



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

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

June 2, 2017

[REDACTED]
Florence, AL [REDACTED]

NEF-109 rrr
Ref. No. 10980708

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2011 Monaco Monarch recreational vehicle (RV). The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence. We regret any inconvenience our delay in responding may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that the windshield wipers failed on your RV during a recent trip. You assert that you found a package with owner information, including a safety recall notice (Ref. 10V-466) for a windshield wiper defect. You state that the package also contained a Dealer Claim Form for the recall, which was not completed. You contacted Monaco and a representative informed you that the recall had been completed by the previous owner. However, the representative had no answer on why the form had not been completed by the dealer. You do not believe Monaco is providing you correct information and request assistance on how to have your RV repaired.

We are aware of NHTSA Safety Recall Campaign No. 10V-466 for certain MY 2009 through MY 2011 Monaco Monarch RV's produced by Navistar. The recall addresses a problem with the windshield wiper system becoming inoperable without warning. We contacted Monaco on your behalf to see if they have a record of the recall being completed. Monaco's representative informed our agency that the recall had been completed, which is consistent with the information they gave you. In addition, there are no incomplete recalls on your RV at this time. Monaco could not provide further information regarding the incomplete Dealer Claim Form.



Monaco sent notifications to owners and dealers for Recall 10V-466 on October 28, 2010. Our records show that the first owner registered the RV on or about October 19, 2010, but may have taken actual possession of the RV sometime after that date. Also, please note that it is standard practice for manufacturers, distributors, and dealers to perform recall remedies on vehicles during transport or in their inventories before delivery to the owner. Therefore, it is possible that the recall was performed before the first owner took possession of your RV, hence the reason the form was not completed.

Chapter 301 of Title 49 of the United States Code (U.S.C.) requires a manufacturer of motor vehicles or motor vehicle equipment that contain a defect relating to motor vehicle safety or fail to comply with a Federal Motor Vehicle Safety Standard to remedy the defect or noncompliance one time without charge. Also, NHTSA cannot guarantee the success of the recall repair performed by a dealer. However, we do not have any evidence or reason to believe that the corrective action submitted by the manufacturer is not adequate. We recommend that you continue to work with Monaco and your local dealer for an amicable resolution to the windshield wiper repair on your RV.

I hope you find this information helpful. Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Auto Safety Hotline at 888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement