



MONACO RV

A NAVISTAR COMPANY

November 4, 2010

**VEHICLE SAFETY DEFECT SERVICE BULLETIN**

**Recall Campaign 10V455000 US Units**

**Recall Campaign 2010-322 CA Units**

**Monaco File R10016**

**Re: Safety Recall – Dimplex Fireplace Remote Control Module**

Dear Monaco RV, LLC Dealer:

Pursuant to Dimplex North America's NHTSA recall 10E027000, Monaco RV, LLC has decided that a defect which relates to motor vehicle safety exists in certain vehicles built and/or sold by Monaco RV. The affected vehicles are certain **Holiday Rambler** 2009 Ambassador and 2009 Alumascap Suite; and **Monaco** 2010 Diplomat and 2010 Knight manufactured from April 24, 2008 through November 25, 2009 and shipped to dealers between July 9, 2009 and January 30, 2010.

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 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. In the owner letter, customers are instructed to contact Monaco RV, LLC Customer Service (877-466-6226) or the Recall Hotline (800-685-6545) if on the agreed service date or within 3 days of the agreed date the dealer does not remedy the condition.

**THE ISSUE**

The fireplace plug-in remote control receiver may overheat possibly resulting in a fire.

**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 lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.*

**THE REPAIR**

Dimplex North America is administering this recall. Dimplex will provide a replacement fireplace remote control kit. Dimplex can be contacted at 1-888-DIMPLEX (1-888-346-7539).

The vehicle owner is responsible for having this service action performed. Monaco RV, LLC specifically excludes coverage of incidental damages that may result from failure to have this recall performed. Please have this recall performed as soon as possible.

**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 RV of any such owner for whom you have received notification.

In the future, whenever any vehicle subject to this campaign enters your vehicle inventory, or is in your dealership for service, for any reason, please make sure the campaign correction has been made *before* selling or releasing the vehicle.

In addition to a letter, owners will also receive a recall notification/dealer claim form. The vehicle owner should present this form to you upon arrival for the service appointment. Please review the instructions on the face of the notification form and complete the claim portion when the repair is concluded.

Sincerely,



Michael R. Becker  
Warranty Manager

mb/ab