



Monaco RV, LLC
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MONACO RV

monaco-online.com

A NA:STAR COMPANY

SAFETY RECALL 10V-455

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 Holiday Rambler Alumascap, Holiday Rambler Ambassador, Monaco Diplomat and Monaco Knight vehicles built 4/24/08 thru 11/25/09 with an optional Dimplex fireplace with optional remote control unit.

REASON FOR THIS RECALL

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

RISK TO MOTOR VEHICLE SAFETY

A vehicle fire may result in property damage, personal injury, or death.

DEFECT REMEDY

Dimplex North America will provide a replacement fireplace remote control kit.

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,

1. Locate your remote control receiver behind the electric fireplace on your vehicle (if applicable, refer to the attached guide, "Remote Control Replacement Instructions for BF6000, BF6000*, DF2603, NNF5500"); remove the receiver from the

electrical outlet and unplug the fireplace from the receiver.

2. Locate the Model # / Doc. ID # and Date Code of the receiver using the enclosed bulletin, "How to Identify Recalled Plug-In Remote Control Receivers," as a guide.
3. Confirm that your remote control receiver is covered by this recall by comparing the Model # to the product list above. If your product is covered, please record the Model # / Doc. ID # and the Date Code for contacting customer service and continue to Step 4. The recalled receiver will be replaced with a new version, Model No. 1010-R* (note the asterisk *). On the new version, the name "Dimplex" appears on the front of the receiver in red. If yours is a Model No. 1010-R*, your remote has been replaced and you can continue to use it, but you should provide the vehicle information listed in Step 4 to Dimplex North America Technical Customer Service at the number provided in Step 6.
4. Note the make, model, model year and the vehicle identification number (VIN) of your vehicle.
5. Contact Dimplex North America Technical Customer Service at 1-888-DIMPLEX (1-888-346-7539) from 8 am - 4:30 pm Eastern Monday through Friday; when prompted, press "1" for "Customer Service" and then "1" again for "Parts Service and Technical Support"; and provide the operator the product and vehicle information you noted in step 4.
6. Dispose of the receiver.

If you need assistance locating the remote control receiver or locating the Model # / Doc. ID # or the Date Code on your receiver, you may contact Dimplex North America at the number listed in Step 6 for assistance.

If you have already paid for repairs that corrected the defect, you may be eligible for reimbursement of certain of those expenses. Contact Dimplex Customer Service at 1-888-346-7539 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, LCC

Enclosures:

Remote Control Replacement Instructions for BF6000, BF6000*, DF2603, NNF5500

How to Identify Recalled Plug-In Remote Control Receivers