Robbin Gould, Editor  
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Dear Editor:

The RV community appreciates hearing about excellent service to us through your publication. I hope you will publish the following account of a situation I found myself in recently. DeMartini RV in Grass Valley, CA provided me with exceptional service after finding out that Monaco had cancelled appointments for service.

**For Publication**

As in many new motor homes, my 2007 Monaco Knight came without a propane oven. While the convective microwave does well, I do a lot of "boon docking," and I hate to fire up the generator to cook a meatloaf or a pie. The Monaco factory in Oregon scheduled me into their facility in early March to install a range in place of the cook top.

I was leisurely making my way through California when another Monaco owner advised me that Monaco had reduced its work force, and I should call them. Sure enough a call to Monaco revealed that they had cancelled all appointments, but they recommended a dealership about fifty miles from where I was camped. In fact, they arranged with DeMartini RV in Grass Valley, California to do the work. Kevin Parker, their service manager, called me in about 30 minutes. They not only had the parts, but they could get me in the next day.

When I arrived at DeMartini, I was met by Kevin and Larry Fontez, their parts man, who immediately removed any reservations I had about their service and capabilities. To start with, the facility is brand new, but I soon became aware that this was a long-time RV dealer with an excellent reputation in a new facility. Kevin got his people to work on my rig and finished me up the next morning. The work was as good (maybe better) than I could have hoped for even in the factory. Getting me in with one day's notice is remarkable in itself. This is an outstanding RV dealership with a truly professional staff. Needless to say, the above-what-you-would-expect workmanship and pleasant environment of DeMartini RV made me "a happy camper." I cooked a pie in my new oven that night!

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