



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

July 1, 2019

Mr. Jimmy Jarman
Customer Service/Warranty Manager
Diamond Coach Corporation
2300 West Fourth Street
Oswego, KS 67356

NEF-150MR
19V-419

Subject: Back Up Camera Display Image may be Reversed

Dear Mr. Jarman:

This letter serves to acknowledge Diamond Coach Corporation's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

DIAMOND COACH/VIP/2017

Mfr's Report Date: June 6, 2019

NHTSA Campaign Number: 19V-419

Components:

EQUIPMENT

Potential Number of Units Affected: 1

Problem Description:

Diamond Coach Corporation (Diamond Coach) is recalling one 2017 VIP 2800 vehicle equipped with an ASA Electronics Voyager monitor used to display the back-up camera image. This display may unexpectedly revert back to the factory default settings which may cause the camera image to be reversed.

Consequence:

The driver may inadvertently turn the wrong direction to avoid an object behind the vehicle, increasing the risk of a crash.

Remedy:

ASA Electronics has notified the affected Diamond Coach owner, and will provide a remedy, free of charge. The recall began on April 2, 2019. Owners may contact ASA Electronics customer service at 1-800-384-4400 or Diamond Coach at 1-800-442-4645.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

It is our understanding from your filing that the affected owner was notified on April 2, 2019 by ASA. By regulation, Diamond Coach is required to notify their customers by first class mail on Diamond Coach letterhead after we have reviewed and approved the notification letter, making sure that it complies with 49 CFR Part 577.

Please be reminded of the following requirements:

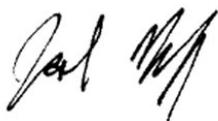
Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Michelle Rice who may be reached by phone at (202) 366-1060, or by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Acting Chief, Recall Management Division
Office of Defects Investigations
Enforcement