



December 2011

VEHICLE SAFETY DEFECT SERVICE BULLETIN
Recall Campaign 11V557000 US Units
Recall Campaign 2011-406 CA Units
Monaco Campaign 11520

Re: Safety Recall – MCD Windshield Shade Installation

Dear Monaco RV, LLC Dealer:

Monaco RV, LLC has decided that a defect which relates to motor vehicle safety exists in certain vehicles built by Monaco RV. The affected vehicles are certain **Beaver:** 2009-2010 Contessa; 2009 Marquis, 2009 Patriot; **Holiday Rambler:** 2011 Ambassador, 2011 Endeavor, 2009-2010 Imperial, 2010-2011 Navigator, 2011 Neptune, 2010-2011 Scepter, 2011 Trip; **Monaco:** 2010-2011 Camelot, 2011 Cayman, 2011 Diplomat, 2009-2011 Dynasty, 2011 Knight, 2009-2010 Signature, 2011 Vesta. This affects certain models built between January 11, 2008* and April 15, 2011.

* **affected units must have been sold by Monaco RV, LLC to qualify for the recall.**

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 front windshield shade may separate from the cabin body without warning, possibly resulting in reduced driver forward visibility.

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

The repair 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. Please review the repair instructions for the labor operation code and labor time allowance. If you have any questions concerning the repair procedure, please

contact a member of our Technical Support staff toll free at the dealer hotline (877-332-9239) and refer customers and non dealers to call 877-466-6226.

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 to keep with your records when the repair is concluded. All claims must be filed on MDEX.

Sincerely,



Michael R. Becker
Warranty Manager

mb/ab