



Navistar, Inc.  
3033 Wayne Trace  
Fort Wayne, IN 46806 USA

P: 260-461-1890  
W: navistar.com

**RECEIVED**  
By Recall Management Division at 10:06 am, Nov 17, 2011

R. L. Van Laar  
Compliance Manager

November 16, 2011

Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington D.C. 20590

11V-557  
(3 Pages)

Subject: Defect Information Report (Initial)  
Navistar Campaign 11520

Dear Associate Administrator:

This defect information report is submitted pursuant to Part 573.6(a).

(1) *MANUFACTURER'S NAME* [Part 573.6(c)(1)]

- Navistar, Inc on behalf of Monaco RV, a wholly owned affiliate.

(2) *IDENTIFICATION OF VEHICLES* [Part 573.6(c)(2)]

- Vehicle Type / Make / Model / Model Year Involved:
  - Recreational Vehicle / Beaver / Contessa / 2009 – 2010
  - Recreational Vehicle / Beaver / Marquis / 2009
  - Recreational Vehicle / Beaver / Patriot / 2009
  - Recreational Vehicle / Holiday Rambler / Ambassador / 2011
  - Recreational Vehicle / Holiday Rambler / Endeavor / 2011
  - Recreational Vehicle / Holiday Rambler / Imperial / 2009 – 2010
  - Recreational Vehicle / Holiday Rambler / Navigator / 2010 – 2011
  - Recreational Vehicle / Holiday Rambler / Neptune / 2011
  - Recreational Vehicle / Holiday Rambler / Scepter / 2010 – 2011
  - Recreational Vehicle / Holiday Rambler / Trip / 2011
  - Recreational Vehicle / Monaco / Camelot / 2010 – 2011
  - Recreational Vehicle / Monaco / Cayman / 2011
  - Recreational Vehicle / Monaco / Diplomat / 2011
  - Recreational Vehicle / Monaco / Dynasty / 2009 – 2011
  - Recreational Vehicle / Monaco / Knight / 2011
  - Recreational Vehicle / Monaco / Signature / 2009 – 2011
  - Recreational Vehicle / Monaco / Vesta / 2011

- Vehicle Manufacturing Dates:
  - 1/11/2008 thru 4/15/2011 – All suspect vehicles
    - 06/04/2009 thru 04/15/2011 – Suspect vehicles manufactured by Monaco RV, LLC.
    - 01/11/2008 thru 06/03/2009 – Suspect unsold, finished vehicles that Monaco RV, LLC acquired from bankrupt Monaco Coach Corporation inventory and subsequently distributed through Monaco RV dealers.
- Other Identification Necessary to Describe Vehicles:
  - Equipped with an MCD brand front windshield shade.

*(3) COMPONENT MANUFACTURER [Part 573.6(c)(2)(iv)]*

- This report relates to a defect in the installation process of the front windshield shade, not the shade itself.

*(4) VEHICLE POPULATION INVOLVED [Part 573.6 (c)(3)]*

Type	Make	Model	Number of Suspect Vehicles		
			United States	Canada	Export
RV	Beaver	Contessa	4	4	0
RV	Beaver	Marquis	1	0	0
RV	Beaver	Patriot	2	0	0
RV	Holiday Rambler	Ambassador	38	12	0
RV	Holiday Rambler	Endeavor	56	14	0
RV	Holiday Rambler	Imperial	0	2	0
RV	Holiday Rambler	Navigator	5	3	0
RV	Holiday Rambler	Neptune	49	18	0
RV	Holiday Rambler	Scepter	10	6	0
RV	Holiday Rambler	Trip	23	5	0
RV	Monaco	Camelot	37	9	0
RV	Monaco	Cayman	66	15	0
RV	Monaco	Diplomat	129	17	0
RV	Monaco	Dynasty	28	10	1
RV	Monaco	Knight	112	8	0
RV	Monaco	Signature	1	1	0
RV	Monaco	Vesta	69	6	0

*(5) PERCENTAGE OF VEHICLES ESTIMATED TO CONTAIN THE DEFECT [Part 573.6 (c)(4)]*

- It is estimated that all (100%) of the vehicles in suspect population could have the defect.

*(6) DESCRIPTION OF DEFECT [Part 573.6 (c)(5)]*

- The front windshield shade may separate from the cabin body without warning possibly reducing the forward visibility of the driver. Reduced forward driver visibility may contribute to a vehicle crash potentially resulting in property damage, personal injury, or death.

*(7) CHRONOLOGY OF PRINCIPAL EVENTS WHICH LED TO DETERMINATION OF A SAFETY DEFECT or TEST RESULTS THAT LED TO DETERMINATION OF NONCOMPLIANCE [Part 573.6 (c)(6)/(7)]*

- 10/18/2011 – Monaco RV received a customer complaint of a windshield shade falling and reducing the driver's visibility.
- 10/18/2011 – 11/08/2011 – Monaco RV inspected vehicles in the field and manufacturing records and discovered that the windshield shade installation requirements were not consistently followed.
- 11/09/2011 – Navistar declares a safety recall.

*(8) PROGRAM TO REMEDY DEFECT [Part 573.6 (c)(8)]*

- The remedy will involve the replacement of the fasteners that mount the front windshield shade to the cabin body, the inspection of the shade mounting clips, and, if necessary, the installation and/or relocation of the shade mounting clips.

*(9) PLAN FOR REIMBURSEMENT [Part 573.6 (c)(8)(i)]*

- Instructions on how to obtain reimbursement for repairs completed prior to recall release will be included in the owner notification letter.

*(10) SCHEDULE FOR RECALL NOTIFICATION [Part 573.6 (c)(8)(ii)]*

- It is estimated that the owner notification letter will be mailed by 12/10/2011.

*(11) MANUFACTURER'S CAMPAIGN NUMBER [Part 573.6 (c)(11)]*

- 11520

The undersigned should be contacted for any additional information regarding this recall on (260) 461-1890.

Sincerely,



R. L. Van Laar  
Compliance Manager  
Navistar, Inc.