



August 28, 2008

VEHICLE SAFETY DEFECT SERVICE BULLETIN

Recall Campaign 08V257000 US Units

Recall Campaign 08-253 CN Units

Monaco File # R08017

Re: Safety Recall – Norcold Cooling Unit

Dear Monaco Coach Corporation Dealer:

Monaco Coach Corporation has decided that a defect which relates to motor vehicle safety exists in certain Norcold gas/electric refrigerators provided as standard equipment in certain vehicles manufactured from November 17, 1997 through July 15, 2002. Monaco has therefore initiated a voluntary safety recall campaign.

The affected vehicles are certain **Beaver Class A motorhomes**: 1999-2001 Contessa, 2000 Marquis, 1999-2002 Patriot and Patriot Thunder; **Holiday Rambler Class A motorhomes**: 1999-2002 Admiral, 2000-2001 and 2003 Ambassador, 1998-2001 Endeavor Diesel, 1999-2002 Endeavor Gas, 1999-2002 Imperial, 1998-2002 Navigator, 2001-2002 Scepter and 1998-2002 Vacationer; **Holiday Rambler travel trailers**: 1999-2000 Aluma-lite, 2000-2001 Alumascap and 1998 Alumascap DLX; **Holiday Rambler fifth wheels**: 1999-2000 Aluma-lite, 2000-2001 Alumascap, 1998 Alumascap DLX, 2000 Imperial and 2001-2002 Presidential; **Monaco Class A motorhomes**: 1999-2002 Diplomat, 2001 Diplomat LE, 1998 and 2000-2003 Dynasty, 2000-2002 Executive, 2000-2002 Knight, 1999-2001 Lapalma, 2000-2002 Monarch, 1999-2001 Signature and 1998-2002 Windsor; **McKenzie travel trailers**: 2001 McKenzie; **McKenzie fifth wheels**: 2000-2001 Grand Medallion, 2000-2001 Lakota and 2000-2002 Medallion; **Safari Class A motorhomes**: 2001 Panther and 2000-2001 Serengeti.

A copy of the notification letter that is being sent to owners is enclosed.

The National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall campaign of this type must be adequately repaired within a reasonable time after the owner has tendered it for repair. Generally, failure to repair within sixty (60) days after the owner's first delivery for repair is assumed to be an unreasonable delay.

THE ISSUE

On July 22, 2002 Norcold announced and undertook a motor vehicle equipment safety recall to address a potential fatigue failure in cooling units made by Norcold serving as components in Norcold refrigerator model numbers 1200LR and 1200LRIM built from December 1, 1996 to February 28, 1999. Monaco has determined that this recall should be extended to include cooling units serving as components in Norcold models 1200LR, 1200LRIM and 1201LRIM manufactured from March 1, 1999 to February 28, 2001. Each cooling unit under this extension has a serial number between 1008701 and 1273700, non-consecutively. The cooling unit serial number is located on the solution chamber, which can be viewed through the refrigerator vent door on the outside of your vehicle. The serial number on the cooling unit differs from the serial number of the refrigerator.

AFFECTED UNITS

If our records indicate that you have any of the affected vehicles in your inventory, you will also receive an owner notification letter identifying those units. *Federal law requires that any vehicle lesser receiving this recall notice must forward a copy of this notice to the lessee within ten days.*

THE REPAIR

The remedy will be retrofitting the cooling unit of the refrigerator with a Thermal Switch Kit if there are no signs of the cooling unit leaking. However, if the cooling unit does indicate signs of leaking, then it must be replaced. You should contact Norcold's Recall Center at 800-767-9101 for authorization to perform this repair as all claims and parts are to be handled by Norcold only. Please review the repair instructions from Norcold for further detail.

DEALER CAMPAIGN RESPONSIBILITY

All unsold new/used vehicles in dealer's possession and subject to this campaign must be held and inspected/repaired per the service procedure of this campaign bulletin before owners take possession of these vehicles. Dealers are to service all vehicles subject to this campaign at no charge to owners, regardless of mileage, age of vehicle, or ownership, from this time forward.

Owners of vehicles recently sold from your new/used vehicle inventory for which the dealer receives the owner recall notification are to be contacted by the dealer, and arrangements made to make the required correction according to the instructions enclosed with this bulletin. This could be done by mailing to such owners a copy of the applicable owner letter accompanying this bulletin. Please also notify Monaco Coach Corporation of any such owner you have received notification for.

In summary, whenever a vehicle subject to this campaign enters your vehicle inventory, or is in your dealership for service in the future, please take the steps necessary to be sure the campaign correction has been made *before* selling or releasing the vehicle.

Sincerely,



Michael R. Becker
Customer Service Manager
Monaco Coach Corporation

mb/ma

2008 Service Bulletin

08-08-03

August 26, 2008

To: Monaco Coach Corporation Dealers

Monaco Coach Corporation has been advised that Norcold has initiated a recall pertaining to the 1200LR and 1200LRIM models of gas/electric refrigerators manufactured during the period from March 1, 1999 through February 28, 2001. This recall scope is an extension of a previously released Norcold Recall (03V166000), however, it will be administered as a separate recall.

According to Norcold, current 1200LR and 1200LRIM model gas/electric refrigerators having COOLING UNIT serial numbers 1008701 through 12763700 may experience a leak in the cooling unit during operation in the AC electric mode. A refrigerator with a leaking cooling unit should not be operated until the cooling unit is replaced. Consumers should be reminded NOT to operate a refrigerator with a leaking cooling unit until the cooling unit is replaced.

Monaco Coach Corporation has filed this information with NHTSA under the recall number **08V257000** and with Transport Canada under recall number **08-253**, and has provided Norcold with a list of units that may be affected. Monaco Coach Corporation is conducting the notification of all customers and dealers, however, Norcold is processing all claims for payment. Please refer to the following information when ordering parts and/or submitting claims.

All claims are to be submitted to Norcold as per the guidelines in their notification letter.

Contact Norcold to order replacement-cooling units: 1-800-877-0488.

Contact Norcold for Refrigerator Technical Assistance: 1-800-444-7210, at prompt, select #1 twice.

Required Warranty Information

- Consumer name, complete address, and phone number
- Refrigerator Information
- Model Number
- Serial Number
- Cooling Unit Serial Number
- Date of Purchase

Parts required to be returned to Norcold:

- Cooling Unit

IMPORTANT:

Retain any reference number provided when ordering a recall replacement part direct from Norcold. This reference number must be used with all communications, as well as appearing on the recall claim form and on the outside of the package of any returnable part or assembly.

Monaco Coach Corporation Products affected by this recall:



1998 & 2000-2003 • Dynasty Class A Motorhomes
1998-2002 • Windsor Class A Motorhomes
1999-2001 • Lapalma Class A Motorhomes
1999-2002 • Signature & Diplomat Class A Motorhomes
2000-2002 • Executive, Knight & Monarch Class A Motorhomes
2001 • Diplomat LE Class A Motorhomes



1998-2002 • Navigator & Vacationer Class A Motorhomes
1998-2003 • Endeavor Diesel Class A Motorhomes
1999-2002 • Imperial, Admiral & Endeavor Gas Class A Motorhomes
2000-2002 • Ambassador Class A Motorhomes
2001-2002 • Scepter Class A Motorhomes

1999-2000 • Aluma-Lite Fifth Wheels
2000-2001 • Alumascape Fifth Wheels
2001-2002 • Presidential Fifth Wheels
2000 • Imperial Fifth Wheels
1998 • Alumascape Deluxe Fifth Wheels

1999-2000 • Aluma-Lite Travel Trailers
2000-2001 • Alumascape Travel Trailers
1998 • Alumascape Deluxe Travel Trailers



1999-2001 • Contessa Class A Motorhomes
1999-2002 • Patriot & Patriot Thunder Class A Motorhomes
2000 • Marquis Class A Motorhomes



1999 • Sahara Class A Motorhomes
1999-2000 • Serengeti Class A Motorhomes
2001 • Panther Class A Motorhomes



2000-2001 • Grand Medallion & Lakota Fifth Wheels
2000-2002 • Medallion Fifth Wheels
2001 • McKenzie Travel Trailers

Monaco Coach Corporation is distributing this recall notification, however, if you have any questions pertaining to this recall, Monaco Coach Corporation asks that you follow Norcold's request and contact them directly at (800) 877-0488.

NOTE: Multiple cooling units have already been repaired or replaced under warranty. Monaco recommends you contact Norcold for verification before proceeding with the recall.

Thank you for your assistance.



Chuck R. Zucker
Technical Coordinator Supervisor
Monaco Coach Corporation

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