



**Monaco RV, LLC**  
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monaco-online.com

**MONACO RV**

A NAVISTAR COMPANY

## SAFETY RECALL – 10V588

DECEMBER 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 models of Holiday Rambler, Monaco, and Safari motorhomes distributed or manufactured by Monaco RV. The suspect vehicles were built 6/29/07 thru 10/13/10 with Norcold 12 cu. ft. refrigerator.

### ***REASON FOR THIS RECALL***

The refrigerator cooling unit may overheat possibly causing a fire.

### ***RISK TO MOTOR VEHICLE SAFETY***

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

### **DEFECT REMEDY**

Norcold will remedy the defect by installing a thermocouple to better monitor the refrigerator cooling unit temperature. The repair will be performed free of charge and take approximately 60 minutes 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**, determine if the Norcold refrigerator installed in your vehicle is applicable to this recall. Applicable refrigerators are gas/electric model 1210 with serial numbers from 10517000 to 13088811. The refrigerator's serial number is located inside the fresh food compartment.

If you currently reside in the vehicle:

1. Set the refrigerator controls to "OFF".
2. Unplug the refrigerator through the service vent on the outside of the vehicle.
3. Contact your dealer, a Norcold authorized service center or Norcold's Recall Center at 800 767-9101 as soon as possible to get assistance. You may also find your nearest service center by using the locator at <http://www.norcoldrecall.com>.

If you do not currently reside in the RV:

1. Set the refrigerator controls to "OFF".
2. Unplug the refrigerator through the service vent on the outside of the vehicle.
3. Disconnect from shore power.
4. Contact your dealer, a Norcold authorized service center or Norcold's Recall Center at 800 767-9101 as soon as possible to get assistance. You may also find your nearest service center by using the locator at <http://www.norcoldrecall.com>.

**If you have already paid for repairs that corrected the defect**, you may be eligible for reimbursement of certain repair expenses. Contact Norcold customer service at 1-800-767-9101 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**