

April 8/2017

[REDACTED]
Florence, ALINFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)Administrator, NHTSA
1200 New Jersey Ave. SE
Washington, DC 20590

APR 13 2017

RE: Complaint Safety Re-Call 10V-466

Dear Sir,

I purchased this 2011 MONACO MONARCH MotorCoach, VIN 5B4MP67G593 [REDACTED] on 4/19/2016. I have taken three trips and on the last was "caught in" rain. The wipers reacted by not covering the windshield, then stopping altogether.

I found in the package of owner's information a safety recall notice (re: 10V-466) which states "the windshield wipers system may become inoperable without warning resulting in reduced driver visibility. **RISK TO MOTOR VEHICLE SAFETY.** Decreased driver visibility may increase the risk of a crash possibly resulting in property damage, personal injury, or death."

With the paper work was the Dealer Claim Form. **NOT** filled out! I called MONACO. I was informed the recall work had been performed for the previous owner. When I asked why the paper work had not been filled out, the MONACO representative had no answer. I need this dangerous situation fixed. I believe the MONACO representative was not giving me correct information. When and how do I get it repaired? There is competent mechanics in my area, if the parts and instructions are available.

[REDACTED]
[REDACTED]
[REDACTED]
Florence, AL

Email: [REDACTED]

Phone: [REDACTED]

Cc: MONACO INC.

Enclosed: Copy Safety Recall 10-466

" Customer Notification / Dealer Claim Form

AM
4.25.17
W



MONACO RV

A NAVISTAR COMPANY

Monaco RV, LLC
93320 Coburg Industrial Way
Coburg, OR 97408 USA

monaco-online.com

SAFETY RECALL – 10V-466

OCTOBER 2010

Dear Monaco RV Customer,

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Monaco RV has decided that a defect which relates to motor vehicle safety exists in certain Monaco Monarch and Holiday Rambler recreational vehicles built 11/12/08 thru 6/25/10.

REASON FOR THIS RECALL

The windshield wiper system may become inoperable without warning resulting in reduced driver visibility.

RISK TO MOTOR VEHICLE SAFETY

Decreased driver visibility may increase the risk of a crash possibly resulting in property damage, personal injury, or death.

DEFECT REMEDY

The remedy will involve the inspection and correction, if necessary, of the windshield wiper system for correct linkage length, wiper mechanism travel clearances, wiper blade park position, and wiper arm mounting fastener torque. Dealers have instructions to repair your vehicle and will be able to order parts once an appointment is made. The repair will be performed free of charge and may take up to 2 hours to complete.

ACTIONS YOU SHOULD TAKE

Monaco RV's records indicate that you own a vehicle involved in this recall. The vehicle is identified on the enclosed Recall Notification Form.

If you own this vehicle, please schedule an appointment with any Monaco RV dealer to have your vehicle repaired. Your nearest dealer may be located by calling 1-877-466-6226 or by visiting <http://www.monaco-online.com> and navigating to the dealer locator for your specific product make and model.

If you have already paid for repairs that corrected the defect, you may be eligible for reimbursement of certain repair expenses if they occurred 06/04/09 thru 10/31/10. Contact Customer Service at 1-877-466-6226 for more information.

If you are the lessor of this vehicle, please forward a copy of this notice to the lessee within ten days to comply with federal regulations.

If you do not own this vehicle, please fill out and return mail the postcard so that you will not be contacted again about this recall.

IF YOU NEED FURTHER ASSISTANCE

If you believe that Monaco RV has failed to remedy the defect without charge or within a reasonable time, please call toll free 1-800-685-6545.

You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, Washington, DC 20590; or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9152); or go to <http://www.safercar.gov>.

Monaco RV requests your prompt attention and patience regarding the correction of this defect and apologizes for any inconvenience this may cause you.

Monaco RV, LLC

Recall Campaign #
20 10V466000



Monaco RV

Monaco

Holiday Rambler

Customer Notification
and Dealer Claim Form

Odometer: _____

RFC Claim #: _____

Recall Campaign #: 20 10V466000

Description of Parts Replaced, if Component, Record Brand Name, Model and Serial Number.	Dealer Cost for Non Returnable Part	Description of Services Performed	Labor OP #	Time or Flat Rate	Labor Cost

Claim must be submitted within 15 days after completion of work
Return claim form WITH any returnable part, if required.

I confirm the performance of the above work and accept it as being satisfactory.

Customer Signature

Date

Dealer Signature

10/26/2010 20 10V466000

Date

123

Servicing
Dealer

MURPHYSBORO, IL
US

5B4MP67G593
110119023336102 100660



Monaco RV

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10V466000

RECALL NOTIFICATION
RETURN POSTCARD

S If Vehicle was sold/transferred return this postcard.	S ☐ I have already had the vehicle inspected and/or repaired at an authorized dealership.
E ☐ I have moved to this new address:	E On _____ 20 _____ the vehicle identified
C ☐ I no longer own the vehicle described below. It was transferred on _____ (Date).	C below was inspected and/or repaired by (Dealer)
T To: _____	T _____ in (City State)
I Name: _____	I Owner
O Address: _____	O Signature: _____
N City State: _____	N Date: _____
1 _____	2 _____
S ☐ I was unable to have the Recall Service Performed. On _____ 20 _____ I took the vehicle	
E identified below to (Dealer) _____ in (City & State) _____	
C but was unable to have the Recall Service performed because _____	
T _____	
I _____	
O Phone No.: () _____ Owner Signature _____	
N _____	
3 _____	

5B4MP67G593 10/26/2010 20 10V466000 123

MURPHYSBORO, IL
US

100660
110119023336102

S	I do not possess the vehicle identified above for the following reason:
E	
C	
T	
I	☐ Destroyed/Totaled
O	☐ Stolen
N	☐ Exported
4	

To the Owner: 20 10V466000

123

The enclosed letter describes a condition which may exist on your recreational vehicle. Contact an authorized dealer for an appointment to have service performed at no charge to you. *Please remove this return postcard and present the remainder of this form intact to the servicing dealer.* The dealer will complete the form and notify Monaco RV that your vehicle has been repaired.

Attn: Service Writer

If form is presented with postcard still attached, please remove at far left perforation and provide to owner.

Please give a copy of the this completed form to the owner, retain a copy for dealership records, and return original completed form to Monaco RV.

RETURN THIS POSTCARD IF: (Please Print)

- Section 1) You have moved or no longer own the vehicle.
- Section 2) You have already had the vehicle inspected and/or repaired by a dealer as instructed in owner letter.
- Section 3) You were unable to have the Recall Service performed.
- Section 4) The vehicle identified on the postcard has been exported, stolen or destroyed / totaled.

Florence, AL



BIRMINGHAM AL 350

10 APR 2017 PM 6 L



Administrator, NHTSA
1200 New Jersey Ave. SE
Washington, DC 20590

20590-

