

[REDACTED]  
[REDACTED]  
Bend, Oregon [REDACTED]  
[REDACTED]

July 2, 2006

National Highway Traffic Safety Administration  
US Department of Transportation  
400 Seventh Street SW  
Washington, DC 20590

10162652

JUL 13 11 51 52

Re: 2006 Monaco Knight 40 PLQ  
VIN # 1RF42464362 [REDACTED]

Dear Sirs:

We took delivery of this motorhome in January 2006 and there is a serious issue with the windshield wiper mechanism. At highway speeds, the wipers go too far to the left where the windshield curves sharply to meet the sidewall and they stick there. I called Monaco about this problem and they suggested we adjust the angle of the wiper blade. We did that and it helped a little, but now the wiper does not clean the water off the windshield as well. We then took the vehicle to the dealer so they could check the linkage and mechanism. They said everything appears to be okay. On our next trip, we again encountered rain and again had the issue with the wipers sticking. We took the vehicle back to the dealer and at the suggestion of a Monaco technician, they installed springs called "snuggies" which held the wipers more tightly against the windshield. They also checked and adjusted the wiper motor and mechanism. We then left for a two week trip to Canada.

On our return, it rained most of the day and we again had serious issues with the windshield wipers. At speeds less than 50 MPH, the "snuggies" definitely improved the performance of the wipers. Between 50- 60 MPH, the force of the wind hitting the windshield forces the tip of the left hand wiper to hit the frame of the windshield. At this point, the wiper is half on and half off the severe curvature of the windshield. Sometimes the wiper will stick here, and sometimes it won't. If it doesn't stick, it will sit there and shake for a second before the wiper motor can bring it back to the center of the windshield. At 65 MPH, the wiper will hang up on the left side almost every time. Most of the time, it will return to center when my speed is reduced and there is less air current hitting the windshield. There were two times when I had to slow to 35 MPH for this to occur. Slowing to 35 MPH on the interstate where traffic is flowing at 70+ MPH is not a safe condition. Two other times, the wipers never returned to center and I had to pull off the interstate to manually pull the wipers over the curvature of the windshield. They also stuck when we were on a two-lane highway and there was no shoulder and no place to pull off, so I had to stop in the middle of the highway to manually free the wipers.

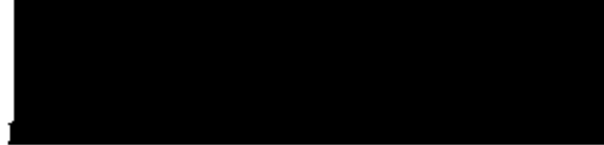
This is unacceptable and is unsafe. I drive in fear of the rain. The "snuggies" are a band-aid, not a fix. The whole wiper mechanism is not substantial enough for the size of the windshield and the amount of wind hitting the windshield. I believe the arms are too long and they are not heavy enough to withstand the forces being applied to them. There is too much play in the linkage. I

Sullivan  
7/14/06

also believe the motor is too weak to make the wipers function properly. How many times can the wipers stick before the motor burns up?

We will be taking the vehicle back to the dealer next week and hopefully this issue can be resolved, but I can't believe that we are the only ones having this issue. That is why we are contacting you. This is a serious safety issue and it needs to be resolved before there are accidents, not after.

Sincerely,

A large black rectangular redaction box covers the signature and name of the sender.

cc: Monaco Coach Corporation  
All Seasons RV and Marine