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OFFICE  
DEFECTS INVESTIGATION

October 15, 1999

Mr. Kenneth N. Weinstein  
Associate Administrator for Safety Assurance  
National Highway Traffic Safety Administration  
400 7<sup>th</sup> Street, SW  
Washington, DC 20590

99E-036

Dear Mr. Weinstein:

This letter provides supplemental information regarding the safety defect notification dated October 6, 1999 which your office should have received. The documents attached which are to be used for field notifications are as follows:

- Attachment 1 - OEM Safety Defect Notification - To be mailed to all OEMs via certified mail on October 15, 1999.
- Attachment 2 - Distributors Safety Defect Notification - To be mailed to all distributors the week of October 18, 1999.
- Attachment 3 - Dealers and Service Centers Safety Defect Notification - To be mailed week of October 25, 1999.
- Attachment 4 - Owner Safety Defect Notification - Mailings to begin after receipt of available vehicle purchase data on owner names and addresses from OEMs and/or dealers.
- Attachment 5 - Notification letter to Transport Canada Road Safety.

Additional supplemental material will be forwarded as it may be developed for our campaign.

I am requesting your immediate review and approval of our Owner Notification document "Attachment 4." Please advise by fax at 937-497-3183 or call me direct at 937-497-3173.

Sincerely,

Mike Hoelscher  
Manager of Customer Services

Regional  
23668 Cooper Drive  
Elkhart, IN 46516  
Phone: 219-266-8880  
Fax: 219-266-5779

Headquarters  
800 S. Kuther Road  
P.O. Box 180  
Sidney, OH 45385  
Phone: 937-497-3080  
General Fax: 937-497-3086  
Administrative Fax: 937-497-3167

Gettysburg  
1 Century Drive  
Gettysburg, OH 45328  
Phone: 937-447-2241  
Fax: 937-497-3074



## OEM SAFETY DEFECT NOTIFICATION:

Over the past several months we have had reports of cracks and resulting propane gas leaks in a small number of brass swivel nuts on the pressure tap component of model 322/323. Based on these initial incident reports, Norcold proceeded to gather additional components from used vehicles for analytical purposes to assess potential for further incident occurrences. Based on our findings, we believe the potential exists under some circumstances for similar incidents of cracking and resulting gas leakage conditions.

As presently understood, the nature of defect existing in the swivel nut is described as "stress corrosion cracking", a phenomenon which can occur in metals given the conditions of a sustained tensile stress in the material and corrosion on the surface of the material created by certain chemical substances. The attached letter of our notification to NHTSA outlines the possible circumstances which can lead to such failure and the potential consequence.

Refrigerator operation on the electrical AC or DC power modes would not permit a gas leak to occur if the conditions of a faulty nut were present. As such, electrical operation of the refrigerator, which tends to be most common use, presents no potential hazards. Vehicle owners must be advised to refrain from gas mode operation until their refrigerator is fixed.

We are embarking on a retrofit of all affected units. Models applicable are all 322/323 units produced between August 1992 and August 15, 1999. In addition, with the identical part in use on some other models, we are including these models N260, N260.3, N300 and N300.3 produced between the period April 1998 to August 26, 1999 in our corrective action campaign. We expect to have parts available early November to begin our replacement program. Attached is a copy of the information and instructions Norcold will provide to dealers and servicing facilities.

On October 6, 1999, we formally reported this situation to the National Highway Traffic Safety Administration. As the manufacturer of a vehicle incorporating one of these involved models, we understand you may also have a requirement to report this situation to NHTSA. Attached is a copy of our letter to NHTSA for your records.

We would appreciate your assistance in locating all vehicle owners impacted by this issue. Vehicle owner and dealer listings would be helpful for our contacts. We appreciate if this information could be sent to us by October 25. If you do not have such data available, please give us a call. Attached is a summary of your unit purchases from Norcold.

We regret that this situation has occurred and apologize for any inconveniences. Please contact Mike Hoelscher, Manager of Customer Services, at his direct line, 937-497-3173, with any questions or inputs.

Sincerely,

Ronald Riethman  
President

Regional  
23688 Cooper Drive  
Elkhart, IN 46515  
Phone: 219-266-6680  
Fax: 219-266-5779

Headquarters  
800 S. Kuhar Road  
P.O. Box 180  
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General Fax: 937-497-3085  
Administrative Fax: 937-497-3167

Gettysburg  
1 Century Drive  
Gettysburg, OH 45328  
Phone: 937-447-2241  
Fax: 937-497-3074



**DEALERS AND SERVICE CENTERS SAFETY DEFECT NOTIFICATION:**

This notice is sent to you in accordance with requirements of the National Traffic and Motor Vehicle Safety Act.

Norcold, a manufacturer of refrigerators for the recreational vehicle industry, has determined that a potential safety defect exists in certain vehicles equipped with Norcold gas/electric refrigerators. The Norcold models affected are 322 and 323 manufactured from August 1992 to August 1999, and models N260 and N300 manufactured from April 1998 to August 1999. **Corrective action required on:**

- Model 322 or 323 with serial numbers lower than 734882 – Service Kit 621189**
- Model N260 or N260.3 with serial numbers lower than 738527 – Service Kit 621190**
- Model N300 or N300.3 with serial numbers lower than 738626 – Service Kit 621190**

The defect which exists is that the brass swivel flare nut on the pressure tap component that connects to the burner orifice of the refrigerators can crack due to stress corrosion, allowing propane gas to escape while the refrigerator is operating on gas. Though RV refrigerator venting is designed to allow for dissipation of small amounts of gas, an excess accumulation could present a potential for ignition.

When operating the refrigerator on AC or DC power, no gas can leak if a fault in nut occurs, therefore, no hazard is present. Norcold is asking customers to turn the refrigerator's manual shut-off valve to OFF and to operate their refrigerators on AC or DC power only until repair is completed.

The corrective action is to replace the swivel nut/pressure tap component with a remedy kit supplied by Norcold. Both the remedy kit and the labor to install the kit will be at no charge to the consumer. Total time required should be less than one hour, including preparation, kit installation and claim processing. Upon receipt of the part and paperwork, you will be reimbursed within one week for one hour at your standard labor rate. The consumer will be responsible for transportation of vehicle to the servicing location.

**IMPORTANT: Some of the involved refrigerators may be in dealer inventory. Federal law requires the corrective action to be completed on these refrigerators before retail delivery. To identify if refrigerator requires corrective action, verify refrigerator by model and serial number.**

Owner notification is expected to begin around November 1, 1999. Owners are being instructed to contact their dealer to arrange a service date. A copy of the owner notification is attached.

Included with this letter is the following:

- Kit Installation Instructions
- Procedures

Early November, Norcold will provide you with a supply of kits for your inventory to repair refrigerators in your stock and to allow you to quickly respond to our customers. Please advise us the number of kits you require initially. As the program proceeds, please contact us for additional service kits at the 800 number listed below.

The intent of this program is to make certain that the safety defect is repaired to insure that the owner's refrigerator operates properly in all conditions. We appreciate your cooperation and assistance in conducting this program. If you should have questions please call 1-800-767-9101.

Sincerely,

Mike Hoelscher  
Manager of Customer Services

**Sales**  
Phone: 1-800-752-8854  
Fax: 937-497-3092

**Customer Support Center**  
2655 Campbell Road  
P.O. Box 4248  
Sidney, OH 45365

**Service**  
Phone: 1-800-543-1219  
Fax: 937-497-3185



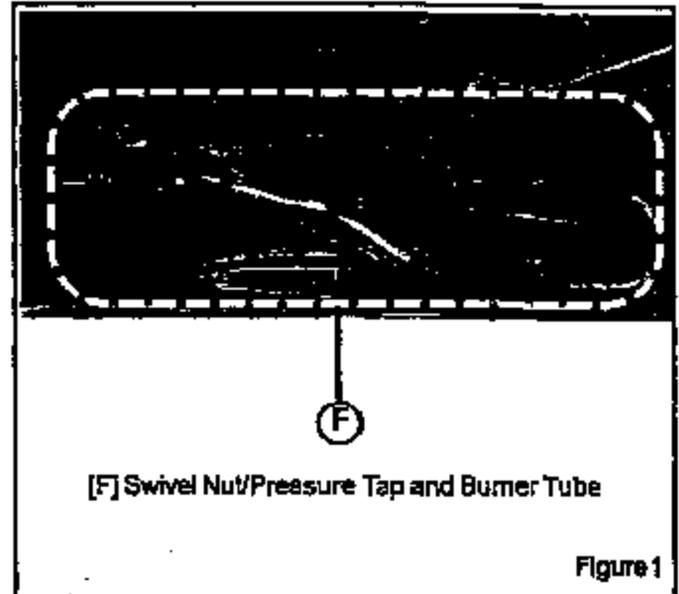
## 621189 Service Kit Instructions For Models 322 and 323

### When to Use Service Kit

When the serial number for models 322 and 323 is lower than 734882, replace the Swivel Nut/Pressure Tap and Burner Tube [F] shown in Figure 1 with Service Kit # 621189.

### Tools Needed

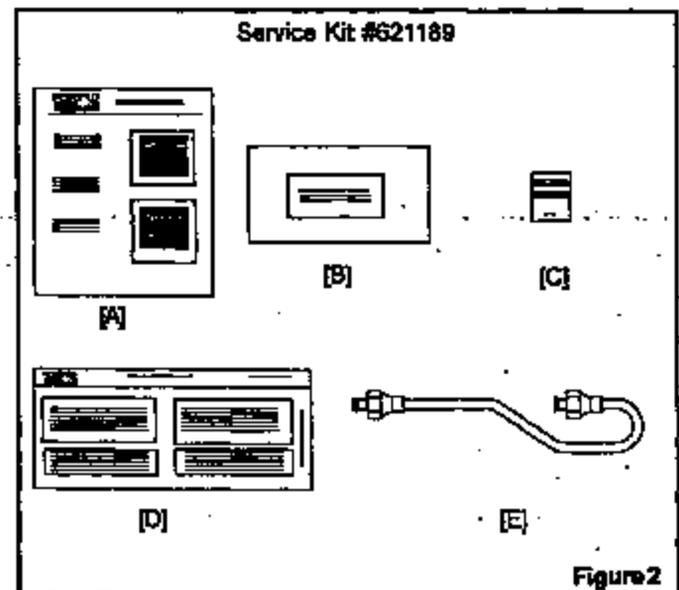
- Wire cutters
- 5/8" open end wrench
- 9/16" open end wrench
- 1/2" open end wrench
- Commercial leak test solution



### Service Kit # 621189 Includes - Figure 2:

- A. 621192 - Service Kit Instructions
- B. 621180 - Pre-Addressed/Postage Paid Return Envelope.
- C. 621175 - Rework Label
- D. 619789 - Claim Form
- E. 621176 - Burner Tube

**Note:** A vehicle's gas supply pressure can be monitored at its main tank regulator.



621189 Service Kit Installation Instructions on reverse side

## Service Kit Installation (models 322 and 323)

### Remove Swivel Nut/Pressure Tab Component and Burner Tube - Figures 3

1. Open the lower intake vent.
2. Close the manual shut-off valve [6].
3. Turn the refrigerator's selector switch [7] to the OFF position.



#### Caution:

To avoid possible Propane gas leaks, always use two wrenches to tighten or loosen the Propane gas supply line connections.

4. Use the wire cutters, snip the nylon tie [3] and remove.
5. Use a 1/2" open-end wrench on the brass elbow [4] to prevent movement. Use a 9/16" open-end wrench on the flare nut [5] of the burner tube, loosen the flare nut of the burner tube and remove completely from brass elbow.
6. Use a 1/2" open-end wrench on the orifice assembly nut [1] to prevent movement. Use a 9/16" open-end wrench on the flare nut [2] of swivel nut/pressure tap component, loosen the flare nut and remove the swivel nut/pressure tap component and burner tube from rear of refrigerator.
7. Remove swivel nut/pressure tap component from burner tube and save for return to Norcold.

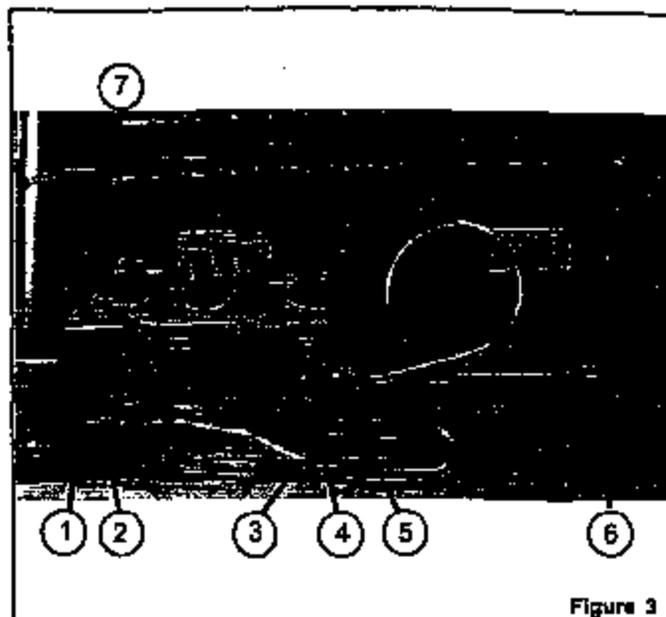


Figure 3

### Install Service Kit # 821189 - Figure 4

8. Assemble the flare nut of burner tube [9] to the orifice assembly [8]. Finger tighten flare nut fitting. Use a 1/2" open-end wrench to prevent orifice assembly [8] from movement. Use a 5/8" open-end wrench to tighten the flare nut [9] of burner tube 1/4 - 1/2 a revolution.
9. Assemble the nut of the burner tube to the brass elbow [10] on gas control. Finger tighten flare nut fitting. Use a 1/2" open-end wrench to prevent the brass elbow [10] from movement. Use a 5/8" open end wrench to tighten the flare nut fitting [11] of inlet tube 1/4 - 1/2 a revolution.
10. Remove the rework label [red] from service package.
  - Use black ink, fill in dealer lot number and date.
  - Clean the flat surface of the manufacturer's mounting bracket [12] and place rework label.
11. Open the refrigerator's manual shut-off valve [13].

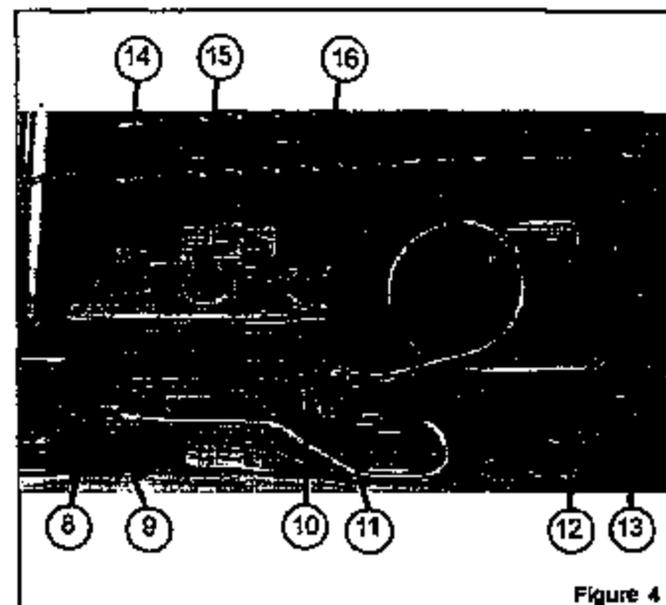


Figure 4

### Ignition - Propane Gas Operation - Figure 4

12. Turn the selector switch [14] to gas.
13. Turn the gas control [16] to the HIGH COOL position.
14. Push and hold in the gas control [16].
15. In rapid succession, push igniter [15] in several times until flame is established at burner.

#### WARNING:

Do not hold in the gas control for more than 30 seconds. If there is no flame in this time, wait at least five minutes before you try ignition again. If you continue to hold in the gas control, gas will collect in the burner area. This could cause a fire or explosion and result in dangerous personal injury or death.

16. Leak test all brass connections. Use only a *commercial leak test solution*.
17. Turn the selector switch [14] to OFF, unless consumer preference is for continued operation.

### Filing Claim to Norcold

18. Complete the Safety Defect Program claim form.
19. Place the following into the pre-addressed/postage paid return envelope:
  - The swivel nut/pressure tap.
  - The completed claim form.
20. Seal envelope and mail by way of the U.S. Postal Service.



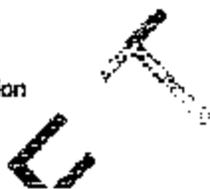
## 621190 Service Kit For Models N300 and N300.3

### When to Use Service Kit

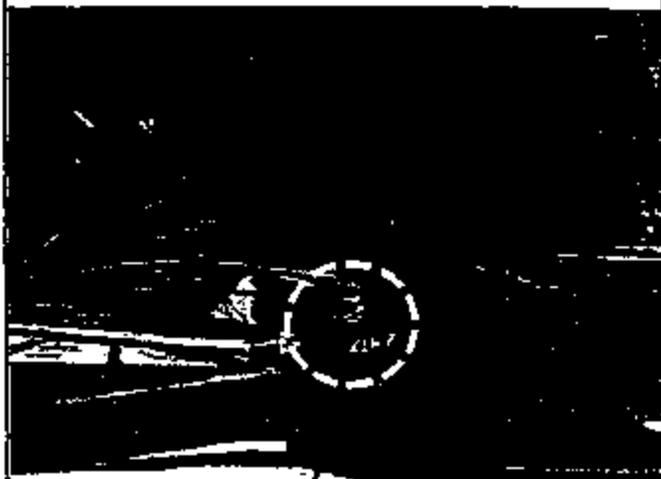
When the serial number for models N300 and N300.3 is lower than 738628, replace the Swivel Nut/Pressure Tap Component [F] shown in Figure 1 with Service Kit # 621190.

### Tools Needed

- 5/8" open end wrench
- 2 - 9/16" open end wrench
- 1/2" open end wrench
- 7/16" open end wrench
- Commercial leak test solution



Swivel Nut/Pressure Tap Component



[F] Swivel Nut/Pressure Tap Component

Figure 1

### Service Kit # 621190 includes - Figure 2:

- A. 621193 - Service Kit Instructions
- E. 621180 - Pre-Addressed/Postage Paid Return Envelope
- C. 621175 - Rework Label
- D. 619759 - Claim Form
- E. 621187 - Flared Union/Swivel Connector Assembly

Service Kit #621190

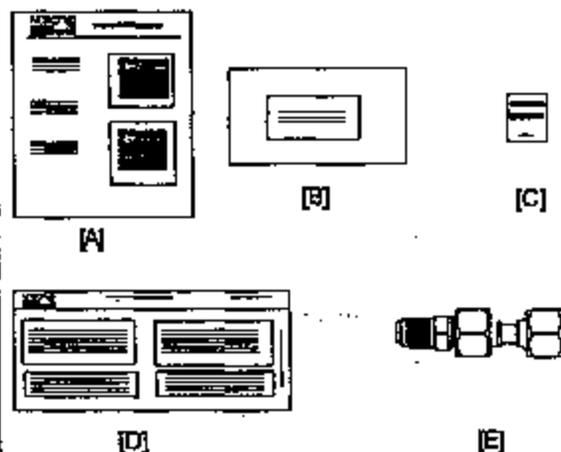


Figure 2

**Note:** A vehicle's gas supply pressure can be monitored at its main tank regulator.

621190 Service Kit installation instructions on reverse side

# Service Kit Installation (models N300 and N300.3)

## Remove the Swivel Nut/Pressure Tap Component -

### Figures 3 - 4

1. Open the lower intake vent.
2. Turn the refrigerator's gas control [2] to the OFF [O] position.



#### Caution:

To avoid possible Propane gas leaks, always use two wrenches to tighten or loosen the Propane gas supply line connections.

3. Close the manual shut-off valve [8].
4. Use a 9/16" open-end wrench on the flare nut of the swivel nut/pressure tap component [8] to prevent movement. Use a 9/16" open-end wrench on the flare nut [7] of the burner tube, loosen the flare nut of the burner tube and remove completely from the swivel nut/pressure tap component.
5. Use a 1/2" open-end wrench on the orifice assembly nut [9] to prevent movement. Use a 9/16" open-end wrench on the flare nut [8] of the swivel nut/pressure tap, loosen the flare nut and remove the swivel nut/pressure tap from rear of refrigerator.
6. Save swivel nut/pressure tap component for return to Norcold.

## Install Service Kit #621190 - Figure 5

7. Assemble the nut of the flared union/swivel nut connector [13] to the orifice assembly [14]. Finger tighten the nut fitting. Use a 1/2" open-end wrench to prevent [14] from movement. Use a 5/8" open-end wrench to tighten the nut [13] of flared union/swivel nut connector 1/4-1/2 of a revolution.
8. Assemble the nut [11] of the burner tube to the flared union of the swivel nut connector. Finger tighten flare nut fitting. Use a 7/16" open-end wrench to prevent the flare union [12] from movement. Use a 9/16" open-end wrench to tighten the nut of burner tube [11] 1/4-1/2 of a revolution.
9. Remove the rework label [red] from shipping package.
  - Use black ink, fill in service facility name, city, state, and date.
  - Clean the flat surface of the refrigerator's mounting bracket [10] and place rework label.
10. Open the refrigerator's manual shut-off valve [6].

## Ignition - Propane Gas Operation - Figure 3

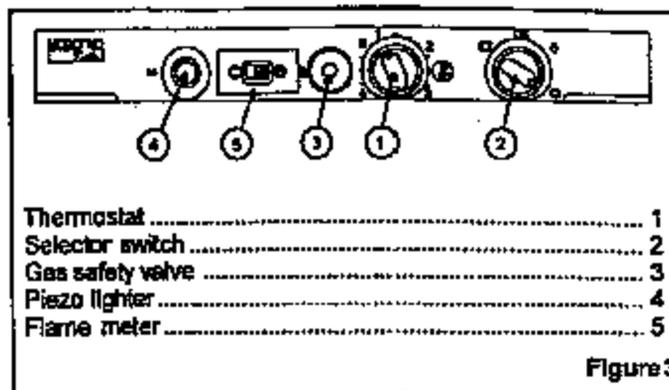
11. Turn the thermostat [1] to the 5 position.
12. Turn the selector switch [2] to the propane gas position (A).
13. Push the pin in the safety valve [3] and push in the piezo [4] several times in rapid succession, for about two seconds.



#### WARNING:

Do not hold in the safety valve for more than 30 seconds. If there is no flame in this time, wait at least five minutes before you try ignition again. If you continue to hold in the safety valve, gas will collect in the burner area. This could cause a fire or explosion and result in dangerous personal injury or death.

14. When a flame is present and the flame meter [5] moves into the green area, release the safety valve.
15. Leak test all brass connections. Use only a *commercial leak test solution*.
16. Turn the energy selector switch [2] to OFF, unless consumer preference is for continued operation.



Thermostat .....	1
Selector switch .....	2
Gas safety valve .....	3
Piezo lighter .....	4
Flame meter .....	5

Figure 3

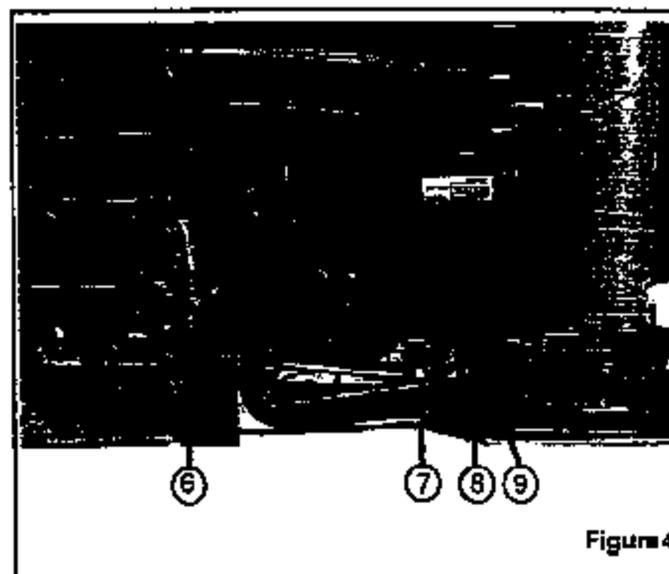


Figure 4

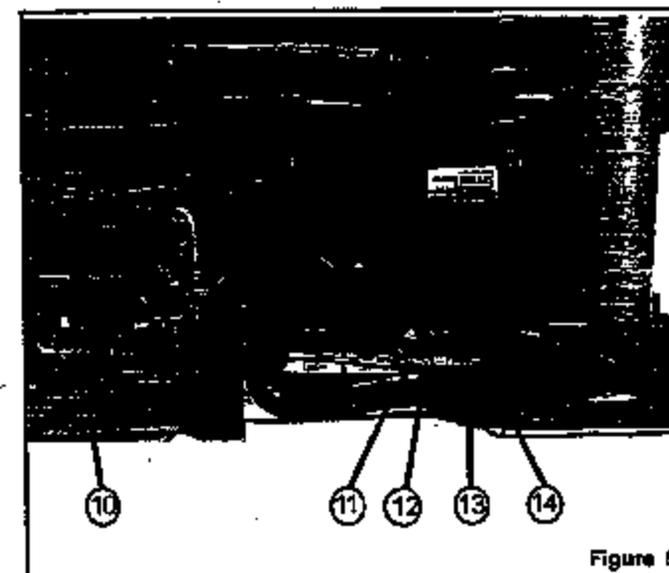


Figure 5

## Filing Claim to Norcold

18. Complete the Safety Defect Program claim form.
19. Place the following into the pre-addressed/postage paid return envelope:
  - The swivel nut/pressure tap.
  - The completed claim form.
20. Seal the envelope and mail by way of the U.S. Postal Service.



## 621190 Service Kit For Models N260 and N260.3

### When to Use Service Kit

When the serial number for models N260 and N260.3 is lower than 738527, replace the Swivel Nut/Pressure Tap Component [F] shown in Figure 1 with *Service Kit # 621190*.

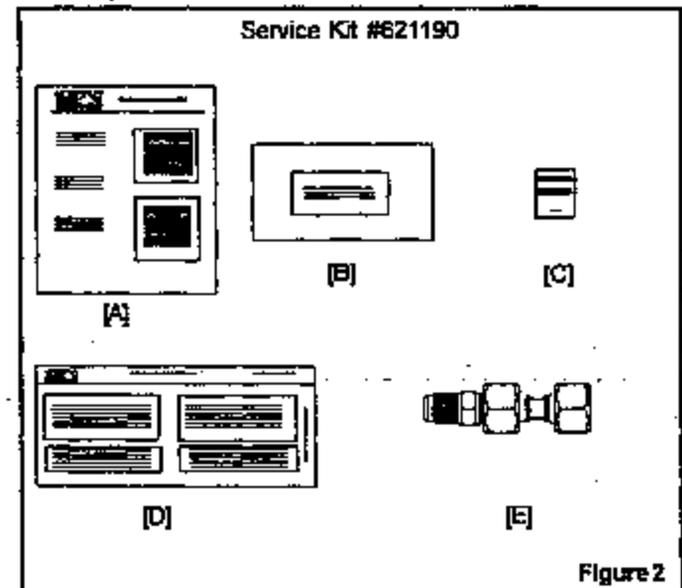
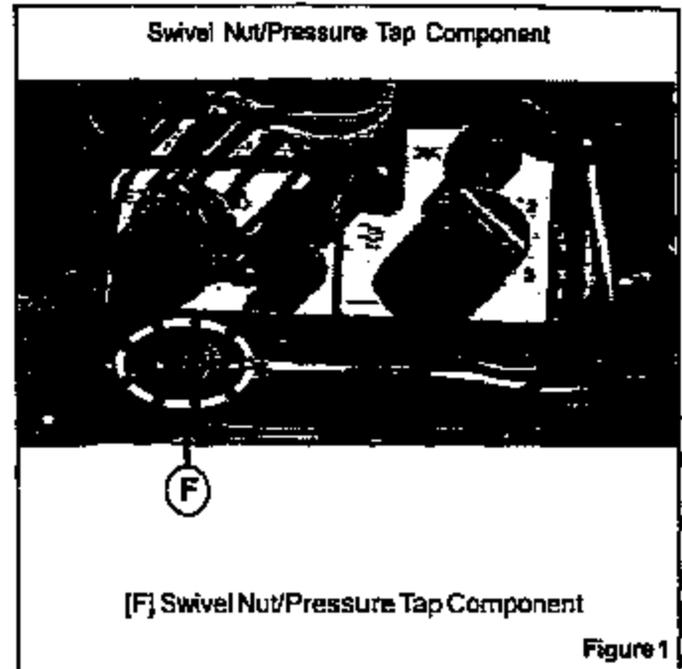
### Tools Needed

- 5/8" open end wrench
- 2 - 9/16" open end wrench
- 1/2" open end wrench
- 7/16" open end wrench
- Commercial leak test solution

### Service Kit # 621190 Includes - Figure 2:

- A. 621193 - Service Kit Instructions
- B. 621180 - Pre-Addressed/Postage Paid Return Envelope
- C. 621175 - Rework Label
- D. 619769 - Claim Form
- E. 621187 - Flared Union/Swivel Connector Assembly

**Note:** A vehicle's gas supply pressure can be monitored at its main tank regulator.



621190 Service Kit Installation Instructions on reverse side

## Service Kit Installation (N260 and N260.3)

### Remove the Swivel Nut/Pressure Tap Component -

#### Figure 3

1. Open the lower intake vent.
2. Close the manual shut-off valve [5].
3. Turn the refrigerator's gas control [3] to the OFF [O] position.



#### **Caution:**

To avoid possible Propane gas leaks, always use two wrenches to tighten or loosen the Propane gas supply line connections.

4. Use a 9/16" open-end wrench on the flare nut of the swivel nut/pressure tap [2] to prevent movement. Use a 9/18" open-end wrench on the flare nut [4] of the burner tube, loosen the flare nut of the burner tube and remove completely from the swivel nut/pressure tap component.
5. Use a 1/2" open-end wrench on the orifice assembly nut [1] to prevent movement. Use a 9/16" open-end wrench on the flare nut [2] of the swivel nut/pressure tap, loosen the flare nut and remove the swivel nut/pressure tap component from rear of refrigerator.
6. Save swivel nut/pressure tap component for return to Norcold.

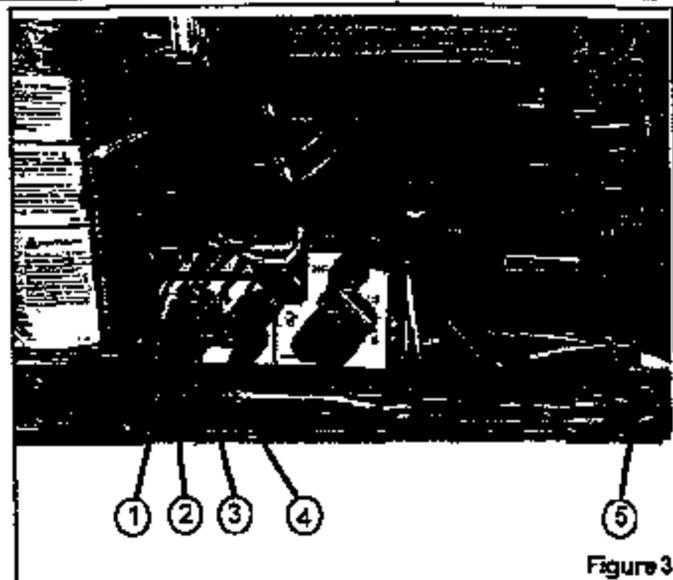


Figure 3

### Install Service Kit #621190 - Figure 4

7. Assemble the nut of the flared union/swivel nut connector [8] to the orifice assembly [7]. Finger tighten the nut fitting. Use a 1/2" open-end wrench to prevent [7] from movement. Use a 5/8" open-end wrench to tighten the nut [8] of flared union/swivel nut connector 1/4-1/2 of a revolution.
8. Assemble the nut [11] of the burner tube to the flared union of the swivel nut connector. Finger tighten flare nut fitting. Use a 7/16" open-end wrench to prevent the flare union [10] from movement. Use a 9/16" open-end wrench to tighten the nut of burner tube [11] 1/4-1/2 of a revolution.
9. Remove the rework label [red] from shipping package.
  - Use black ink, fill in service facility name, city, state, and date.
  - Clean the flat surface of the refrigerator's mounting bracket [9] and place rework label.
10. Open the refrigerator's manual shut-off valve [5] (see Figure 3).

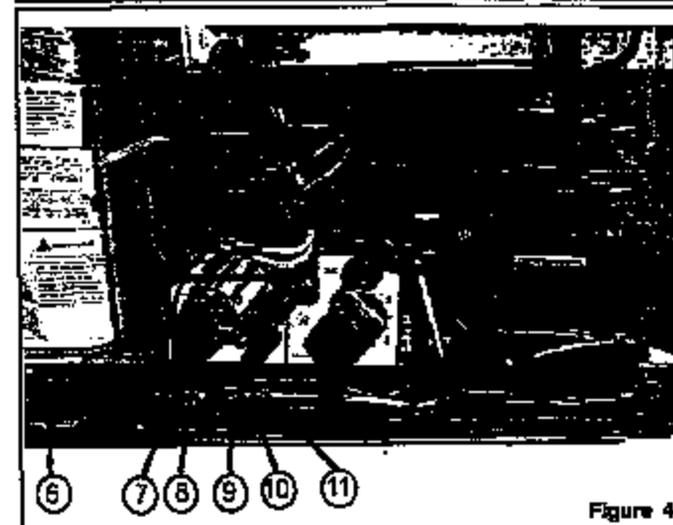


Figure 4

### Ignition - Propane Gas Operation - Figure 5

11. Turn the thermostat [14] to the 5 position.
12. Turn the selector switch [12] to the propane gas position [Δ].
13. Push and hold in the safety valve [13] and push in the igniter [15] several times in rapid succession, for about five seconds.



#### **WARNING:**

Do not hold in the safety valve for more than 30 seconds. If there is no flame in this time, wait at least five minutes before you try ignition again. If you continue to hold in the safety valve, gas will collect in the burner area. This could cause a fire or explosion and result in dangerous personal injury or death.

14. Open burner box door [6] and look for flame.
15. When the flame ignites, release the safety valve. If flame does not ignite, wait 5 minutes and repeat steps 11-13.
16. Leak test all brass connections. Use only a *commercial leak test solution*.
17. 18. Turn the selector switch [12] to OFF, unless consumer preference is for continued operation.

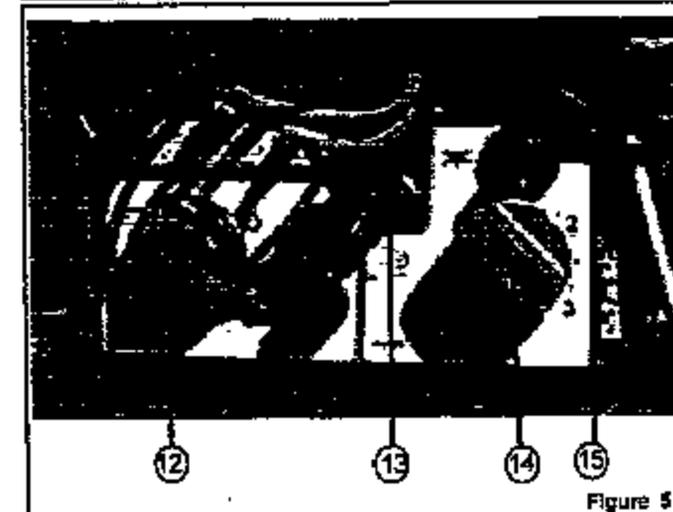


Figure 5

### Filing Claim to Norcold

18. Complete the Safety Defect Program claim form.
19. Place the following into the pre-addressed/postage paid return envelope:
  - The swivel nut/pressure tap.
  - The completed claim form.
20. Seal the envelope and mail by way of the U.S. Postal Service.

**NORCOIL**  
1-800-767-9101  
SAFETY DEFECT PROGRAM

Swivel Nut/Pressure Tap Component  
Must Accompany This Claim  
(Use Black Ink To Complete Claim Form)

Repair Date \_\_\_\_\_

**Service Facility**

Name \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_  
State \_\_\_\_\_ Zip \_\_\_\_\_  
Phone No. \_\_\_\_\_  
Contact \_\_\_\_\_  
Time Allowance: One (1) Hour at Standard Shop Labor  
Rate \$ \_\_\_\_\_

**Retail Owner**

Name \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_  
State \_\_\_\_\_ Zip \_\_\_\_\_  
Phone No. \_\_\_\_\_  
Retrofit Model \_\_\_\_\_ Retriever Serial No. \_\_\_\_\_

Bar Code Location

Vehicle Manufacturer \_\_\_\_\_  
Vehicle Brand \_\_\_\_\_  
Vehicle Vin No. \_\_\_\_\_  
Vehicle Manufacture Date \_\_\_\_\_

I have performed the repair in accordance with the SAFETY DEFECT PROGRAM PROCEDURES.  
Repair Technician \_\_\_\_\_ Date \_\_\_\_\_

White Copy - Norcoil

Pink Copy - Service Facility

Yellow Copy - Customer/Owner

Form No. 018708 (10/86)



October 6, 1999

Mr. Kenneth N. Weinstein  
Associate Administrator for Safety Assurance  
National Highway Traffic Safety Administration  
400 7<sup>th</sup> Street, SW  
Washington, DC 20590

Dear Mr. Weinstein:

Norcold Inc., 600 S. Kuther Rd., Sidney, Ohio 45365 (Phone 937-497-3080, Fax 937-497-3167) manufactures combination gas/electric absorption refrigerators which are sold for application in recreational vehicles (RVs) and camping trailers.

We have determined that a defect related to motor vehicle safety exists in a brass swivel nut which is an integral connection component of a pressure tap device in refrigerators supplied by Norcold to manufacturers of RVs and camping trailers. This pressure tap and its element, the brass swivel nut, is a component manufactured by Dayco Products Inc., One Prestige Place, Dayton, Ohio, 45401, a subsidiary of Mark IV Industries. It was sold to Norcold through an independent distribution company, Gateway Supply Co., Inc., 329 East Poplar Street, Sidney, Ohio 45365. The subject tap is an integral device in our gas control chain between our gas burner and main controls on product models 322, 323, N260, N260.3, N300 and N300.3. Prints of the device as configured in these models are attached along with a chronology of events leading to our decision of this notification.

As presently understood, the nature of defect existing in the swivel nut is described as "stress corrosion cracking", a phenomenon which can occur in metals given the conditions of a sustained tensile stress in the material and corrosion on the surface of the material created by certain chemical substances. The design of the nut and its assembly to the pressure tap component by its manufacturer requires a crimping operation that bends the brass around its mating part and hence introduces high tensile stress. At this time the precise chemical substance which acts in combination with the tensile strength to bring about stress corrosion cracking is under investigation. The environment in which an RV or trailer operates can supply possible corrosive agents such as products of combustion from vehicle exhausts, acid rain, spray from wet roads, salt spray atmospheres near oceans or even moisture from condensation. Based upon investigation, corrosion from environmental conditions alone, without the presence of stresses, does not create a failure of the component.

**Regional**  
23668 Cooper Drive  
Elkhart, IN 46515  
Phone: 219-266-8960  
Fax: 219-266-5779

**Headquarters**  
600 S. Kuther Road  
P.O. Box 180  
Sidney, OH 45365  
Phone: 937-497-3080  
General Fax: 937-497-3085  
Administrative Fax: 937-497-3167

**Gettysburg**  
1 Century Drive  
Gettysburg, OH 45328  
Phone: 937-447-2241  
Fax: 937-497-9074

The consequence of stress corrosion cracking observed can lead to an open fracture in the brass nut. If the nut is cracked severely enough to relax the flare joint between the aluminum gas line tube and the pressure tap component, propane fuel gas has the potential to leak only if the refrigerator is activated for operation on gas mode. A leakage of gas can present a potential for a fire to occur in the area behind the refrigerator if the leakage and accumulation is substantial enough to ignite from our adjacent burner. Vehicle designs incorporate vent openings to allow dissipation of gases. A warning preceding any possible ignition would be the smell of propane gas.

Refrigerator operations on the electrical AC or DC power modes, which is most common use, would not permit a gas leak to occur if the conditions of a faulty nut were present. As such, electrical operation of the refrigerator presents no potential hazards.

A total population of 117,793 units of the model 322/323 were produced and sold between the period of August 1992 and August 15, 1999. In addition, 9,242 units of models N260, N260.3, N300 and N300.3 were produced and sold between April 1998 and August 26, 1999. These combined 127,035 units all incorporated the pressure tap with the suspect swivel nut. To date about 0.06% of the units have been identified as displaying a fault in the nut.

We are planning a campaign to notify OEMs, dealers and vehicle owners of the availability of a free replacement kit for the exchange of this suspect component. As soon as the details are complete, we will submit the plan to you along with the other appropriate information needed to comply with NHTSA defect notification.

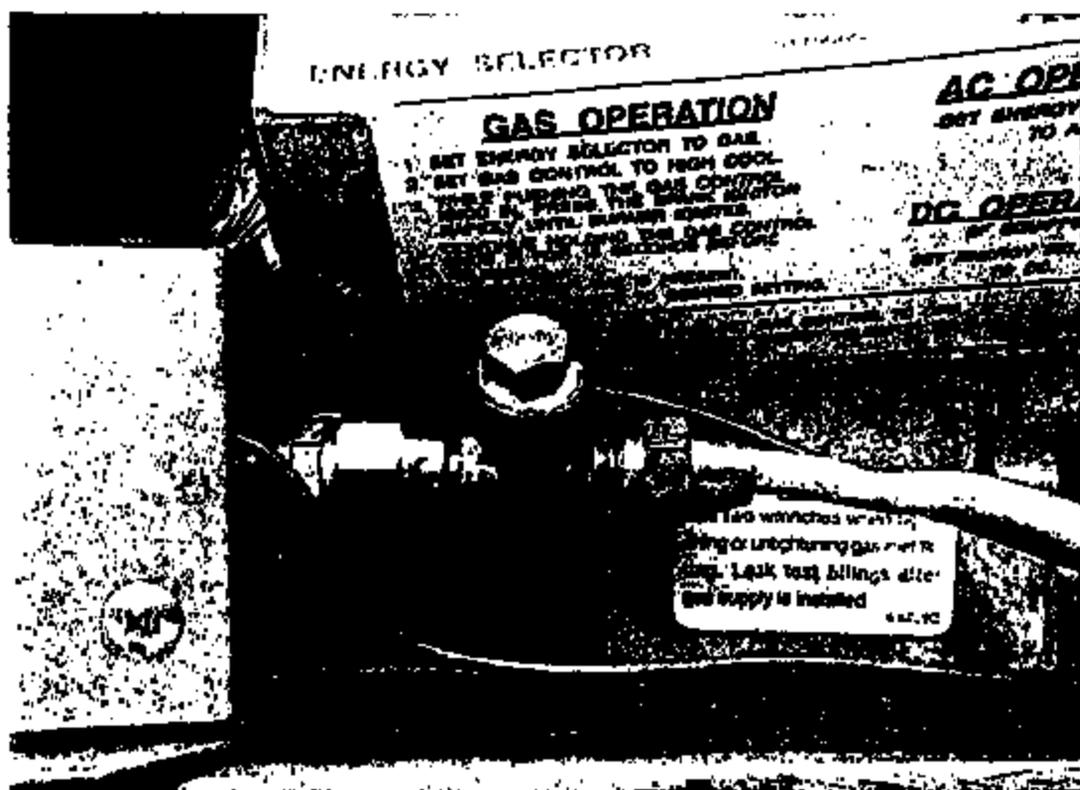
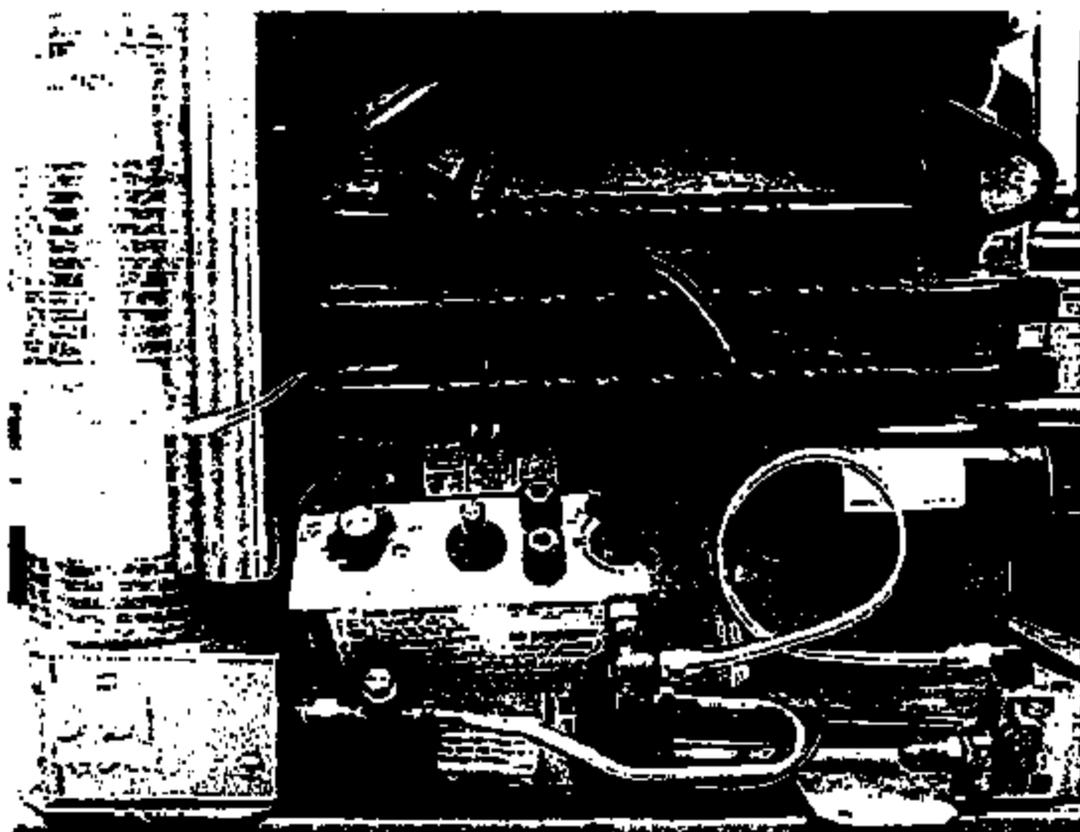
Our remedy is to replace the defective pressure tap and connecting gas line with an alternative assembly. We expect to have parts available for replacement work to begin early November and will begin our public campaign of notifying appropriate customers the week of October 11, 1999. Direct notification to vehicle owners will be assisted by any information available from OEMs and dealers.

Please assign an NHTSA identification number for our use and advise of any questions regarding our above notification.

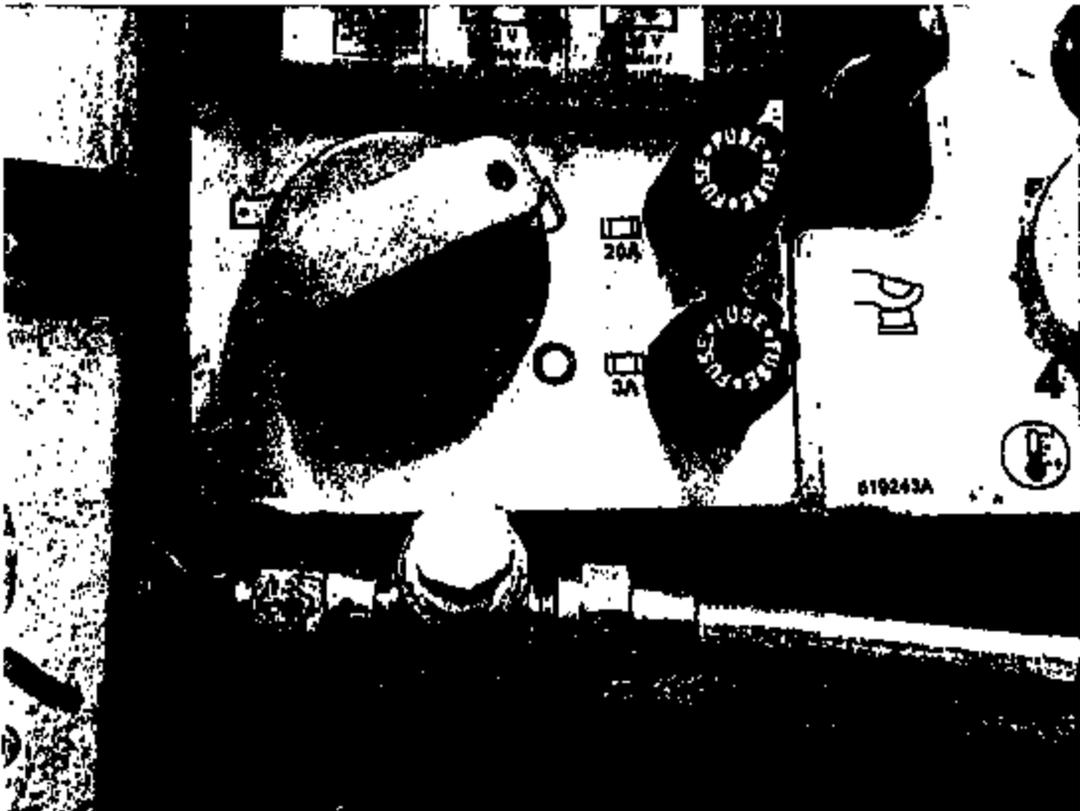
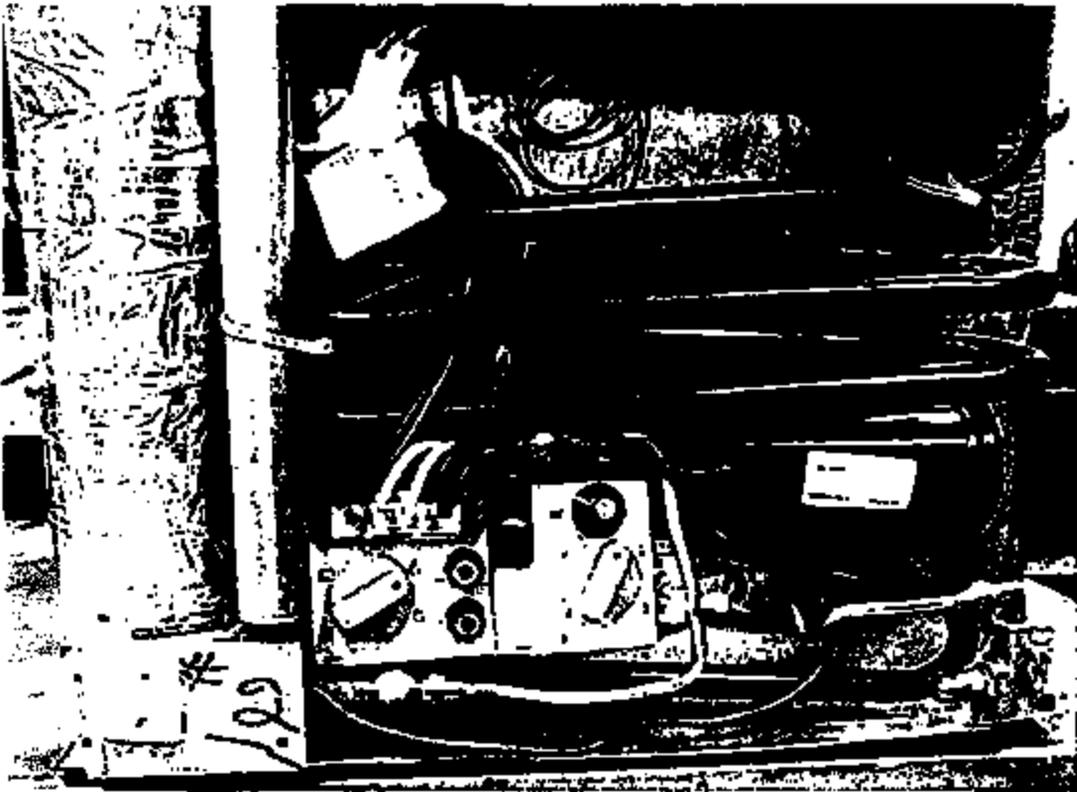
Sincerely,



Ronald L. Riethman  
President

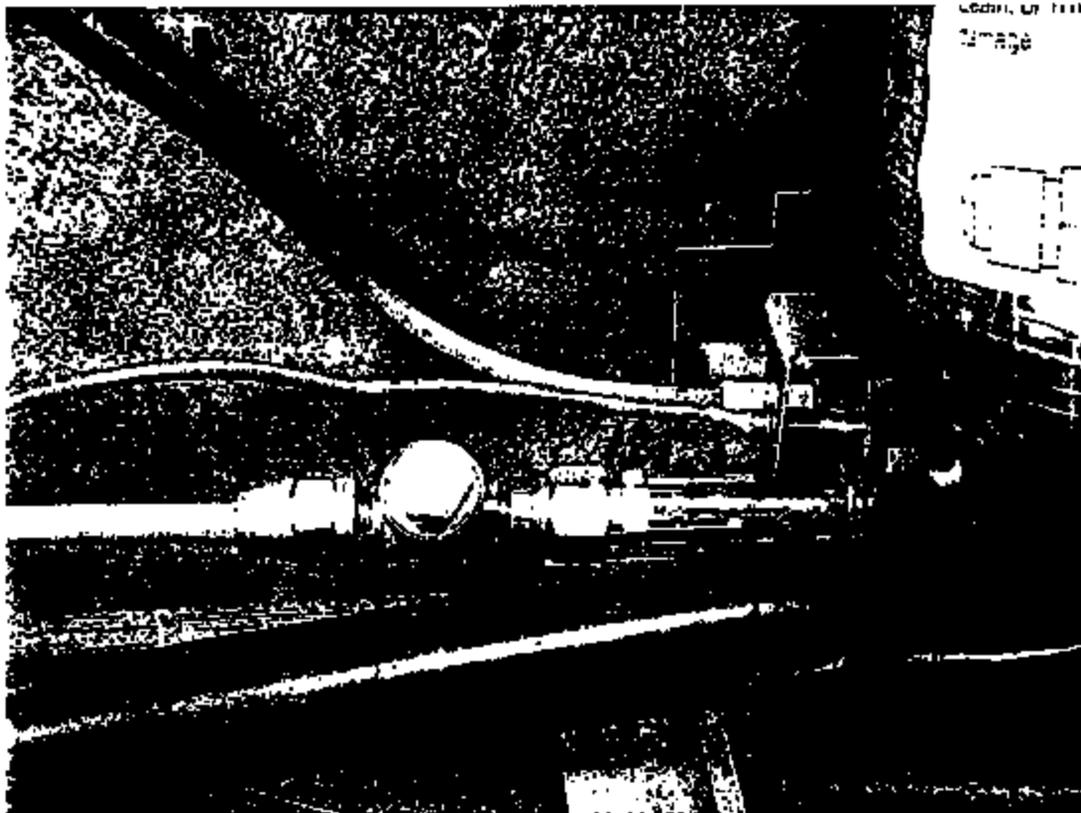
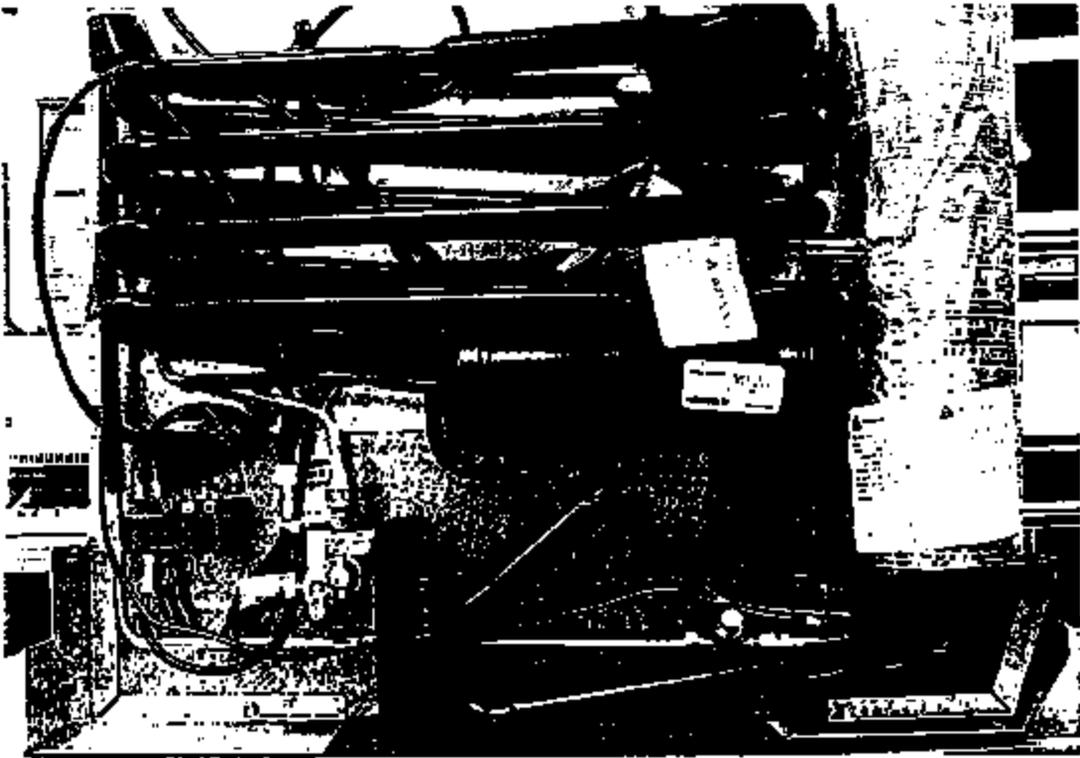


N260



September 28, 1999

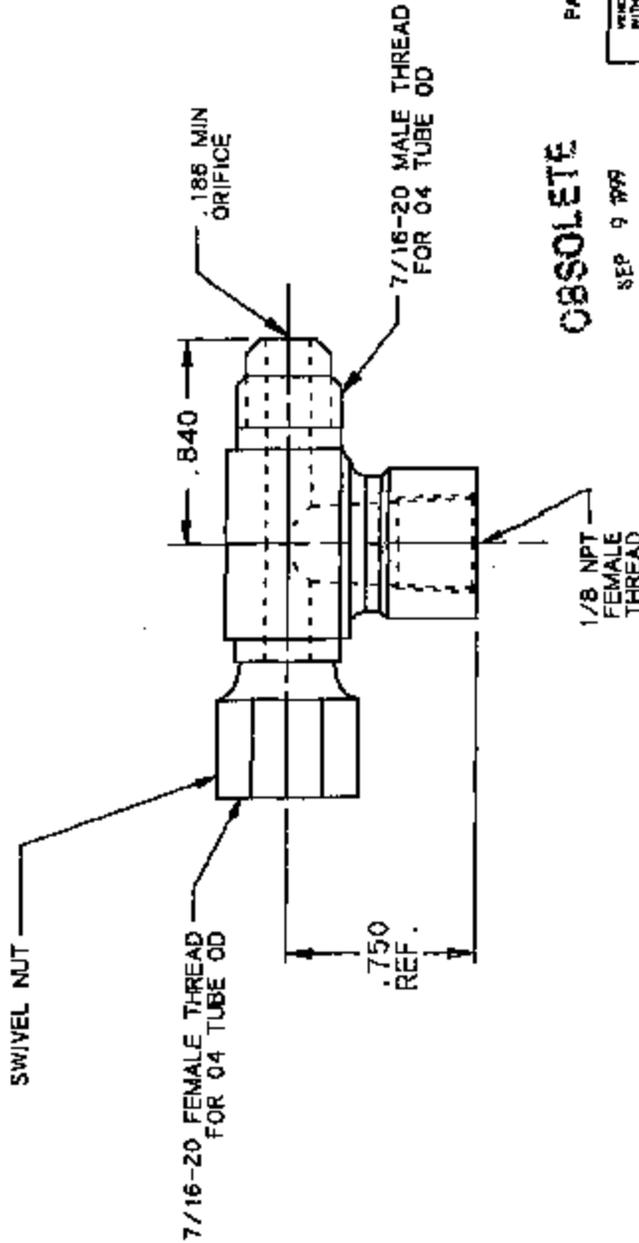
N300



September 28, 1999

B-17553

MATERIAL SPECIFICATION



OBsolete

SEP 9 1999

SIGNATURE: \_\_\_\_\_  
 REFERENCE: \_\_\_\_\_  
 A 2 1054 PER H  
 A 2 1077 PER H  
 A 15944 PER F

NOTE:  
 DEPENDING ON AVAILABLE FORGING,  
 .850 IS AN ACCEPTABLE DIMENSION  
 IN PLACE OF .750

PART No. 617553

UNLESS OTHERWISE SPECIFIED, ALL DIMENSIONS ARE IN INCHES UNLESS OTHERWISE SPECIFIED.

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THE STOLLE CORPORATION

SIDNEY MORCOLD DIVISION

OHIO

MODEL 322

MODIFIED PRESSURE TAP

DESIGNED BY	DATE	SCALE
DMH	04/18/92	FULL
CHECKED BY	DATE	DRAWING NO
APPROVED BY	DATE	B-17553
10-10-92		

RELEASED FOR PRODUCTION 10/18/92 JAB

DATE	BY	REASON

1 2 3 4 5 6 7 8 9 10 11

**DISTRIBUTORS SAFETY DEFECT NOTIFICATION:**

This notice is sent to you in accordance with requirements of the National Traffic and Motor Vehicle Safety Act.

Norcold, a manufacturer of refrigerators for the recreational vehicle industry, has determined that a potential safety defect exists in certain vehicles equipped with Norcold gas/electric refrigerators. The Norcold models affected are 322 and 323 manufactured from August 1992 to August 1999, and models N260 and N300 manufactured from April 1998 to August 1999. Corrective action required on:

**Model 322 or 323 with serial numbers lower than 734882**  
**Model N260 or N260.3 with serial numbers lower than 738527**  
**Model N300 or N300.3 with serial numbers lower than 738626**

The defect which exists is that the brass swivel flare nut on the pressure tap component that connects to the burner orifice of the refrigerators can crack due to stress corrosion, allowing propane gas to escape while the refrigerator is operating on gas. Though RV refrigerator venting is designed to allow for dissipation of small amounts of gas, an excess accumulation could present a potential for ignition.

**IMPORTANT:** It is Norcold's responsibility to advise you that you are prohibited from selling a product, which has been identified by this corrective action campaign.

We ask that you review your inventory for the models 322, 323, N260, N260.3, N300 and the N300.3 and prepare a listing by model and serial numbers and contact Norcold for further instructions. You can identify the affected refrigerators by model and serial numbers listed above.

In addition, we ask that you review your service parts inventory for the pressure tap component, part number 81755322, and prepare this item for immediate return to Norcold.

**NOTE:** Before returning refrigerators and pressure tap components, call Norcold for a RMA number.

We regret any inconvenience which this action may cause you. If you should have any questions please call 1-800-767-9101 or you may reach me direct at 837-497-3173.

Sincerely,

Mike Hoelscher  
Manager of Customer Services



**DEALERS AND SERVICE CENTERS SAFETY DEFECT NOTIFICATION:**

This notice is sent to you in accordance with requirements of the National Traffic and Motor Vehicle Safety Act.

Norcold, a manufacturer of refrigerators for the recreational vehicle industry, has determined that a potential safety defect exists in certain vehicles equipped with Norcold gas/electric refrigerators. The Norcold models affected are 322 and 323 manufactured from August 1992 to August 1999, and models N260 and N300 manufactured from April 1998 to August 1999. Corrective action required on:

- Model 322 or 323 with serial numbers lower than 734882 – Service Kit 621189
- Model N260 or N260.3 with serial numbers lower than 738527 – Service Kit 621190
- Model N300 or N300.3 with serial numbers lower than 738626 – Service Kit 621190

The defect which exists is that the brass swivel flare nut on the pressure tap component that connects to the burner orifice of the refrigerators can crack due to stress corrosion, allowing propane gas to escape while the refrigerator is operating on gas. Though RV refrigerator venting is designed to allow for dissipation of small amounts of gas, an excess accumulation could present a potential for ignition.

When operating the refrigerator on AC or DC power, no gas can leak if a fault in nut occurs, therefore, no hazard is present. Norcold is asking customers to turn the refrigerator's manual shut-off valve to OFF and to operate their refrigerators on AC or DC power only until repair is completed.

The corrective action is to replace the swivel nut/pressure tap component with a remedy kit supplied by Norcold. Both the remedy kit and the labor to install the kit will be at no charge to the consumer. Total time required should be less than one hour, including preparation, kit installation and claim processing. Upon receipt of the part and paperwork, you will be reimbursed within one week for one hour at your standard labor rate. The consumer will be responsible for transportation of vehicle to the servicing location.

**IMPORTANT:** Some of the involved refrigerators may be in dealer inventory. Federal law requires the corrective action to be completed on these refrigerators before retail delivery. To identify if refrigerator requires corrective action, verify refrigerator by model and serial number.

Owner notification is expected to begin around November 1, 1999. Owners are being instructed to contact their dealer to arrange a service date. A copy of the owner notification is attached.

Included with this letter is the following:

- Kit Installation Instructions
- Procedures

Early November, Norcold will provide you with a supply of kits for your inventory to repair refrigerators in your stock and to allow you to quickly respond to our customers. Please advise us the number of kits you require initially. As the program proceeds, please contact us for additional service kits at the 800 number listed below.

The intent of this program is to make certain that the safety defect is repaired to insure that the owner's refrigerator operates properly in all conditions. We appreciate your cooperation and assistance in conducting this program. If you should have questions please call 1-800-787-9101.

Sincerely,

  
Mike Hoelscher  
Manager of Customer Services

Sales  
Phone: 1-800-752-8654  
Fax: 937-487-3092

Customer Support Center  
2855 Campbell Road  
P.O. Box 4248  
Sidney, OH 45365

Service  
Phone: 1-800-543-1219  
Fax: 937-487-3183



## 621189 Service Kit Instructions For Models 322 and 323

### When to Use Service Kit

When the serial number for models 322 and 323 is lower than 734882, replace the Swivel Nut/Pressure Tap and Burner Tube [F] shown in Figure 1 with *Service Kit # 621189*.

### Tools Needed

- Wire cutters
- 5/8" open end wrench
- 9/16" open end wrench
- 1/2" open end wrench
- Commercial leak test solution

### Service Kit # 621189 includes - Figure 2:

- A. 621192 - Service Kit Instructions
- B. 621180 - Pre-Addressed/Postage Paid Return Envelope.
- C. 621175 - Rework Label
- D. 619769 - Claim Form
- E. 621176 - Burner Tube

**Note:** A vehicle's gas supply pressure can be monitored at its main tank regulator.

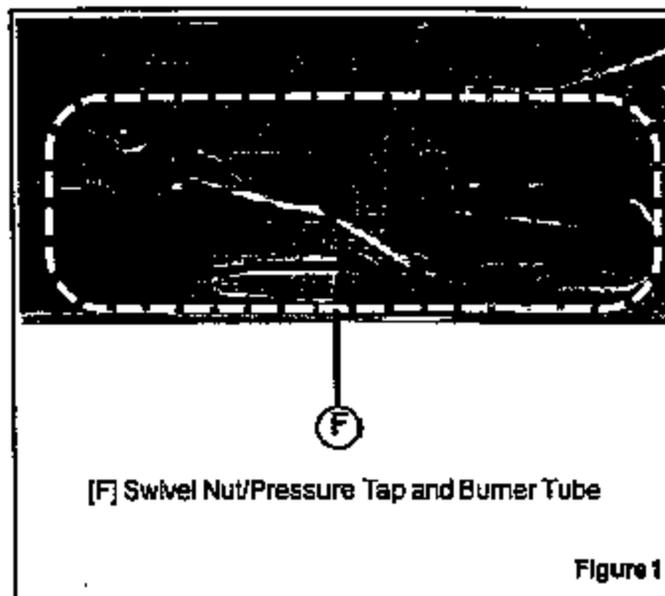


Figure 1

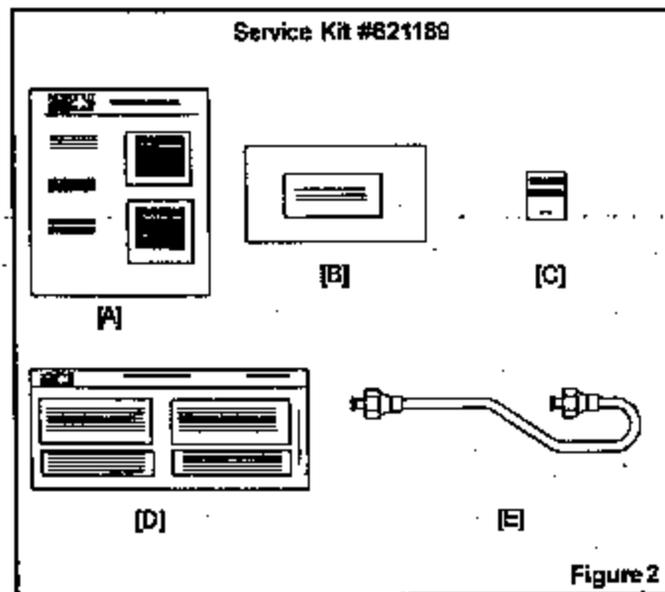


Figure 2

621189 Service Kit installation instructions on reverse side

## Remove Swivel Nut/Pressure Tap Component and Burner Tube - Figures 3

1. Open the lower intake vent.
2. Close the manual shut-off valve [6].
3. Turn the refrigerator's selector switch [7] to the OFF position.



### Caution:

To avoid possible Propane gas leaks, always use two wrenches to tighten or loosen the Propane gas supply line connections.

4. Use the wire cutters, snip the nylon tie [3] and remove.
5. Use a 1/2" open-end wrench on the brass elbow [4] to prevent movement. Use a 9/16" open-end wrench on the flare nut [5] of the burner tube, loosen the flare nut of the burner tube and remove completely from brass elbow.
6. Use a 1/2" open-end wrench on the orifice assembly nut [1] to prevent movement. Use a 9/16" open-end wrench on the flare nut [2] of swivel nut/pressure tap component, loosen the flare nut and remove the swivel nut/pressure tap component and burner tube from rear of refrigerator.
7. Remove swivel nut/pressure tap component from burner tube and save for return to Norcold.

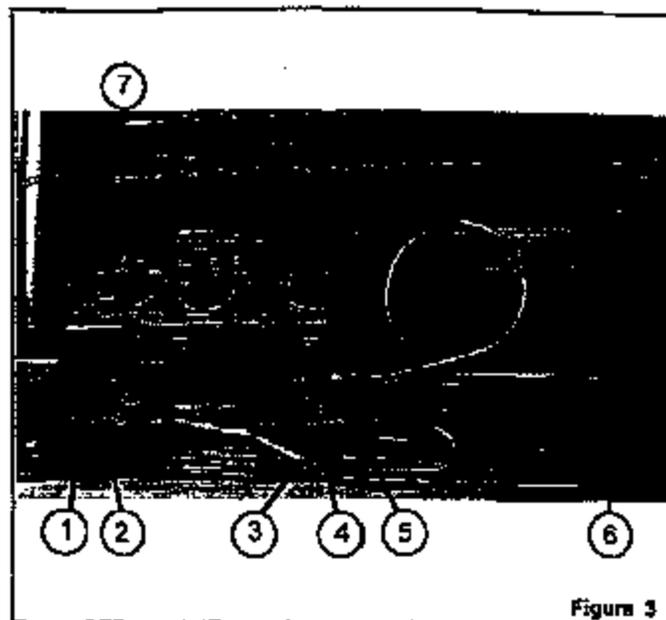


Figure 3

## Install Service Kit # 621189 - Figure 4

8. Assemble the flare nut of burner tube [9] to the orifice assembly [8]. Finger tighten flare nut fitting. Use a 1/2" open-end wrench to prevent orifice assembly [8] from movement. Use a 5/8" open-end wrench to tighten the flare nut [9] of burner tube 1/4 - 1/2 a revolution.
9. Assemble the nut of the burner tube to the brass elbow [10] on gas control. Finger tighten flare nut fitting. Use a 1/2" open-end wrench to prevent the brass elbow [10] from movement. Use a 5/8" open-end wrench to tighten the flare nut fitting [11] of inlet tube 1/4 - 1/2 a revolution.
10. Remove the rework label [red] from servicing package.
  - Use black ink, fill in dealer location number and date.
  - Clean the flat surface of the refrigerator's mounting bracket [12] and place rework label.
11. Open the refrigerator's manual shut-off valve [13].

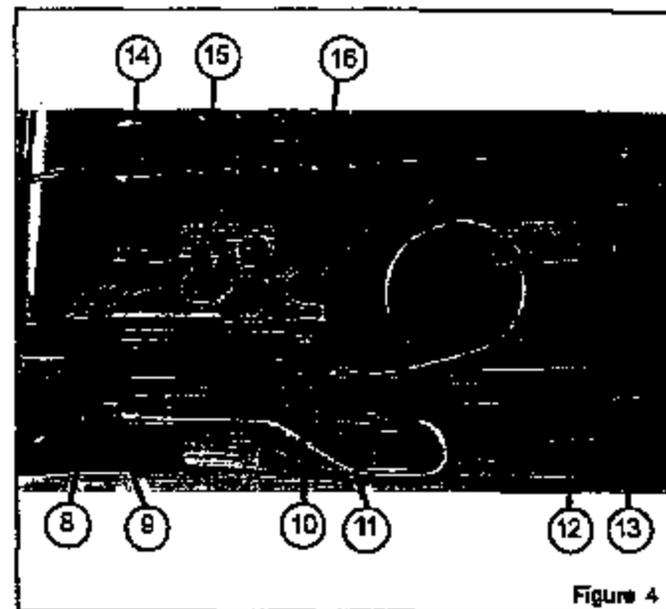


Figure 4

## Ignition - Propane Gas Operation - Figure 4

12. Turn the selector switch [14] to gas.
13. Turn the gas control [16] to the HIGH COOL position.
14. Push and hold in the gas control [15].
15. In rapid succession, push igniter [15] in several times until flame is established at burner.

### WARNING:

Do not hold in the gas control for more than 30 seconds. If there is no flame in this time, wait at least five minutes before you try ignition again. If you continue to hold in the gas control, gas will collect in the burner area. This could cause a fire or explosion and result in dangerous personal injury or death.

16. Leak test all brass connections. Use only a *commercial leak test solution*.
17. Turn the selector switch [14] to OFF, unless consumer preference is for continued operation.

## Filing Claim to Norcold

18. Complete the Safety Defect Program claim form.
19. Place the following into the pre-addressed/postage paid return envelope:
  - The swivel nut/pressure tap.
  - The completed claim form.
20. Seal envelope and mail by way of the U.S. Postal Service.



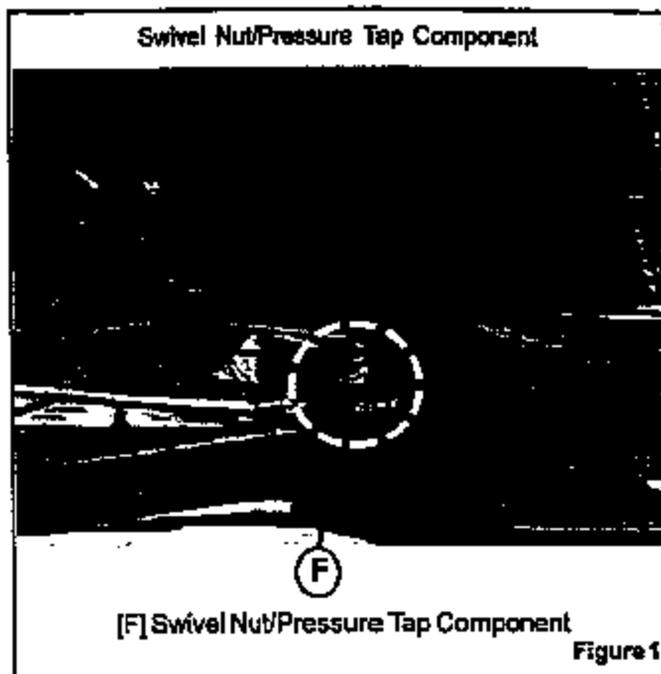
## 621190 Service Kit For Models N300 and N300.3

### When to Use Service Kit

When the serial number for models N300 and N300.3 is lower than 738626, replace the Swivel Nut/Pressure Tap Component [F] shown in Figure 1 with Service Kit # 621190.

### Tools Needed

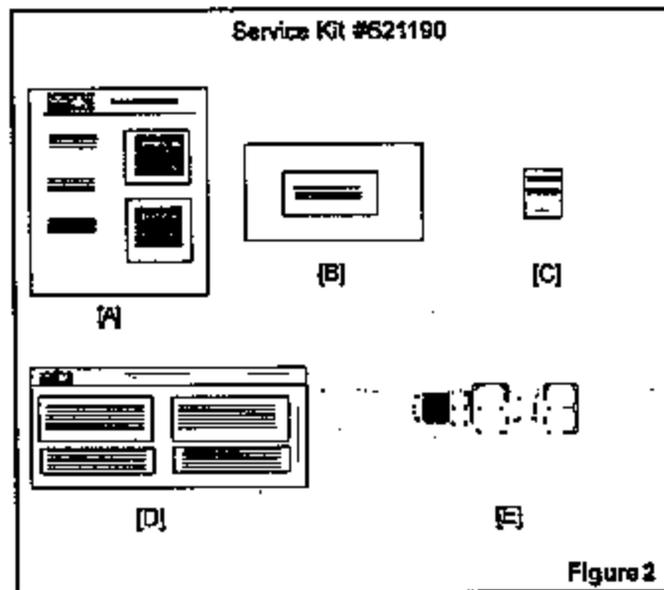
- 5/8" open end wrench
- 2 - 9/16" open end wrench
- 1/2" open end wrench
- 7/16" open end wrench
- Commercial leak test solution



### Service Kit # 621190 includes - Figure 2:

- A. 621193 - Service Kit Instructions
- B. 621180 - Pre-Addressed/Postage Paid Return Envelope
- C. 621175 - Rework Label
- D. 619769 - Claim Form
- E. 621187 - Flared Union/Swivel Connector Assembly

**Note:** A vehicle's gas supply pressure can be monitored at its main tank regulator.



621190 Service Kit installation instructions on reverse side

## Service Kit Installation ( models N300 and N300.3)

### Remove the Swivel Nut/Pressure Tap Component -

#### Figures 3 - 4

1. Open the lower intake vent.
2. Turn the refrigerator's gas control [2] to the OFF [O] position.



#### **Caution:**

To avoid possible Propane gas leaks, always use two wrenches to tighten or loosen the Propane gas supply line connections.

3. Close the manual shut-off valve [6].
4. Use a 9/16" open-end wrench on the flare nut of the swivel nut/pressure tap component [8] to prevent movement. Use a 9/16" open-end wrench on the flare nut [7] of the burner tube, loosen the flare nut of the burner tube and remove completely from the swivel nut/ pressure tap component.
5. Use a 1/2" open-end wrench on the orifice assembly nut [9] to prevent movement. Use a 9/16" open-end wrench on the flare nut [8] of the swivel nut/pressure tap, loosen the flare nut and remove the swivel nut/pressure tap from rear of refrigerator.
6. Save swivel nut/pressure tap component for return to Norcold.

### Install Service Kit #621190 - Figure 5

7. Assemble the nut of the flared union/swivel nut connector [13] to the orifice assembly [14]. Finger tighten the nut fitting. Use a 1/2" open-end wrench to prevent [14] from movement. Use a 5/8" open-end wrench to tighten the nut [13] of flared union/swivel nut connector 1/4-1/2 of a revolution.
8. Assemble the nut [11] of the burner tube to the flared union of the swivel nut connector. Finger tighten flare nut fitting. Use a 7/16" open-end wrench to prevent the flare union [12] from movement. Use a 9/16" open-end wrench to tighten the nut of burner tube [11] 1/4-1/2 of a revolution.
9. Remove the rework label [red] from shipping package.
  - Use black ink, fill in service factory name, city, state, and date.
  - Clean the flat surface of the refrigerator's mounting bracket [10] and place rework label.
10. Open the refrigerator's manual shut-off valve [6].

### Ignition - Propane Gas Operation - Figure 3

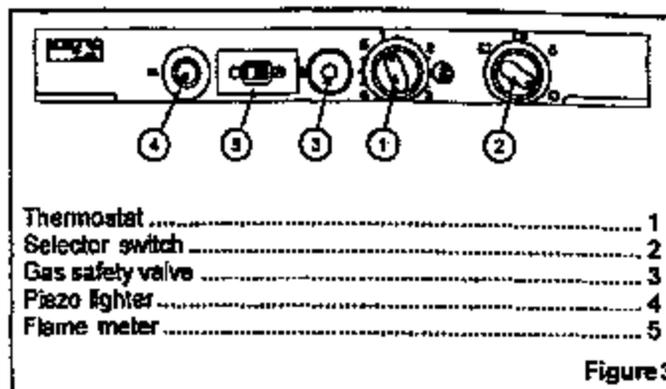
11. Turn the thermostat [1] to the 5 position.
12. Turn the selector switch [2] to the propane gas position [6].
13. Push and hold in the safety valve [3] and push in the ignitor [4], several times in rapid succession, for about five seconds:



#### **WARNING:**

Do not hold in the safety valve for more than 30 seconds. If there is no flame in this time, wait at least five minutes before you try ignition again. If you continue to hold in the safety valve, gas will collect in the burner area. This could cause a fire or explosion and result in dangerous personal injury or death.

14. When a flame is present and the flame meter [5] moves into the green area, release the safety valve.
15. Leak test all brass connections. Use only a *commercial leak test solution*.
16. Turn the energy selector switch [2] to OFF, unless consumer preference is for continued operation.



Thermostat .....	1
Selector switch .....	2
Gas safety valve .....	3
Piezo lighter .....	4
Flame meter .....	5

Figure 3

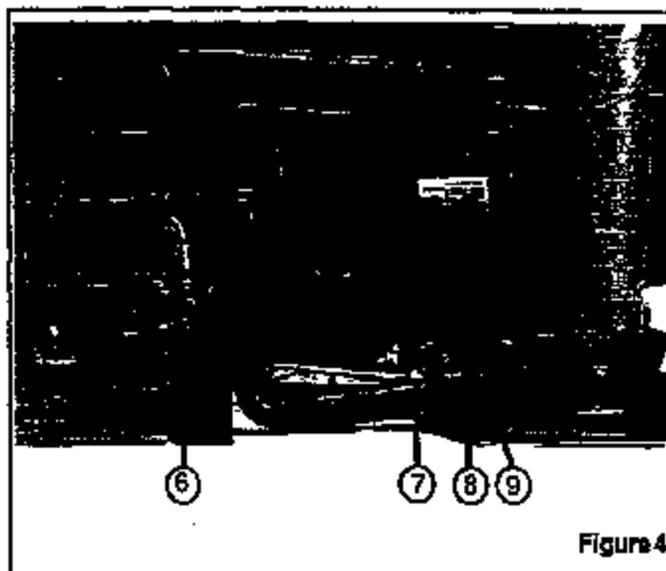


Figure 4

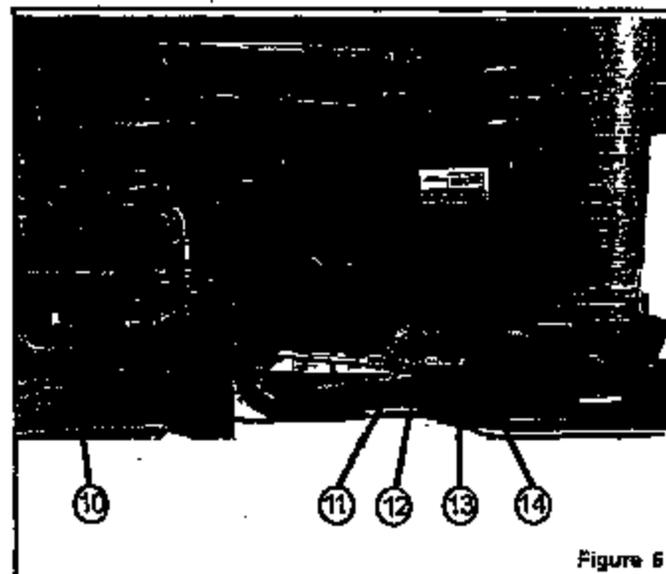


Figure 5

### Filing Claim to Norcold

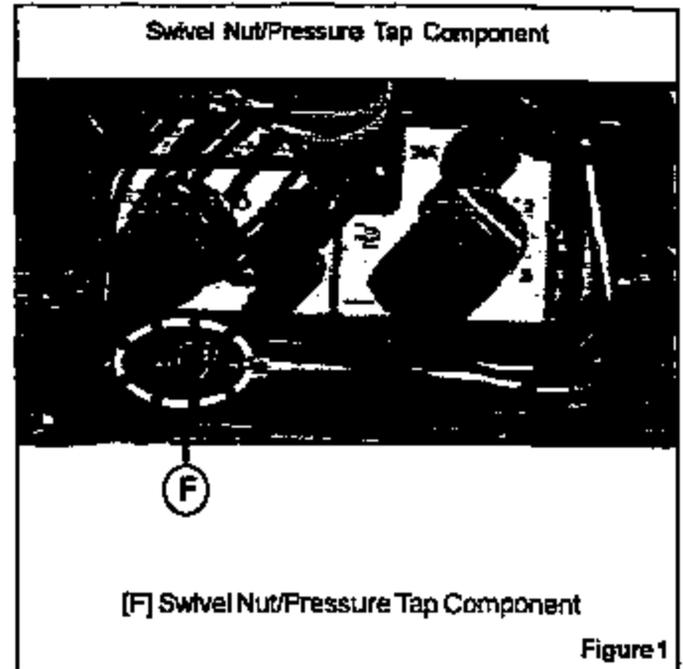
18. Complete the Safety Defect Program claim form.
19. Place the following into the pre-addressed/postage paid return envelope:
  - The swivel nut/pressure tap.
  - The completed claim form.
20. Seal the envelope and mail by way of the U.S. Postal Service.



## 621190 Service Kit For Models N260 and N260.3

### When to Use Service Kit

When the serial number for models N260 and N260.3 is lower than 738527, replace the Swivel Nut/Pressure Tap Component [F] shown in Figure 1 with Service Kit # 621190.

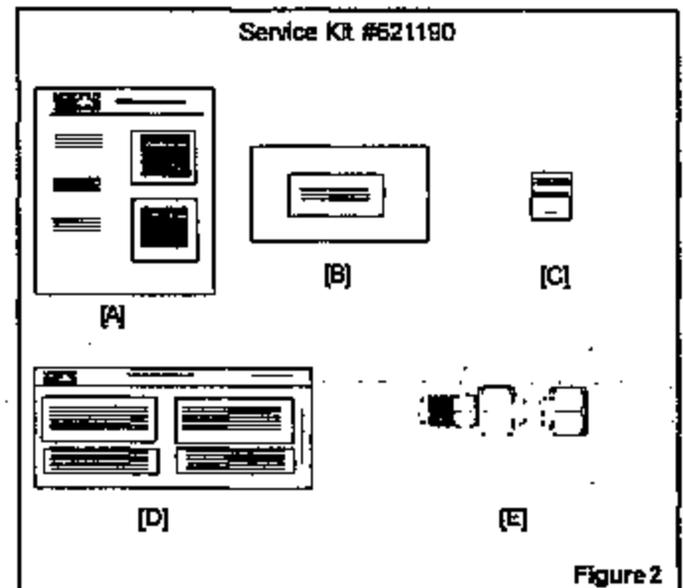


### Tools Needed

- 5/8" open end wrench
- 2 - 9/16" open end wrench
- 1/2" open end wrench
- 7/16" open end wrench
- Commercial leak test solution.

### Service Kit # 621190 includes - Figure 2:

- A. 621193 - Service Kit Instructions
- B. 621180 - Pre-Addressed/Postage Paid Return Envelope
- C. 621175 - Rework Label
- D. 619769 - Claim Form
- E. 621187 - Flared Union/Swivel Connector Assembly.



**Note:** A vehicle's gas supply pressure can be monitored at its main tank regulator.

621190 Service Kit installation instructions on reverse side

## Service Kit Installation (N260 and N260.3)

### Remove the Swivel Nut/Pressure Tap Component -

#### Figure 3

1. Open the lower intake vent.
2. Close the manual shut-off valve [5].
3. Turn the refrigerator's gas control [3] to the OFF [O] position.



#### **Caution:**

To avoid possible Propane gas leaks, always use two wrenches to tighten or loosen the Propane gas supply line connections.

4. Use a 9/16" open-end wrench on the flare nut of the swivel nut/pressure tap [2] to prevent movement. Use a 9/16" open-end wrench on the flare nut [4] of the burner tube, loosen the flare nut of the burner tube and remove completely from the swivel nut/pressure tap component.
5. Use a 1/2" open-end wrench on the orifice assembly nut [1] to prevent movement. Use a 9/16" open-end wrench on the flare nut [2] of the swivel nut/pressure tap, loosen the flare nut and remove the swivel nut/pressure tap component from rear of refrigerator.
6. Save swivel nut/pressure tap component for return to Norcold.

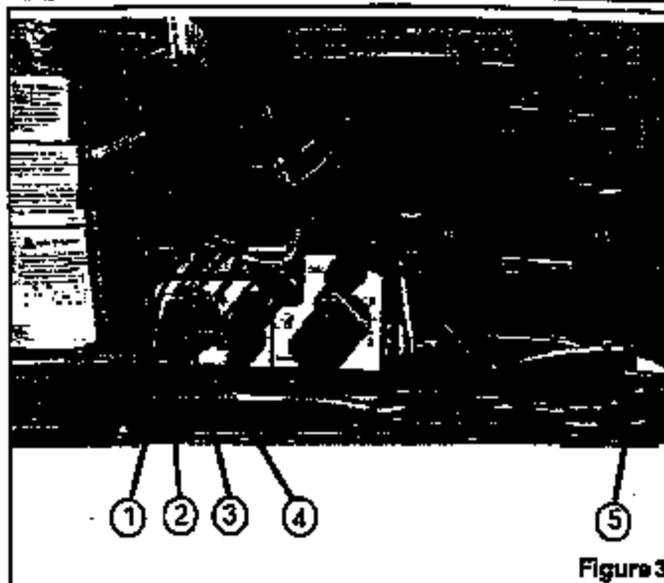


Figure 3

### Install Service Kit #621190 - Figure 4

7. Assemble the nut of the flared union/swivel nut connector [8] to the orifice assembly [7]. Finger tighten the nut fitting. Use a 1/2" open-end wrench to prevent [7] from movement. Use a 5/8" open-end wrench to tighten the nut [8] of flared union/swivel nut connector 1/4-1/2 of a revolution.
8. Assemble the nut [11] of the burner tube to the flared union of the swivel nut connector. Finger tighten both nut fitting. Use a 7/16" open-end wrench to prevent the flare union [10] from movement. Use a 9/16" open-end wrench to tighten the nut of burner tube [11] 1/4-1/2 of a revolution.
9. Remove the rework label [red] from shipping package.
  - Use black ink, fill in service facility name, city, state, and date.
  - Clean the flat surface of the refrigerator's mounting bracket [9] and place rework label.
10. Open the refrigerator's manual shut-off valve [5] (see Figure 3).

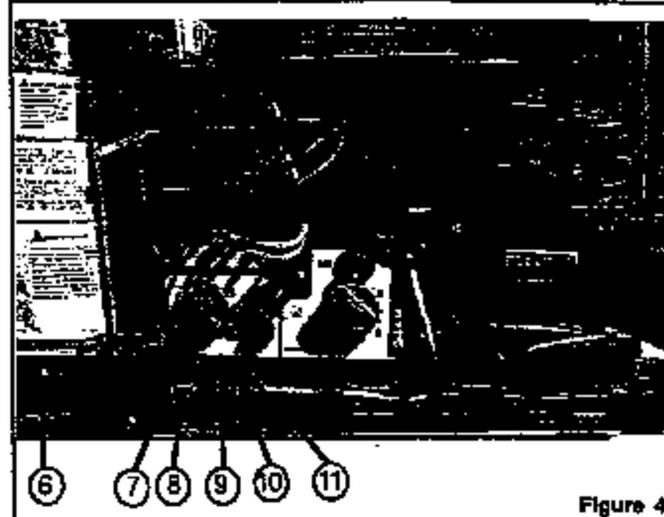


Figure 4

### Ignition - Propane Gas Operation - Figure 5

11. Turn the thermostat [14] to the 5 position.
12. Turn the selector switch [12] to the propane gas position [O].
13. Push and hold in the safety valve [13] and push in the igniter [15] several times in rapid succession, for about five seconds.



#### **WARNING:**

Do not hold in the safety valve for more than 30 seconds. If there is no flame in this time, wait at least five minutes before you try ignition again. If you continue to hold in the safety valve, gas will collect in the burner area. This could cause a fire or explosion and result in dangerous personal injury or death.

14. Open burner box door [6] and look for flame.
15. When the flame ignites, release the safety valve. If flame does not ignite, wait 5 minutes and repeat steps 11-13.
16. Leak test all brass connections. Use only a **commercial leak test solution**.
17. Turn the selector switch [12] to OFF, unless consumer preference is for continued operation.

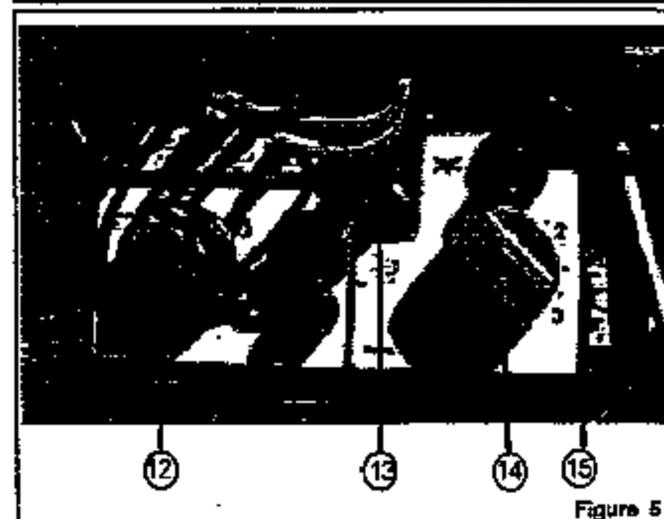


Figure 5

### Filing Claim to Norcold

18. Complete the Safety Defect Program claim form.
19. Place the following into the pre-addressed/postage paid return envelope:
  - The swivel nut/pressure tap.
  - The completed claim form.
20. Seal the envelope and mail by way of the U.S. Postal Service.

**NORCOID**  
1-800-287-8101  
SAFETY DEFECT PROGRAM

Swivel Nut/Pressure Tap Component  
Must Accompany This Claim  
(Use Black Ink To Complete Claim Form)

Repair Date \_\_\_\_\_

**Service Facility**

Name \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_  
State \_\_\_\_\_ ZIP \_\_\_\_\_  
Phone No. \_\_\_\_\_  
Contact \_\_\_\_\_  
Time Allowance: One (1) Hour at Standard Shop Labor  
Rate \$ \_\_\_\_\_

**Retail Owner**

Name \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_  
State \_\_\_\_\_ ZIP \_\_\_\_\_  
Phone No. \_\_\_\_\_  
Refrigerator Model \_\_\_\_\_ Refrigerator Serial No. \_\_\_\_\_

Bar Code Location

Vehicle Manufacturer \_\_\_\_\_  
Vehicle Brand \_\_\_\_\_  
Vehicle VIN No. \_\_\_\_\_  
Vehicle Manufacture Date \_\_\_\_\_

I have performed the repair in accordance with the SAFETY DEFECT PROGRAM PROCEDURES.  
Repair Technician \_\_\_\_\_ Date \_\_\_\_\_

White Copy - Norcoid

Pink Copy - Service Facility

Yellow Copy - Customer/Owner

Part No. 819789 (10/92)

DRAFT ONLY  
AWAITING APPROVAL BY NHTSA

**OWNER SAFETY DEFECT NOTIFICATION:**

This notice is sent to you in accordance with requirements of the National Traffic and Motor Vehicle Safety Act.

Norcold, a manufacturer of refrigerators for the recreational vehicle industry, has determined that a potential safety defect exists in certain vehicles equipped with Norcold gas/electric refrigerators. The Norcold models affected are 322 and 323 manufactured from August 1992 to August 1999, and models N260 and N300 manufactured from April 1998 to August 1999. Information provided to us indicates you may have one of the products in a vehicle registered to you. Corrective action required on:

**Model 322 or 323 with serial numbers lower than 734852**  
**Model N260 or N260.3 with serial numbers lower than 738527**  
**Model N300 or N300.3 with serial numbers lower than 738626**

The defect which exists is that the brass swivel flare nut on the pressure tap component that connects to the burner orifice of the refrigerators can crack due to stress corrosion, allowing propane gas to escape while the refrigerator is operating on gas. Though RV refrigerator venting is designed to allow for dissipation of small amounts of gas, an excess accumulation could present a potential for ignition.

When operating the refrigerator on AC or DC power, no gas can leak if a fault in the nut occurs, therefore, no hazard is present. *Beginning immediately and until your dealer can repair the safety defect; Norcold is asking customers to turn the refrigerator's manual shut-off valve to OFF and to operate their refrigerators on AC or DC power only.*

To correct this condition, your dealer or a qualified Norcold Service Center will remove the swivel nut/pressure tap component and replace with a remedy kit supplied by Norcold. The work will take about one [1] hour to complete. Both the remedy kit and the labor to install the kit will be at no charge to you. You will be responsible for transportation of vehicle to the servicing location.

Your dealer or a qualified Norcold Service Center is best equipped to obtain parts and provide this service to your refrigerator as promptly as possible. Contact your dealer or a qualified Norcold Service Center as soon as possible to arrange a service date. To obtain a Norcold Service Center nearest you, call 1-800-767-9101 and follow the menu options access of our web site at [www.norcold.com](http://www.norcold.com). Even if you do not operate the refrigerator on gas, we are requesting your response to our corrective actions.

In the event you no longer own the vehicle previously purchased with a refrigerator covered by this campaign, please let us know the new owner by completing the enclosed postage paid reply card and returning it to us. This information is important for locating the vehicle for repair purposes.

We regret any inconvenience related to this recall campaign, as our first priority is the safety and satisfaction of our products. If your dealer or a qualified Norcold Service Center fails or is unable to remedy this defect without charge and within a reasonable time, please contact Norcold at 1-800-767-9101. You may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590, or call 1-888-327-4238 (Washington DC residents call 1-202-368-0123) if remedy difficulties exist.

Thank you for your attention to this important matter.

Sincerely,

Mike Hoelscher  
Manager of Customer Services



If you no longer own the vehicle equipped with one of the affected refrigerator models, please complete the information below and return to Norcold.

**Provide Your Information:**

Vehicle Manufacturer: \_\_\_\_\_ Vehicle Brand: \_\_\_\_\_

Vehicle Identification Number: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

**Provide New Owner or Dealer Information:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Thank you for your cooperation,  
Norcold Inc.



NO POSTAGE  
NECESSARY IF  
MAILED IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**  
FIRST CLASS PERMIT NO. 5 SIDNEY, OH

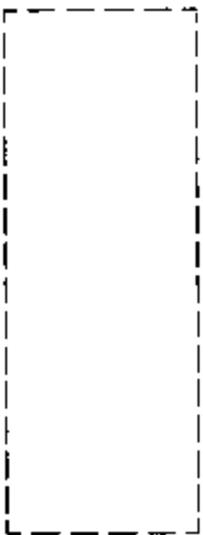
**NORCOLD**  
Customer Service  
2855 CAMPBELL RD.  
P.O. Box 4248  
SIDNEY, OH 45365-4248





2655 Campbell Rd.  
PO Box 4248  
Sidney, OH 45385-4248

**SAFETY RECALL NOTICE**





October 12, 1999

Transport Canada Road Safety  
Attn: R. Sheridan  
Tower C, Place de Ville  
Ottawa, Ontario Canada K1A 0N5

Dear Mr. Sheridan:

Norcold Inc., 600 S. Kuther Rd., Sidney, Ohio 45365 (Phone 937-497-3080, Fax 937-497-3167) manufactures combination gas/electric absorption refrigerators which are sold for application in recreational vehicles (RVs) and camping trailers.

We have determined that a defect related to motor vehicle safety exists in a brass swivel nut which is an integral connection component of a pressure tap device in refrigerators supplied by Norcold to manufacturers of RVs and camping trailers. This pressure tap and its element, the brass swivel nut, is a component manufactured by Dayco Products Inc., One Prestige Place, Dayton, Ohio, 45401, a subsidiary of Merck IV Industries. It was sold to Norcold through an independent distribution company, Gateway Supply Co., Inc., 329 East Poplar Street, Sidney, Ohio 45365. The subject tap is an integral device in our gas control chain between our gas burner and main controls on product models 322, 323, N260, N260.3, N300 and N300.3. Prints of the device as configured in these models are attached along with a chronology of events leading to our decision of this notification.

As presently understood, the nature of defect existing in the swivel nut is described as "stress corrosion cracking", a phenomenon which can occur in metals given the conditions of a sustained tensile stress in the material and corrosion on the surface of the material created by certain chemical substances. The design of the nut and its assembly to the pressure tap component by its manufacturer requires a crimping operation that bands the brass around its mating part and hence introduces high tensile stress. At this time the precise chemical substance which acts in combination with the tensile strength to bring about stress corrosion cracking is under investigation. The environment in which an RV or trailer operates can supply possible corrosive agents such as products of combustion from vehicle exhausts, acid rain, spray from wet roads, salt spray atmospheres near oceans or even moisture from condensation. Based upon investigation, corrosion from environmental conditions alone, without the presence of stresses, does not create a failure of the component.

Regional  
23986 Cooper Drive  
Elkhart, IN 46515  
Phone: 219-265-8680  
Fax: 219-266-5779

Headquarters  
600 S. Kuther Road  
P.O. Box 180  
Sidney, OH 45365  
Phone: 937-487-3080  
General Fax: 937-487-3085  
Administrative Fax: 937-487-3167

Gettysburg  
1 Century Drive  
Gettysburg, OH 45328  
Phone: 937-447-2241  
Fax: 937-487-3074

The consequence of stress corrosion cracking observed can lead to an open fracture in the brass nut. If the nut is cracked severely enough to relax the flare joint between the aluminum gas line tube and the pressure tap component, propane fuel gas has the potential to leak only if the refrigerator is activated for operation on gas mode. A leakage of gas can present a potential for a fire to occur in the area behind the refrigerator if the leakage and accumulation is substantial enough to ignite from our adjacent burner. Vehicle designs incorporate vent openings to allow dissipation of gases. A warning preceding any possible ignition would be the smell of propane gas.

Refrigerator operations on the electrical AC or DC power modes, which is most common use, would not permit a gas leak to occur if the conditions of a faulty nut were present. As such, electrical operation of the refrigerator presents no potential hazards.

A total population of 117,793 units of the model 322/323 were produced and sold between the period of August 1992 and August 15, 1999. In addition, 9,242 units of models N260, N260.3, N300 and N300.3 were produced and sold between April 1998 and August 26, 1999. These combined 127,035 units, of which 3292 were shipped into Canada, all incorporated the pressure tap with the suspect swivel nut. 99% of our shipments of 3292 into Canada were made to our exclusive distributor at the time, Greg Lund Products of Oakville, Ontario. To date about 0.06% of the total population of units have been identified as displaying a fault in the nut.

We are planning a campaign to notify OEMs, dealers and vehicle owners of the availability of a free replacement kit for the exchange of this suspect component. As soon as the details are complete, we will submit the plan to you along with the other appropriate information needed to comply with defect notification procedures.

Our remedy is to replace the defective pressure tap and connecting gas line with an alternative assembly. We expect to have parts available for replacement work to begin early November and will begin our campaign of notifying appropriate customers the week of October 18, 1999. Direct notification to vehicle owners will be assisted by any information available from OEMs and dealers.

Please advise of any questions regarding our above notification.

Sincerely,

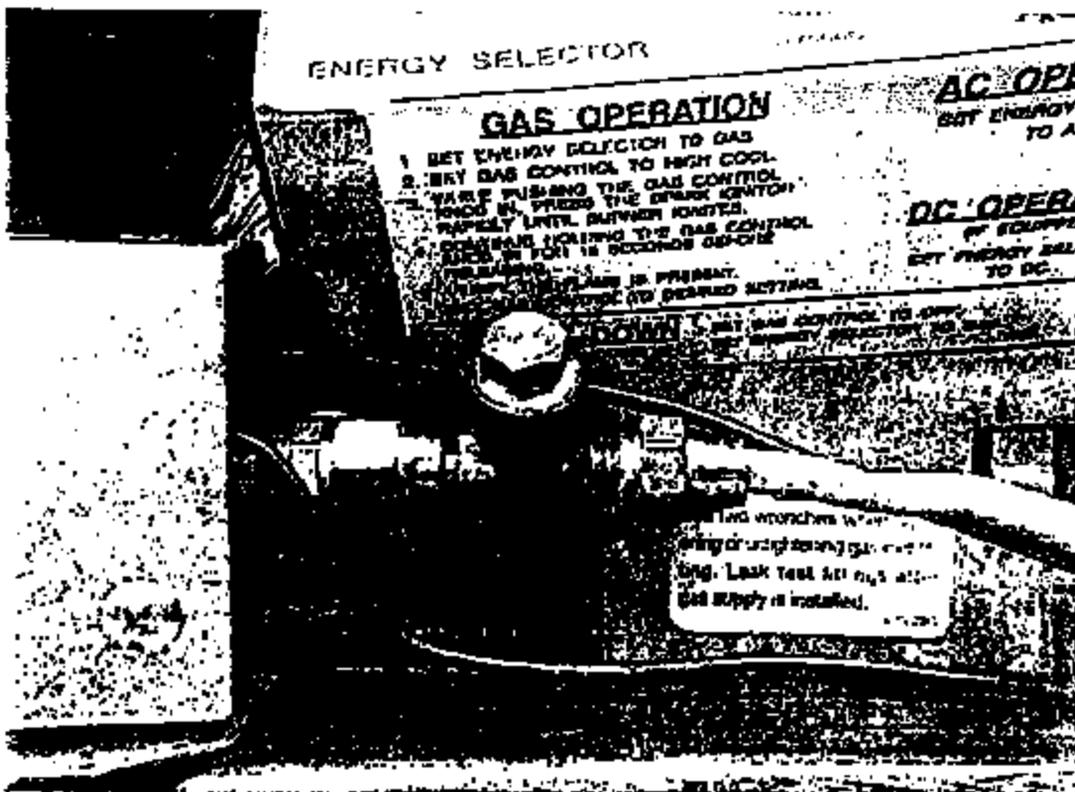
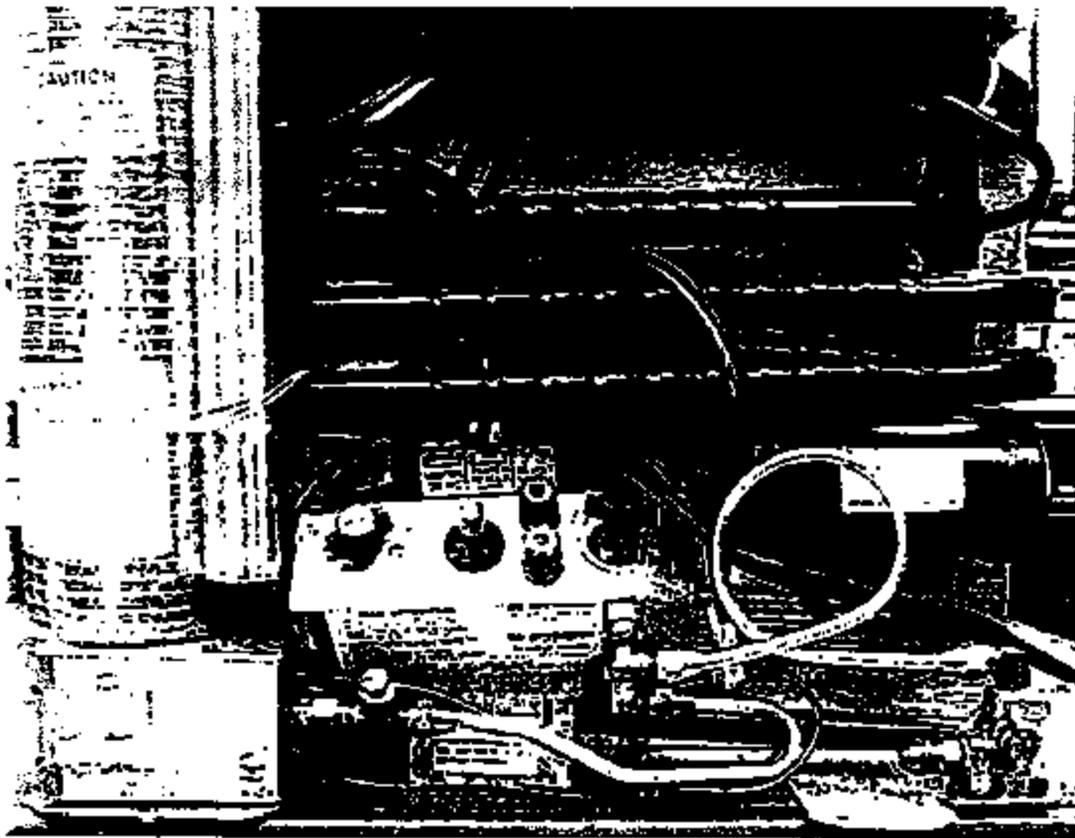


Ronald L. Riethman  
President

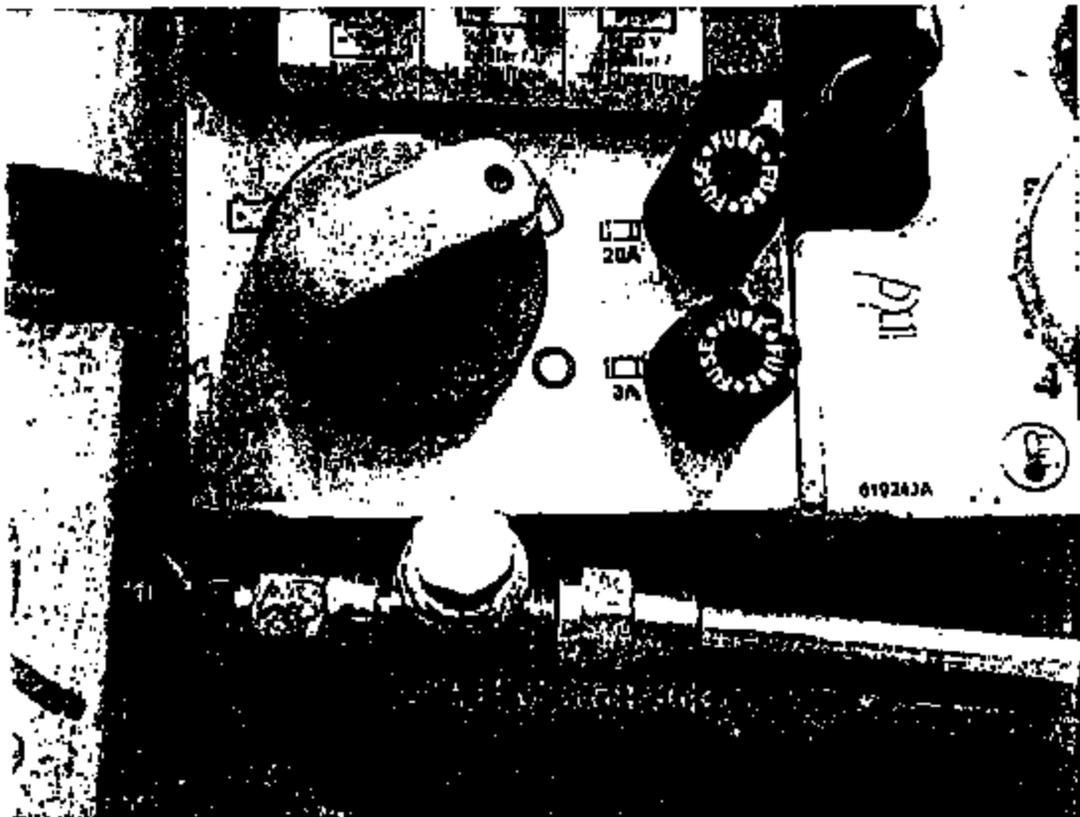
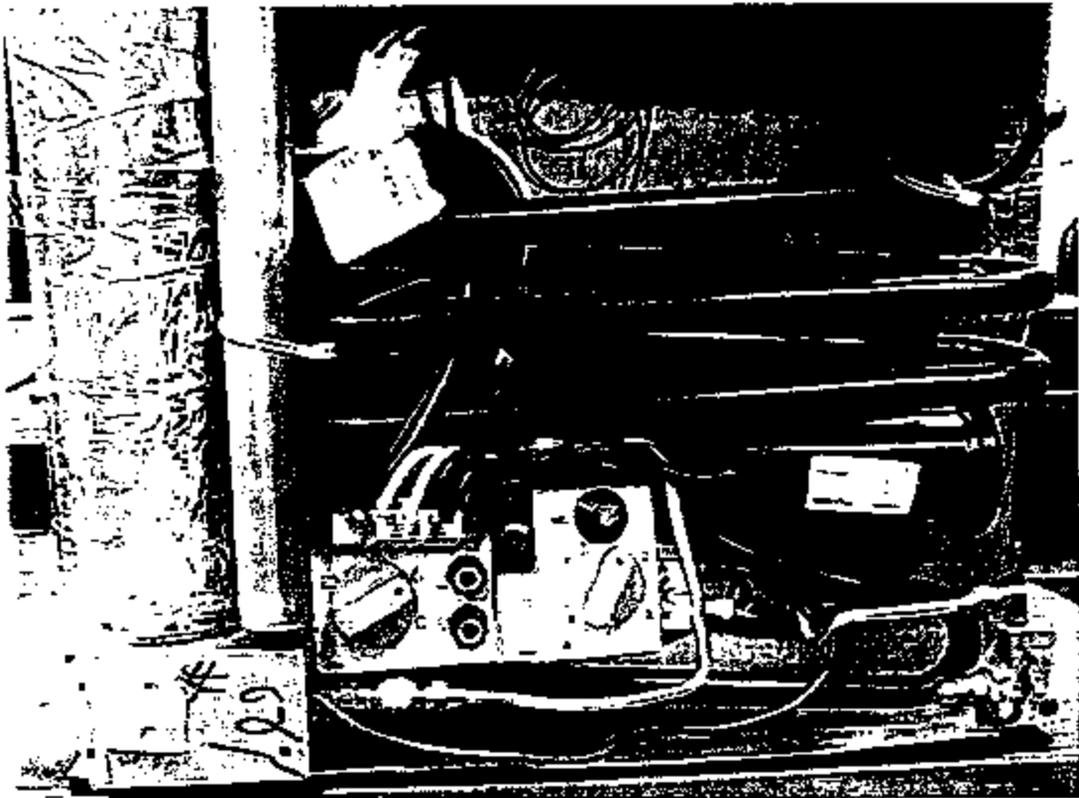
## Pressure Tap Tee Chronology

- 1992 Production starts on 322/323 refrigerators using Norcold part no. 61755322 pressure tap tee with swivel flare nut.
- 6/1998 Production begins on N260 and N300 model refrigerators, both using pressure tap tee #61755322.
- Summer 1998 Two cracked flare nuts returned from field through Norcold service organization. The cracks are completely through the body of the nuts. One is sent to a local lab for analysis. Verbal report said cause of cracking was overtightening.
- 8/3/98 Response from Gateway Supply (our source for the part) to inquiry about the nut failure. Gives swivel nut material spec as UNSC3600 free cutting half hard brass which is very common basic material referenced in SAE J513 spec. The part manufacturer, Dayco Eastman, advised them that "Apparently this cracking was a random problem..."
- ~ 7/8/99 Norcold customer service department receives five cracked flare nuts on pressure tap fittings from 322/323. These are customer returns from the field and come from 3 dealers in one geographical area and all from one brand of trailer. All 5 parts are sent to an outside laboratory for failure analysis.
- 7/8/99 Another cracked nut is returned from one of the same dealers in the field.
- 7/15/99 Engineering work begins to eliminate the tee with the cracking nut from products in production. Communication begins with part manufacturer to investigate the problem.
- 7/21/99 A-Lab report received saying cracks in nuts are from stress corrosion cracking which is caused by the 1) brass material 2) being exposed in the environment to a corrosive agent 3) in the presence of tensile stress from swaging and tightening. Oxygen and carbon were found in the corrosion product. A weak acid (carbonic?) named as possible cause. Automotive exhaust, road salt and rain water mentioned as possible sources of the corrosive contaminant.
- 7/23/99 Tee with cracked nut is tested on 323 for leak and ability to support fire. Nut leaks and will support fire when lit by hand.
- 7/26/99 Service records searched: Ten warranty claims since 1992 have used pressure tap tee as replacement part. Info from service shows shipments of subject tee to our entire distribution system to be 1 (1993), 5 (1994), 8 (1995), 12 (1996), 38 (1997), 67 (1998), 71 (1999 through 7/26) for total of 202. No data exists on how many of these have been used in field repair versus those held in stock by distributors. Total use of subject tee to date is over 125,000.
- 7/27/99 Sent 20 tees removed from recon 323s to A-Lab for analysis.

- 7/28/99 Received fax from A-Lab that 4 of 20 pieces have cracks visible before testing.
- 7/28/99 Seven parts sent to Dayco for their lab to analyze.
- 8/1/99 More lab work done and field visits made by Norcold personnel. First parts sent University of Dayton Research Institute (UDRI) for second opinion. Bubble leak checking solutions collected and investigated. No specific chemical cause for the corrosion is identified.
- 8/8/99 Lab report from A-Lab on second set of parts says "Contaminants of sulfur, chlorides, phosphates, magnesium, sodium, potassium calcium and silicon indicates a water borne corrosive agent ..."
- 8/10/99 Dayco's lab (TSL) confirms stress corrosion cracking occurring.
- 8/15/99 Production of models 322 & 323 begins without incorporating tee # 617553 starting with serial no. 734882.
- 8/18/99 First report from UDRI confirms corrosion present in cracked part. Elemental analysis shows carbon, oxygen, sodium and sulfur as the primary contaminants.
- 8/18/99 Field failure reports (still all from same 3 dealers in Ohio and Pennsylvania) have now reached 18 incidents. A review meeting was held to determine if any unique factors causing isolation of incidents could be identified.
- 8/24/99 Production of model N260 begins without incorporating tee # 617553 starting with serial no. 738527.
- 8/24/99 Production of models N300 begins without incorporating tee # 617553 starting with serial no. 738626.
- 8/30/99 Decision reached to visit about 30 camper dealerships to see if their service departments have experienced any issues on our gas controls. No dealers reported or expressed concerns or issues.
- 9/2/99 Decision to try to collect field examples of used pressure tap tee locally and across USA by visiting local campgrounds, contacting local owners directly and visiting dealer lots. Initial results produce few parts. Efforts expanded, producing 82 components spanning 10 states coast to coast and 7 years of manufacture. 12 parts showed cracks visible to the naked eye. Laboratory analysis is continuing on this lot of parts.

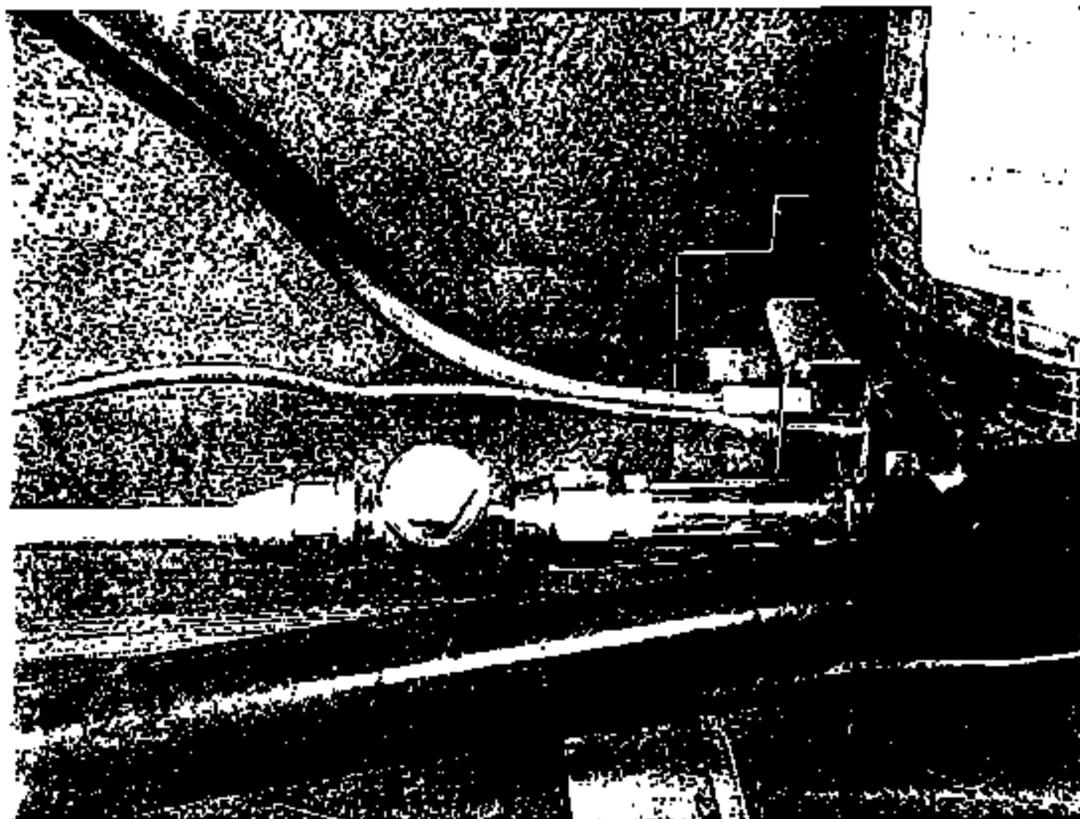
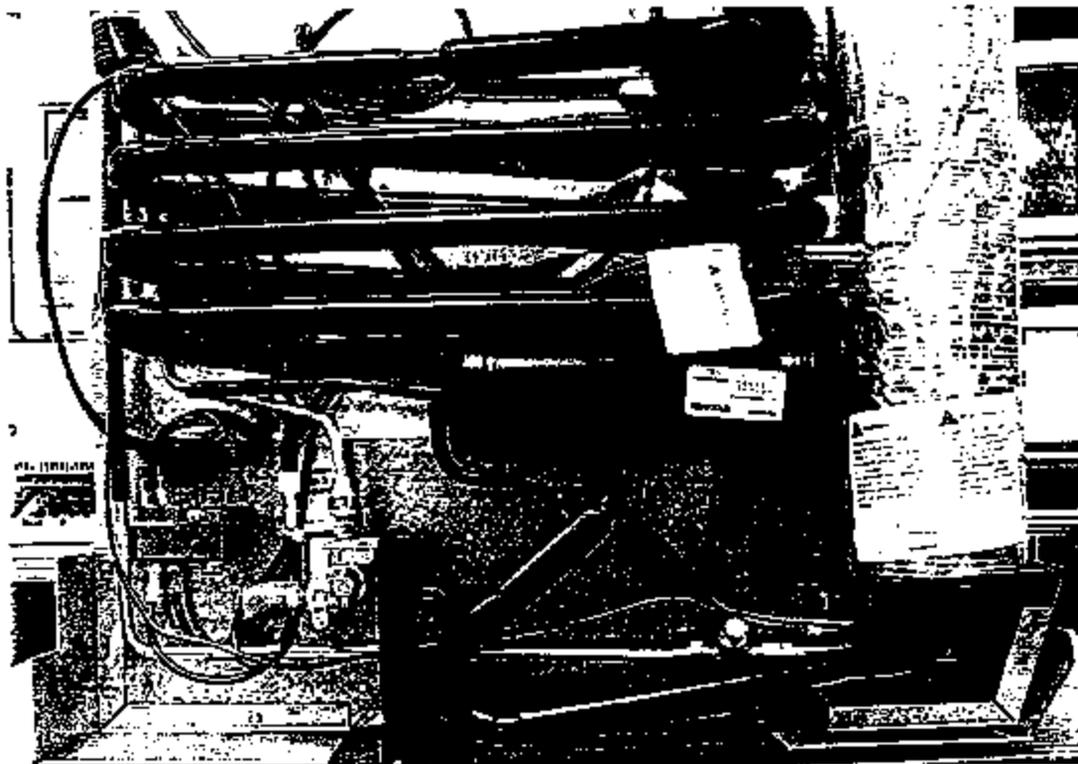


N260



September 28, 1999

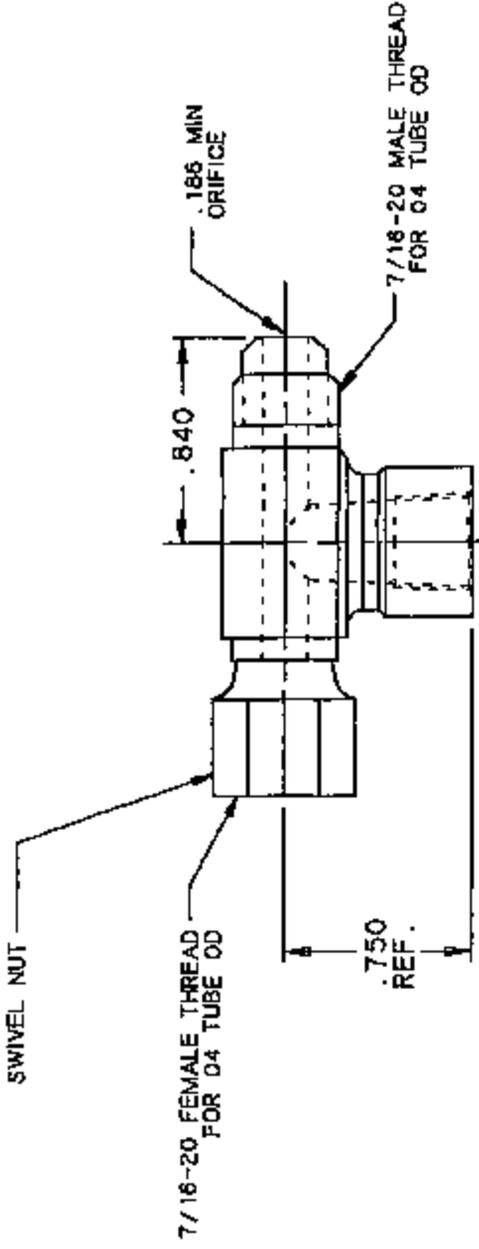
N300



September 28, 1999

B-17553

MATERIAL SPECIFICATION



**OBsolete**

SEP 9 1979

SIGNED: *[Signature]*  
 REFERENCE: A 2 1054 P111  
 A 2 1072 P111  
 A 15944 REF

NOTE:  
 DEPENDING ON AVAILABLE FORGING  
 .850 IS AN ACCEPTABLE DIMENSION  
 IN PLACE OF .750

REF. SEALANT:  
 LOCTITE CORPORATION  
 VIBRA SEAL  
 MACHINE BAND  
 PRODUCT NO. 516  
 COLOR BURNT ORANGE

PART No. 017553

VENDOR OR TOOL SOURCE MUST NOT DEVIATE FROM THE DRAWING WITHOUT APPROVAL OF ENGINEERING DEPT.  
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THE STOLLE CORPORATION  
 SIDNEY  
 MORGOLD DIVISION  
 OHIO

TITLE  
 MODIFIED PRESSURE TAP  
 MODEL 322

DESIGNED BY	DATE	SCALE
DWL	04/18/92	FULL
CHECKED BY	DATE	DRAWING NO.
APPROVED BY	DATE	B-17553

RELEASED FOR PRODUCTION 10/16/92 JAB

DATE	BY	APPD BY
10/16/92	JAB	

11

10

9

8

7

6

5

4

3

2

1



RECEIVED  
OFFICE  
DEFECTS INVESTIGATION  
FEB 19 AM 4:25

February 17, 2000

Mr. Jonathan White  
National Highway Traffic Safety Administration  
400 7<sup>th</sup> St. SW  
Washington, DC 20590

Recall Campaign ID Number - #99E-036

Dear Mr. White:

This letter provides supplemental information regarding Norcold's Safety Defect Campaign.

Enclosed are documents, which pertain to campaign 99E-036.

Attachment 1 - News Release to appear in four RV Trade periodicals.

Attachment 2 - News Release to appear in five RV Consumer periodicals.

Attachment 3 - Norcold's participation at the dealer level to perform the Safety Defect corrective action.

Other information will be forwarded to your attention as it develops.

If you have questions pertaining to the attachments, please contact at 1-800-767-9101.

Sincerely,

Norcold, Inc.

Ed Thompson  
Norcold Customer Services



**THETFORD**

# News Release

ATTACHMENT #1

Thetford Corporation  
P.O. Box 1285  
Ann Arbor, Michigan 48106  
313 769 6000

**Nov. 15, 1999**

**Trade - For Immediate Release**

## **Norcold Voluntarily Recalls Three Small Refrigerators**

ANN ARBOR, Mich. - Norcold has voluntarily recalled three small gas absorption/electric refrigerators primarily used in folding camping trailers.

Letters spelling out recall details have been sent to all Manufacturers, Distributors, Dealers, Service Centers. Owner contacts are occurring as information becomes available.

Norcold notified the National Highway Traffic Safety Administration (NHTSA) when it became aware of a potential safety defect involving stress corrosion cracking in brass swivel nuts on the pressure tap components of the refrigerator. A significant crack could potentially cause propane gas leakage during gas operation. Models affected are:

<u>Models</u>	<u>Built</u>	<u>Serial Numbers</u>
322/323	August, 1992-August, 1999	lower than 734882
N260/N260.3	April, 1998-August, 1999	lower than 738527
N300/N300.3	April, 1998-August, 1999	lower than 738626

Contact Mike Hoelscher, Norcold Manager of Customer Service, at 1-800-769-9101 or 937-497-3173 with any questions.

Sidney, Ohio-based Norcold is a leading supplier of refrigerators to the RV and marine markets. In 1997, it became a wholly-owned subsidiary of Thetford, the world's leading manufacturer of sanitation products to the same markets.

-30-30-30-

### **Editors:**

**As a public service, we ask that you run this release at least three consecutive issues.**

**Please contact J.P. DiMaggio, Communication Supervisor at Thetford Corporation, at 734-769-9618 with any questions about this release.**

**4 - National - RV Trade**

**RV BUSINESS**

**ATTN: MARYANNE KIBODEAUX  
2575 VISTA DEL MAR DRIVE  
VENTURA, CA 93001**

**ANTICIPATE TO APPEAR IN FEBRUARY, 2000**

**RV NEWS**

**ATTN: DON MAGARY, EDITOR  
408 E SOUTHERN AVENUE  
TEMPE, AZ 85282-5200**

**APPEARED IN JANUARY, 2000 (COPY ATTACHED)**

**RV TRADE DIGEST**

**ATTN: LEE C KEYSER, MAN. EDITOR  
58025 COUNTY ROAD #9 SOUTH  
ELKHART, IN 46517**

**APPEARED IN JANUARY, 2000 (COPY ATTACHED)**

**CANADIAN RV DEALER**

**ATTN: DIANE BATTEN, MAN. EDITOR  
2585 SKYMARK AVE UNIT 306  
MISSISSAUGA, ONT CANADA L4W 4L5**

**ANTICIPATE TO APPEAR IN FEBRUARY, 2000**

### Norcold Voluntarily Recalls Three Small Refrigerators

Norcold has voluntarily recalled three small gas absorption/electric refrigerators primarily used in folding camping trailers.

Norcold notified the National Highway Traffic Safety Administration (NHTSA) when it became aware of a potential safety defect involving stress corrosion cracking in brass swivel nuts on the pressure tap components of the refrigerator. A significant crack could potentially cause propane gas leakage during gas operation. Models affected are:

Models	Built	Serial Numbers
322/323	August, 1992 - August, 1999	lower than 734882
N280/N280.3	April, 1998 - August, 1999	lower than 738527
N300/N300.3	April, 1998 - August, 1999	lower than 738626

Letters spelling out recall details have been sent to all manufacturers, distributors, dealers, and service centers.

### Brisk Sales, Record Dealer Turnout Mark National RV Show

Buoyed by the best sales in two decades, RV dealers geared up for a robust 2000 selling season by turning out in record numbers at RVIA National RV Trade Show in Louisville, KY.

The three-day show attracted the highest dealer attendance in the event's 37-year history — 5,109, up 6% over 1998. Attendance in all "customer categories" — dealers, accessory store owners, campground operators and warehouse distributors — outpaced last year's total by 5.2% at 5,702, representing nearly half (45%) of all 11,726 attendees.

This was the largest National RV Trade Show ever, packing the Kentucky Fair and Exposition Center with more than 700,000 square feet of exhibit space, drawing 86 manufacturer and over 300 supplier exhibitors.

### Industry Pioneer Pete Callendar Dies

Pete Callendar, one of the true pioneers of the RV and manufactured housing industries died at his Lakeville, IN, home in December. Pete founded Southside Trailer Sales in South Bend, IN, in 1936 and continued, with his family, to operate it 63 years later. Southside Trailer Sales is somewhat unique in the industry as it sells and services, as it always has, homes and RVs from the same location.

Pete served on the board of directors of Mobilehome Dealers National Association (MDNA) from 1954 to 1972. He was instrumental in the founding of the MHMA service schools. A founding board member, he served on the Indiana MHA board for over 50 years including terms as association chairman in 1954 and 1966.

He was one of the founders of the Midwest Manufactured Housing/RV Show in 1954 and was on the committee for the first MHMA Louisville Show.

Pete is survived by his wife Iona, and children Pamela, Sharon, and Raymond.

### Thor California Delivers 20,000th Towable; Honors Top Dealership

In October 1999, Tom Powell, Thor California's president, presented the company's 20,000th towable RV to Western RV Country, Thor California's top North American dealer with dealerships in Leduc and Calgary, Alberta, Canada.

Based in Moreno Valley, CA, Thor California began building its Tahoe and Wanderer brands of travel trailers and fifth wheels in early 1996; by April, 1998, the company had produced its 10,000th vehicle.

A contingent from Western RV Country traveled to the Thor California plant to receive the 20,000th trailer, tour the plant and meet key employees. While there, Brian Savage and Rick Hollinger were presented with plaques for becoming Thor California's #1 and #4 sales achievers, respectively, in North America; in addition, Western RV Country's service manager, Fay Green, was recognized for her department's outstanding customer service.



Thor California's 20,000th towable is presented by Tom Powell, president, Steve Demarco, national sales manager, and Dane Found, regional sales manager to Western RV Country's owner, Bruce Urban, who was accompanied by Rick Stewart, general manager, and two dozen other Western RV Country employees.

In addition, three exciting new workshop offerings are being scheduled this year as well. The Sales Department Management Workshop, the Parts & Accessories Workshop and the Service Writer Workshop are new additions to the Spader training lineup.

For dates and locations, call (800) 772-3377 or visit the Spader Cos.' website at [www.spader.com](http://www.spader.com).

## RVMH Old Timers to Meet

The RVMH Old Timers Club will hold its seventeenth annual reunion on Saturday and Sunday, Feb. 26 and 27, 2000, at the Holiday Inn Express in Tampa, Fla. The club, sponsored by the RVMH Hall of Fame, is open to all industry veterans of 20 years or more, and meets once a year to renew friendships and to enjoy activities together. The Saturday activities consist of an afternoon reunion period with scrapbooks and displays and an evening banquet where veteran awards are distributed. Sunday's activity is a popular cruise on Tampa Bay. For registration information contact the RVMH Heritage Foundation, 801 Bernham Ave., Elkhart, IN 46516, (800) 378-9694.

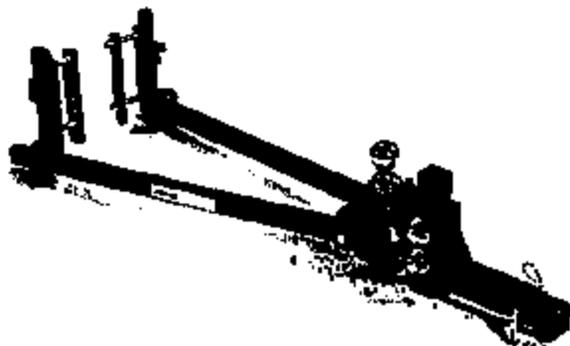
## Norcold Recalls Three Small Refrigerators

Norcold has voluntarily recalled three small gas

RV Dealers-

# THANK YOU!

Louisville was a great success.



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- ✔ Built-in trailer sway control
- ✔ High margins

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**Equal-i-zer.**  
Sway Control Hitch

Lindon Hitch, Inc.  
475 N. State St.  
Lindon, Utah 84042  
800-478-5578  
[www.equalizerhitch.com](http://www.equalizerhitch.com)

INDICATE #30 ON READER INQUIRY CARD

absorption/electric refrigerators primarily used in folding camping trailers because of a potential safety defect involving stress corrosion cracking in brass swivel nuts on the pressure tap components of the refrigerator. A significant crack

could potentially cause propane gas leakage during gas operation.

Models affected are:  
322/323, built Aug. 1992-Aug. 1999 with serial numbers lower than 734882.  
N260/ N260.3, built April

1998-Aug. 1999 with serial numbers lower than 738527

N300/ N300.3, built April 1998-Aug. 1999 with serial numbers lower than 738626.

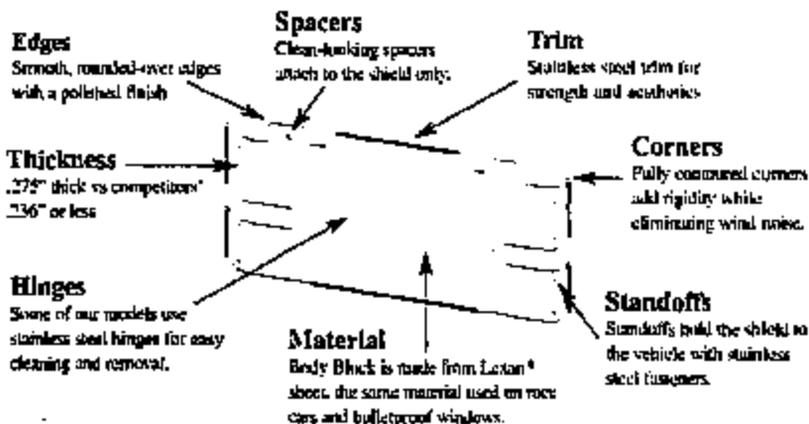
Contact Mike Hoelscher, Norcold manager of customer service, at (800) 769-9101 or (937) 497-3173 with any questions.

Sidney, Ohio-based Norcold is a leading supplier of refrigerators to the RV and marine markets. In 1997 it became a wholly owned subsidiary of Thetford, the world's leading manufacturer of sanitation products to the same markets.



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**BODY BLOCK™ by Summit Products, Inc.**  
6220 NW Beaver Drive  
Suite 6, PO Box 1116  
Johnston, Iowa 50131-1116  
(515) 252-0435



### Duncan RV Damage Estimating System Now Available

Duncan Systems Inc., a national and international distributor of replacement glass for the RV and specialty glass industry, has released The Duncan RV Damage Estimating System, a Windows-based computer program for designing and creating RV damage repair estimates with ease. Features included in the CD-ROM program are vehicle class photographs; parts drawings and diagrams; complete database for replacement parts, parts costs and labor times; ability to build and maintain user input databases; search capabilities; meets format requirements for all states; and toll-free, online technical support.

For more information regarding the system or any other Duncan Systems services, call (800) 551-9149 ext. 2083, e-mail [Tami@rvglass.com](mailto:Tami@rvglass.com) or write to Duncan Systems Inc., 29391 U.S. Hwy. 33, Elkhart, IN 46516.

INDICATE #51 ON READER INQUIRY CARD

ATTACHMENT #2

Thetford Corporation  
P.O. Box 1285  
Ann Arbor, Michigan 48108  
313 769 6000

Nov. 22, 1999

Consumer – For Immediate Release

## Norcold Voluntarily Recalls Three Small Refrigerators

ANN ARBOR, Mich. – Norcold has voluntarily recalled three small gas absorption/electric refrigerators primarily used in folding camping trailers.

Letters spelling out recall details have been sent to all Manufacturers, Distributors, Dealers, Service Centers. Owner contacts are occurring as information becomes available.

Norcold notified the National Highway Traffic Safety Administration (NHTSA) when it became aware of a potential safety defect involving stress corrosion cracking in brass swivel nuts on the pressure tap components of the refrigerator. A significant crack could potentially cause propane gas leakage during gas operation. Models affected are:

<b>Models</b>	<b>Built</b>	<b>Serial Numbers</b>
322/323	August, 1992-August, 1999	lower than 734882
N260/N260.3	April, 1998-August, 1999	lower than 738527
N300/N300.3	April, 1998-August, 1999	lower than 738626

### What You Should Do

Serial numbers are found on the ID Label inside the refrigerator. Persons owning one of these models should:

1. Turn the manual shut-off valve to OFF and operate it only on AC or DC power until the defect is repaired. (No gas leak can occur during AC or DC operation.)
2. Contact a Dealer/Service Center to arrange a service date as soon as possible. A remedy kit, and the labor to install it, is free to the consumer and should take about an hour.

Call Norcold at 1-800-767-9101 with any questions, or:

- To obtain the location of the nearest Norcold Service Center.
- If the Dealer/Service Center fails or is unable to remedy this defect without charge or unable to service the refrigerator within a reasonable time.
- If you previously owned, but no longer own, a RV which may have had one of these refrigerators.

Sidney, Ohio-based Norcold is a leading supplier of refrigerators to the RV and marine markets. In 1997, it became a wholly-owned subsidiary of Thetford, the world's leading manufacturer of sanitation products to the same markets.

-30-30-

### Editors:

As a public service, we ask that you run this release at least three consecutive issues. Please contact J.P. DiMaggio, Communication Supervisor at Thetford Corporation, at 734-769-9618 with any questions about this release.

**5 - National - RV CONSUMER**

CAMPING & RV MAGAZINE  
ATTN: JERRY WASLEY, EDITOR  
PO BOX 458  
WASHBURN, IN 93001

ANTICIPATE TO APPEAR IN FEBRUARY, 2000

COAST-TO-COAST MAGAZINE  
ATTN: VALARIE LAW, EDITOR  
2575 VISTA DEL MAR ROAD  
VENTURA, CA 93001-3920

ANTICIPATE TO APPEAR IN FEBRUARY, 2000

TRAILER LIFE MAGAZINE

ANTICIPATE TO APPEAR IN FEBRUARY, 2000

ATTN: SHERMAN GOLDENBERG  
2575 VISTA DEL MAR ROAD  
VENTURA, CA 93001-3920

COACHMEN CAPERS  
ATTN: LON HUFFMAN, MAN. EDITOR  
PO BOX 30  
MIDDLEBURY, IN 46540

ANTICIPATE TO APPEAR IN FEBRUARY, 2000

WOODALL'S PUBLICATIONS

ANTICIPATE TO APPEAR IN FEBRUARY, 2000

ATTN: DEBBIE HARMSSEN, EDITOR  
13975 W. POLO TRAIL DRIVE  
LAKE FOREST, ILL 60045-5109

**SAFETY DEFECT CAMPAIGN  
NORCOLD PARTICIPATION AT DEALER**

Scheduled Event	Company	Location	Total Units	Customer Units	Dealer Inventory	Units Repaired to Date	Potential Units to Repair
March 17-18	Tom Johnson Camping Center	Marion, NC	677	638	39	33	644
April 15-16	Hilftop Trailer Sales	Minneapolis, MN	989	919	70	72	917
April 28-29	Campers Inn of Kingston	Kingston, NH	525	479	46	80	445
May 6-7	All Trails	Utica, MI	641	600	41	140	501



2695 Highway 70 West  
Marion, NC 28752  
Telephone: 828-724-4105  
Toll Free: 1-800-2257802

Dear Valued Tom Johnson Camping Center Customer,

This notice is being sent to you regarding a safety defect with the Norcold 322, 323, N260, N260.3, N300 or the N300.3 refrigerator installed in your folding trailer. In November 1999 you received a Safety Recall Notice (a copy enclosed) from Norcold, Inc. pertaining to the safety defect. **Your immediate attention to this Safety Recall is requested.**

Norcold technicians will be present at our store on **Friday March 17<sup>th</sup>** and **Saturday March 18<sup>th</sup>** to perform corrective action on your folding trailer. This corrective action will be performed as a drive-through service; you will not need to disconnect your folding trailer from your tow vehicle. We urge you to schedule an appointment for this service. The corrective action will take approximately 15 minutes. To assist the Norcold technicians in completing this service within the 15-minute schedule, we ask that you provide us with your refrigerator model and serial numbers when calling to make your appointment. An identification sheet is enclosed to help you locate the refrigerator serial tag. Norcold technicians will perform corrective actions from of **8 AM to 5 PM on Friday** and from **9 AM to 5 PM on Saturday**. Only customers with appointments will be accepted at these times.

Due to the volume of folding trailers that we will repair this spring and summer, we strongly encourage you to take advantage of this opportunity. Missing this opportunity may result in a delay of several weeks for your trailer to receive this repair. To benefit from this opportunity, contact Tom Johnson Camping Center at 828-724-4105 or 1-800-225-7802 as soon as possible to schedule your appointment.

Norcold and Tom Johnson Camping Center regret any inconvenience related to this recall campaign, as our first priority is your safety and your satisfaction. Your participation with these March dates will insure that your summer plans are uninterrupted.

Please notify Tom Johnson Camping Center immediately if you no longer own your folding trailer or if you feel that we have contacted you in error.

Sincerely,

Service Department  
Tom Johnson Camping Center

Attachments: Norcold Recall Information



**OWNER SAFETY DEFECT NOTIFICATION:**

This notice is sent to you in accordance with requirements of the National Traffic and Motor Vehicle Safety Act.

Norcold, a manufacturer of refrigerators for the recreational vehicle industry, has determined that a potential safety defect exists in certain vehicles equipped with Norcold gas/electric refrigerators. The Norcold models affected are 322 and 323 manufactured from August 1992 to August 1999, and models N260 and N300 manufactured from April 1998 to August 1999. Information provided to us indicates you may have one of the products in a vehicle registered to you. **Corrective action required on:**

**Model 322 or 323 with serial numbers lower than 734882**  
**Model N260 or N260.3 with serial numbers lower than 738527**  
**Model N300 or N300.3 with serial numbers lower than 738626**

The defect which exists is that the brass swivel flare nut on the pressure tap component that connects to the burner orifice of the refrigerators can crack due to stress corrosion, allowing propane gas to escape while the refrigerator is operating on gas. Though RV refrigerator venting is designed to allow for dissipation of small amounts of gas, an excess accumulation could present a potential for ignition.

When operating the refrigerator on AC or DC power, no gas can leak if a fault in the nut occurs, therefore, no hazard is present. ***Beginning immediately and until your dealer can repair the safety defect, Norcold is asking customers to turn the refrigerator's manual shut-off valve to OFF and to operate their refrigerators on AC or DC power only.***

To correct this condition, your dealer or a qualified Norcold Service Center will remove the swivel nut/pressure tap component and replace with a remedy kit supplied by Norcold. The work will take about one (1) hour to complete. Both the remedy kit and the labor to install the kit will be at no charge to you. You will be responsible for transportation of vehicle to the servicing location.

Your dealer or a qualified Norcold Service Center is best equipped to obtain parts and provide this service to your refrigerator as promptly as possible. Contact your dealer or a qualified Norcold Service Center as soon as possible to arrange a service date. To obtain a Norcold Service Center nearest you, call 1-800-767-9101 and follow the menu options access of our web site at [www.norcold.com](http://www.norcold.com). Even if you do not operate the refrigerator on gas, we are requesting your response to our corrective actions.

In the event you no longer own the vehicle previously purchased with a refrigerator covered by this campaign, please let us know the new owner by completing the enclosed postage paid reply card and returning it to us. This information is important for locating the vehicle for repair purposes.

We regret any inconvenience related to this recall campaign, as our first priority is the safety and satisfaction of our products. If your dealer or a qualified Norcold Service Center fails or is unable to remedy this defect without charge and within a reasonable time, please contact Norcold at 1-800-767-9101. You may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590, or call 1-888-327-4236 (Washington DC residents call 1-202-366-0123) if remedy difficulties exist.

Thank you for your attention to this important matter.

Sincerely,

Mike Hoelscher  
Manager of Customer Services

Sales  
Phone: 1-800-752-8854  
Fax: 937-497-3082

Service  
Phone: 1-800-543-1219  
Fax: 937-497-3183

Service  
Phone: 1-800-543-1219  
Fax: 937-497-3183



**Norcold Product Safety Campaign  
Pressure Tap  
Refrigerator Serial Number Identification**

The refrigerator model and serial number is on the refrigerator's serial plate located inside the refrigerator food compartment.

SERIAL NUMBER SAMPLE:  
000000XXXXX0

NORCOLD 68000, 6800 FOR REC. VEHICLE INSTALLATION MIN. INSTALLATION CLEARANCE: 6" SIDES, TOP, BOTTOM, BACK INSTALL ONLY WITH KIT NO. 016690	MODEL NO. 323	TESTED FOR LP GAS: EQUIPPED FOR PROPANE	 
	INPUT 640 BTU/H	SUPPLY 11 "WC	
	REFRIGERANT R12	12 VOLTS - AC 1.2 AMP'S	
	NET WEIGHT 18 LBS.	140 WATTS	

Models 322/323 manufactured prior to September 1996 will have the above style serial tag. The first six digits identify the refrigerator serial number. As stated, serial numbers lower than 734882 are covered by the pressure tap product safety campaign. Any unit with this style of serial tag will require the service repair kit be installed. The serial number must be recorded on the service claim form. The serial tag is located inside the refrigerator food compartment.

SERIAL NUMBER SAMPLE:  
XXXXXX

<b>NORCOLD</b> 68000, 6800		TESTED FOR LP GAS: EQUIPPED FOR PROPANE	
SERIAL NUMBER	REFRIGERANT	R717	125 VOLTS - AC
MODEL NO.	LBS.		80 HZ
GROUP CODE	NET WEIGHT	MIN 18	AMP'S
INPUT		BTU/H	WATTS
			12 VOLTS - DC
			80 HZ
			AMP'S
			WATTS

FOR REC. VEHICLE INSTALLATION  
MIN. INSTALLATION CLEARANCE:  
6" SIDES, TOP, BOTTOM, BACK  
INSTALL ONLY WITH KIT NO.  
016690




AND 221.18a-1892 REFRIGERATORS      CAN/CCA-L4-M84 REFRIGERATORS

Models 322/323 manufactured after September 1996 and all models N260 & N300 will have the above style serial tag. The first six digits identify the refrigerator serial number. As stated, serial numbers lower than 734882 for models 322/323 are covered by the pressure tap product safety campaign. In addition, serial numbers lower than 738527 for N260 and N260.3, and lower than serial number 738626 for models N300 and N300.3 are covered by the pressure tap product safety campaign. The serial number must be recorded on the service claim form. The serial tag is located inside the refrigerator food compartment.

TRAVEL TRAILERS - TENT CAMPERS - PARK MODELS

**Hilltop Trailer Sales, Inc.**

Since 1951

7810 University Avenue N E  
Minneapolis, Minnesota 55432

Phone: 612/571-9103  
Toll Free: 800/642-2649  
Fax: 612/571-2536

Dear Valued Hilltop Trailer Sales Customer,

This notice is being sent to you regarding a safety defect with the Norcold model 322, 323, N260, N260.3, N300 or N300.3 refrigerator installed in your folding trailer. In November 1999 you received a Safety Recall Notice (a copy enclosed) from Norcold, Inc. pertaining to the safety defect. **Your immediate attention to this Safety Recall is requested.**

Norcold technicians will be present at our store on **Saturday April 15<sup>th</sup>** and **Sunday April 16<sup>th</sup>** to perform corrective action on your folding trailer. This corrective action will be performed as a drive-through service; you will not need to disconnect your folding trailer from your tow vehicle. We urge you to schedule an appointment for this service. Several hundred folding trailers will be serviced during these two days, so unfortunately, it will not be possible for customers to disconnect and leave their folding trailers. In addition, only those customers with scheduled appointments will be accepted these two days.

The corrective action will take approximately 15 minutes. To assist the Norcold technicians in completing this service within the 15-minute schedule, we ask that you provide us with your refrigerator model and serial numbers when calling to make your appointment. An identification sheet is enclosed to help you locate the refrigerator serial tag.

To avoid a delay of several weeks for your folding trailer to receive this repair, we strongly encourage you to take advantage of this opportunity. To benefit from this opportunity, contact Hilltop Trailer Sales at 612-571-9103 or, if out-of-state, 1-800-642-2649 as soon as possible to schedule your appointment.

Norcold and Hilltop Trailer Sales regret any inconvenience related to this recall campaign, as our first priority is your safety and your satisfaction. Your participation with these April dates will insure that your summer plans are uninterrupted.

Please notify Hilltop Trailer Sales immediately if you no longer own your folding trailer or if you feel that we have contacted you in error.

Sincerely,

Jack Grecula  
Service Manager  
Hilltop Trailer Sales

**Attachments:**

Norcold Recall Information  
Location Map to Hilltop Trailer Sales, Inc.



**OWNER SAFETY DEFECT NOTIFICATION:**

This notice is sent to you in accordance with requirements of the National Traffic and Motor Vehicle Safety Act.

Norcold, a manufacturer of refrigerators for the recreational vehicle industry, has determined that a potential safety defect exists in certain vehicles equipped with Norcold gas/electric refrigerators. The Norcold models affected are 322 and 323 manufactured from August 1992 to August 1999, and models N260 and N300 manufactured from April 1998 to August 1999. Information provided to us indicates you may have one of the products in a vehicle registered to you. **Corrective action required on:**

**Model 322 or 323 with serial numbers lower than 734882**  
**Model N260 or N260.3 with serial numbers lower than 738527**  
**Model N300 or N300.3 with serial numbers lower than 738626**

The defect which exists is that the brass swivel flare nut on the pressure tap component that connects to the burner orifice of the refrigerators can crack due to stress corrosion, allowing propane gas to escape while the refrigerator is operating on gas. Though RV refrigerator venting is designed to allow for dissipation of small amounts of gas, an excess accumulation could present a potential for ignition.

When operating the refrigerator on AC or DC power, no gas can leak if a fault in the nut occurs, therefore, no hazard is present. ***Beginning immediately and until your dealer can repair the safety defect, Norcold is asking customers to turn the refrigerator's manual shut-off valve to OFF and to operate their refrigerators on AC or DC power only.***

To correct this condition, your dealer or a qualified Norcold Service Center will remove the swivel nut/pressure tap component and replace with a remedy kit supplied by Norcold. The work will take about one [1] hour to complete. Both the remedy kit and the labor to install the kit will be at no charge to you. You will be responsible for transportation of vehicle to the servicing location.

Your dealer or a qualified Norcold Service Center is best equipped to obtain parts and provide this service to your refrigerator as promptly as possible. Contact your dealer or a qualified Norcold Service Center as soon as possible to arrange a service date. To obtain a Norcold Service Center nearest you, call 1-800-767-9101 and follow the menu options access of our web site at [www.norcold.com](http://www.norcold.com). Even if you do not operate the refrigerator on gas, we are requesting your response to our corrective actions.

In the event you no longer own the vehicle previously purchased with a refrigerator covered by this campaign, please let us know the new owner by completing the enclosed postage paid reply card and returning it to us. This information is important for locating the vehicle for repair purposes.

We regret any inconvenience related to this recall campaign, as our first priority is the safety and satisfaction of our products. If your dealer or a qualified Norcold Service Center fails or is unable to remedy this defect without charge and within a reasonable time, please contact Norcold at 1-800-767-9101. You may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590, or call 1-888-327-4236 (Washington DC residents call 1-202-368-0123) if remedy difficulties exist.

Thank you for your attention to this important matter.

Sincerely,

A handwritten signature in cursive script that reads "Mike Hoelscher".

Mike Hoelscher  
Manager of Customer Services

Sales  
Phone: 1-800-752-8554  
Fax: 937-497-3082

Service  
Phone: 1-800-548-1219  
Fax: 937-497-3163

Service  
Phone: 1-800-543-1219  
Fax: 937-497-3183



**Norcold Product Safety Campaign  
Pressure Tap  
Refrigerator Serial Number Identification**

The refrigerator model and serial number is on the refrigerator's serial plate located inside the refrigerator food compartment.

SERIAL NUMBER SAMPLE:  
000000XXXXX0

NORCOLD SONEY, OHIO FOR REC. VEHICLE INSTALLATION MIN. INSTALLATION CLEARANCE OF SIDES, TOP, BOTTOM, BACK SERIAL ONLY WITH KIT NO. SEE INSTALLATION INSTR.	MODEL NO. 3223	TESTED FOR LP GAS; EQUIPPED FOR PROPANE SUPPLY 11 "WC BURNER 0.7 "WC	 
	INPUT 640 WATT	120 VOLTS - AC 1.2 AMP 140 WATT	
	REFRIGERANT R717	12 VOLTS - DC 11.7 AMP 140 WATT	
	GROUP CODE .18		

Models 322/323 manufactured prior to September 1996 will have the above style serial tag. The first six digits identify the refrigerator serial number. As stated, serial numbers lower than 734882 are covered by the pressure tap product safety campaign. Any unit with this style of serial tag will require the service repair kit be installed. The serial number must be recorded on the service claim form. *The serial tag is located inside the refrigerator food compartment.*

SERIAL NUMBER SAMPLE  
XXXXXX

NORCOLD SONEY, OHIO		TESTED FOR LP GAS; EQUIPPED FOR PROPANE	
		SUPPLY "WC	BURNER "WC
SERIAL NUMBER	REFRIGERANT R717	120 VOLTS - AC	60 HZ
MODEL NO.	LINE	AMPS	WATTS
GROUP CODE	TEST PRESSURE 888 PSI	12 VOLTS - DC	60 HZ
INPUT	640 WATT	AMPS	WATTS
FOR REC. VEHICLE INSTALLATION MIN. INSTALLATION CLEARANCE OF SIDES, TOP, BOTTOM, BACK INSTALL ONLY WITH KIT NO. SEE INSTALLATION INSTR.		 	
618890		ASH 221.19a-1992 REFRIGERATORS CAN/CCA-LP-184 REFRIGERATORS	

Models 322/323 manufactured after September 1996 and all models N260 & N300 will have the above style serial tag. The first six digits identify the refrigerator serial number. As stated, serial numbers lower than 734882 for models 322/323 are covered by the pressure tap product safety campaign. In addition, serial numbers lower than 738527 for N260 and N260.3, and lower than serial number 738626 for models N300 and N300.3 are covered by the pressure tap product safety campaign. The serial number must be recorded on the service claim form. *The serial tag is located inside the refrigerator food compartment.*



# Campers Inn of Kingston inc.

The Campers  
Choice

Dear Valued Campers Inn of Kingston Customer,

This notice is being sent to you regarding a safety defect with the Norcold model 322, 323, N260, N260.3, N300 or N300.3 refrigerator installed in your folding trailer. In November 1999 you received a Safety Recall Notice (a copy enclosed) from Norcold, Inc. pertaining to the safety defect. **Your immediate attention to this Safety Recall is requested.**

Norcold technicians will be present at our store on **Friday April 28<sup>th</sup>** and **Saturday April 29<sup>th</sup>** to perform corrective action on your folding trailer. This corrective action will be performed as a drive-through service; you will not need to disconnect your folding trailer from your tow vehicle. Please phone Campers Inn to schedule an appointment for this service. Several hundred folding trailers will be serviced during these two days, so unfortunately, it will not be possible for customers to disconnect and leave their folding trailers. In addition, only those customers with scheduled appointments will be accepted these two days.

The corrective action will take approximately 15 minutes. To assist the Norcold technicians in completing this service within the 15-minute schedule, we ask that you provide us with your refrigerator model and serial numbers when calling to make your appointment. An identification sheet is enclosed to help you locate the refrigerator serial tag.

To avoid a delay of several weeks for your folding trailer to receive this repair, we strongly encourage you to take advantage of this opportunity. To benefit from this opportunity, contact Campers Inn of Kingston at 603-642-5555 as soon as possible to schedule your appointment.

Norcold and Campers Inn of Kingston regret any inconvenience related to this recall campaign, as our first priority is your safety and your satisfaction. Your participation with these April dates will insure that your summer plans are uninterrupted.

Please notify Campers Inn of Kingston immediately if you no longer own your folding trailer or if you feel that we have contacted you in error.

Sincerely,

Service Management  
Campers Inn of Kingston

Attachments:  
Norcold Recall Information



**OWNER SAFETY DEFECT NOTIFICATION:**

This notice is sent to you in accordance with requirements of the National Traffic and Motor Vehicle Safety Act.

Norcold, a manufacturer of refrigerators for the recreational vehicle industry, has determined that a potential safety defect exists in certain vehicles equipped with Norcold gas/electric refrigerators. The Norcold models affected are 322 and 323 manufactured from August 1992 to August 1999, and models N260 and N300 manufactured from April 1998 to August 1999. Information provided to us indicates you may have one of the products in a vehicle registered to you. **Corrective action required on:**

**Model 322 or 323 with serial numbers lower than 734882**  
**Model N260 or N260.3 with serial numbers lower than 738527**  
**Model N300 or N300.3 with serial numbers lower than 738626**

The defect which exists is that the brass swivel flare nut on the pressure tap component that connects to the burner orifice of the refrigerators can crack due to stress corrosion, allowing propane gas to escape while the refrigerator is operating on gas. Though RV refrigerator venting is designed to allow for dissipation of small amounts of gas, an excess accumulation could present a potential for ignition.

When operating the refrigerator on AC or DC power, no gas can leak if a fault in the nut occurs, therefore, no hazard is present. **Beginning immediately and until your dealer can repair the safety defect; Norcold is asking customers to turn the refrigerator's manual shut-off valve to OFF and to operate their refrigerators on AC or DC power only.**

To correct this condition, your dealer or a qualified Norcold Service Center will remove the swivel nut/pressure tap component and replace with a remedy kit supplied by Norcold. The work will take about one [1] hour to complete. Both the remedy kit and the labor to install the kit will be at no charge to you. You will be responsible for transportation of vehicle to the servicing location.

Your dealer or a qualified Norcold Service Center is best equipped to obtain parts and provide this service to your refrigerator as promptly as possible. Contact your dealer or a qualified Norcold Service Center as soon as possible to arrange a service date. To obtain a Norcold Service Center nearest you, call 1-800-767-9101 and follow the menu options access of our web site at [www.norcold.com](http://www.norcold.com). Even if you do not operate the refrigerator on gas, we are requesting your response to our corrective actions.

In the event you no longer own the vehicle previously purchased with a refrigerator covered by this campaign, please let us know the new owner by completing the enclosed postage paid reply card and returning it to us. This information is important for locating the vehicle for repair purposes.

We regret any inconvenience related to this recall campaign, as our first priority is the safety and satisfaction of our products. If your dealer or a qualified Norcold Service Center fails or is unable to remedy this defect without charge and within a reasonable time, please contact Norcold at 1-800-767-9101. You may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590, or call 1-888-327-4236 (Washington DC residents call 1-202-366-0123) if remedy difficulties exist.

Thank you for your attention to this important matter.

Sincerely,

Mike Hoelscher  
Manager of Customer Services

Sales  
Phone: 1-800-752-8854  
Fax: 937-497-3092

Service  
Phone: 1-800-543-1219  
Fax: 937-497-3183

Service  
Phone: 1-800-543-1219  
Fax: 937-497-3183



**Norcold Product Safety Campaign  
Pressure Tap  
Refrigerator Serial Number Identification**

The refrigerator model and serial number is on the refrigerator's serial plate located inside the refrigerator food compartment.

SERIAL NUMBER SAMPLE:  
000000XXXXX0

NORCOLD 22601-0180 FOR REC. VEHICLE INSTALLATION MIN. INSTALLATION CLEARANCE 6" SIDES, TOP, BOTTOM, BACK INSTALL ONLY WITH KIT NO. SEE INSTALLATION INSTR.		MODEL NO. 322	TESTED FOR LP GAS. EQUIPPED FOR PROPANE SUPPLY 11" WC BURNER 0.7" WC	 
SERIAL NO. 640	REFRIGERANT R12	120 VOLTS - AC 1.8 AMP	80 HZ 140 WATTS	
GROUP CODE 18	TEST PRESSURE 500 PSI	12 VOLTS - DC 1.7 AMP	80 HZ 140 WATTS	
INPUT BTUH				

Models 322/323 manufactured prior to September 1996 will have the above style serial tag. The first six digits identify the refrigerator serial number. As stated, serial numbers lower than 734882 are covered by the pressure tap product safety campaign. Any unit with this style of serial tag will require the service repair kit be installed. The serial number must be recorded on the service claim form. The serial tag is located inside the refrigerator food compartment.

SERIAL NUMBER SAMPLE  
XXXXXX

NORCOLD 22601-0180		TESTED FOR LP GAS. EQUIPPED FOR PROPANE	
SERIAL NUMBER	REFRIGERANT	SUPPLY 11" WC	BURNER 0.7" WC
MODEL NO.	R12	120 VOLTS - AC	80 HZ
GROUP CODE	TEST PRESSURE 500 PSI	1.8 AMP	140 WATTS
INPUT BTUH		12 VOLTS - DC	80 HZ
		1.7 AMP	140 WATTS
FOR REC. VEHICLE INSTALLATION MIN. INSTALLATION CLEARANCE 6" SIDES, TOP, BOTTOM, BACK INSTALL ONLY WITH KIT NO. SEE INSTALLATION INSTR.			
010880		ANSI Z21.18-1992 REFRIGERATORS	CAN/CSA-1.4-1994 REFRIGERATORS

Models 322/323 manufactured after September 1996 and all models N260 & N300 will have the above style serial tag. The first six digits identify the refrigerator serial number. As stated, serial numbers lower than 734882 for models 322/323 are covered by the pressure tap product safety campaign. In addition, serial numbers lower than 738527 for N260 and N260.3, and lower than serial number 738628 for models N300 and N300.3 are covered by the pressure tap product safety campaign. The serial number must be recorded on the service claim form. The serial tag is located inside the refrigerator food compartment.



PHONE: 810-731-2340  
6749 AUBURN ROAD  
UTICA, MICHIGAN 48317

March 1, 2000

Dear Valued ALL TRAILS Customer,

This notice is being sent to you regarding a safety defect with the Norcold model 322, 323, N260, N260.3, N300 or N300.3 refrigerator installed in your folding trailer. In November 1999 you received a Safety Recall Notice (a copy enclosed) from Norcold, Inc. pertaining to the safety defect. **Your immediate attention to this Safety Recall is requested.**

Norcold technicians will be present at our store on **Saturday May 6<sup>th</sup>** and **Sunday May 7<sup>th</sup>** to perform corrective action on your folding trailer. This corrective action will be performed as a drive-through service; you will not need to disconnect your folding trailer from your tow vehicle. We urge you to schedule an appointment for this service. Several hundred folding trailers will be serviced during these two days, so unfortunately, it will not be possible for customers to disconnect and leave their folding trailers. In addition, only those customers with scheduled appointments will be accepted these two days.

The corrective action will take approximately 15 minutes. To assist the Norcold technicians in completing this service within the 15-minute schedule, we ask that you provide us with your refrigerator model and serial numbers when calling to make your appointment. An identification sheet is enclosed to help you locate the refrigerator serial tag.

To avoid a delay of several weeks for your folding trailer to receive this repair, we strongly encourage you to take advantage of this opportunity. To benefit from this opportunity, contact ALL TRAILS at 810-731-2340 as soon as possible to schedule your appointment.

Norcold and ALL TRAILS regret any inconvenience related to this recall campaign, as our first priority is your safety and your satisfaction. Your participation with these May dates will insure that your summer plans are uninterrupted.

Please notify ALL TRAILS immediately if you no longer own your folding trailer or if you feel that we have contacted you in error.

Sincerely,

Robin Caporuscio  
Warranty Claims

Attachments:  
Norcold Recall Information



**OWNER SAFETY DEFECT NOTIFICATION:**

This notice is sent to you in accordance with requirements of the National Traffic and Motor Vehicle Safety Act.

Norcold, a manufacturer of refrigerators for the recreational vehicle industry, has determined that a potential safety defect exists in certain vehicles equipped with Norcold gas/electric refrigerators. The Norcold models affected are 322 and 323 manufactured from August 1992 to August 1999, and models N260 and N300 manufactured from April 1998 to August 1999. Information provided to us indicates you may have one of the products in a vehicle registered to you. Corrective action required on:

- Model 322 or 323 with serial numbers lower than 734882**
- Model N260 or N260.3 with serial numbers lower than 738527**
- Model N300 or N300.3 with serial numbers lower than 738626**

The defect which exists is that the brass swivel flare nut on the pressure tap component that connects to the burner orifice of the refrigerators can crack due to stress corrosion, allowing propane gas to escape while the refrigerator is operating on gas. Though RV refrigerator venting is designed to allow for dissipation of small amounts of gas, an excess accumulation could present a potential for ignition.

When operating the refrigerator on AC or DC power, no gas can leak if a fault in the nut occurs, therefore, no hazard is present. ***Beginning immediately and until your dealer can repair the safety defect, Norcold is asking customers to turn the refrigerator's manual shut-off valve to OFF and to operate their refrigerators on AC or DC power only.***

To correct this condition, your dealer or a qualified Norcold Service Center will remove the swivel nut/pressure tap component and replace with a remedy kit supplied by Norcold. The work will take about one (1) hour to complete. Both the remedy kit and the labor to install the kit will be at no charge to you. You will be responsible for transportation of vehicle to the servicing location.

Your dealer or a qualified Norcold Service Center is best equipped to obtain parts and provide this service to your refrigerator as promptly as possible. Contact your dealer or a qualified Norcold Service Center as soon as possible to arrange a service date. To obtain a Norcold Service Center nearest you, call 1-800-767-9101 and follow the menu options access of our web site at [www.norcold.com](http://www.norcold.com). Even if you do not operate the refrigerator on gas, we are requesting your response to our corrective actions.

In the event you no longer own the vehicle previously purchased with a refrigerator covered by this campaign, please let us know the new owner by completing the enclosed postage paid reply card and returning it to us. This information is important for locating the vehicle for repair purposes.

We regret any inconvenience related to this recall campaign, as our first priority is the safety and satisfaction of our products. If your dealer or a qualified Norcold Service Center fails or is unable to remedy this defect without charge and within a reasonable time, please contact Norcold at 1-800-767-9101. You may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590, or call 1-888-327-4236 (Washington DC residents call 1-202-368-0123) if remedy difficulties exist.

Thank you for your attention to this important matter.

Sincerely,

Mike Hoelscher  
Manager of Customer Services

Sales  
Phone: 1-800-752-8664  
Fax: 937-497-3092

Service  
Phone: 1-800-543-1219  
Fax: 937-497-3183

Service  
Phone: 1-800-543-1219  
Fax: 937-497-3183



**Norcold Product Safety Campaign  
Pressure Tap  
Refrigerator Serial Number Identification**

The refrigerator model and serial number is on the refrigerator's serial plate located inside the refrigerator food compartment.

SERIAL NUMBER SAMPLE:  
000000XXXXX0

NORCOLD BENEY, OHIO FOR REC. VEHICLE INSTALLATION MIN. INSTALLATION CLEARANCE OF 3" FROM TOP, BOTTOM, BACK INSTALL ONLY WITH KIT NO. SEE INSTALLATION INSTR.		MODEL NO. <b>323</b>	TESTED FOR LP GAS; EQUIPPED FOR PROPANE SUPPLY "WC BURNER "WC	 
SERIAL NO. <b>640</b>	REFRIGERANT R12	120 VOLTS - AC 5.2 AMPS 140 WATTS	12 VOLTS - DC 11.7 AMPS 140 WATTS	
GROUP CODE <b>18</b>	TEST PRESSURE 800 PSI			
INPUT BTU/H				

Models 322/323 manufactured prior to September 1996 will have the above style serial tag. The first six digits identify the refrigerator serial number. As stated, serial numbers lower than 734882 are covered by the pressure tap product safety campaign. Any unit with this style of serial tag will require the service repair kit be installed. The serial number must be recorded on the service claim form. *The serial tag is located inside the refrigerator food compartment.*

SERIAL NUMBER SAMPLE  
XXXXXX

NORCOLD BENEY, OHIO FOR REC. VEHICLE INSTALLATION MIN. INSTALLATION CLEARANCE OF 3" FROM TOP, BOTTOM, BACK INSTALL ONLY WITH KIT NO. SEE INSTALLATION INSTR.		TESTED FOR LP GAS; EQUIPPED FOR PROPANE SUPPLY "WC BURNER "WC	 
SERIAL NUMBER <b>XXXXXX</b>	REFRIGERANT R12	120 VOLTS - AC 5.2 AMPS 140 WATTS	12 VOLTS - DC 11.7 AMPS 140 WATTS
MODEL NO. <b>323</b>	TEST PRESSURE 800 PSI		
GROUP CODE <b>18</b>			
INPUT BTU/H			

612860

AMER 221,198-1892 REFRIGERATORS

CAN/COA-1.4-1894 REFRIGERATORS

Models 322/323 manufactured after September 1996 and all models N260 & N300 will have the above style serial tag. The first six digits identify the refrigerator serial number. As stated, serial numbers lower than 734882 for models 322/323 are covered by the pressure tap product safety campaign. In addition, serial numbers lower than 738527 for N260 and N260.3, and lower than serial number 738626 for models N300 and N300.3 are covered by the pressure tap product safety campaign. The serial number must be recorded on the service claim form. *The serial tag is located inside the refrigerator food compartment.*