

**DISTRIBUTORS SAFETY DEFECT NOTIFICATION:**

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

Norcold, a manufacturer of refrigerators for the recreational vehicle industry, has determined that a safety defect exists in certain Norcold gas/electric refrigerators and, as such, the vehicles equipped with these refrigerators. The Norcold models affected are 442, 443, 452, EV452, 453, 462, EV462, 463, EV463, 482, EV482, 483, EV483, 874, and 875 manufactured in the period from **January 1987 through May 1995**.

**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.**

**Corrective action is required for the model numbers listed above if the serial number of the refrigerator falls within the range specified below for that model number.** The refrigerator model and serial numbers can be viewed by looking on the inside right of the refrigerator cabinet or on the bottom control panel. If a refrigerator is one of the models listed above and has a refrigerator serial number within the ranges noted below, it requires **immediate** service.

Model	Serial Number	Model	Serial Number	Model	Serial Number	Model	Serial Number
442	01000-08255	462	00001-120909	EV462	01000-01283	EV483	01050-01319
443	01000-11972	463	00001-05210	EV463	01266-01283	874EG2	01000-03988
452	01000-14302	482	00001-24398	EV482	01000-01204	874EG3	01000-02347
453	01000-05418	483	00001-03518		18827-18828	875EG2	01000-24711
	54195-54208	EV452	01002-10327		89158	875EG3	01000-05696

The nature of the defect is a break down in a rubber seal within the gas valve. As this rubber seal ages, a leak may occur, allowing propane gas to accumulate in the burner area. The consequences of this failure can lead to a fire. As the refrigerator relighter attempts to light the burner, this accumulated gas can ignite. Consumers will be advised to operate their refrigerator on AC power only (or DC power, if available, while in transit), until repairs are complete, since either operating mode does not create a failure or hazardous condition. Dealers and service centers will be advised to obtain all necessary parts direct from Norcold for this recall campaign. **Repair parts are expected to be available November 2002.**

We ask that you review your inventory for the models listed above. Prepare a listing by model and serial numbers of refrigerators within this suspect group and contact Norcold for further instructions.

We regret any inconvenience related to this recall campaign. If you should have any questions please call 1-800-667-3005.

Sincerely,

Deborah Stillings  
Customer Service Manager

**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 and Transport Canada.

Norcold, a manufacturer of refrigerators for the recreational vehicle industry, has determined that a safety defect exists in certain Norcold gas/electric refrigerators and, as such, the vehicles equipped with these refrigerators. The Norcold models affected are 442, 443, 452, EV452, 453, 462, EV462, 463, EV463, 482, EV482, 483, EV483, 874, and 875 manufactured in the period from **January 1987 through May 1995**.

**Corrective action is required for the model numbers listed above if the serial number of the refrigerator falls within the range specified below for that model number.** The refrigerator model and serial numbers can be viewed by looking on the inside right of the refrigerator cabinet or on the bottom control panel. If a refrigerator is one of the models listed above and has a refrigerator serial number as noted below, it requires **immediate** service.

Model	Serial Number	Model	Serial Number	Model	Serial Number	Model	Serial Number
442	01000-08255	462	00001-120909	EV462	01000-01283	EV483	01050-01319
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	54195-54208	EV452	01002-10327		89158	875EG3	01000-05696

The nature of the defect is a break down in a rubber seal within the gas valve. As this rubber seal ages, a leak may occur, allowing propane gas to accumulate in the burner area. The consequences of this failure can lead to a fire. As the refrigerator relighter attempts to light the burner, this accumulated gas can ignite. **Consumers will be advised to operate their refrigerator on AC power only (or DC power, if available, while in transit), until repairs are complete, as either operating mode does not create a failure or hazardous condition.**

The corrective action is to replace the gas control valve with a new gas control valve supplied by Norcold. Total time allowance for a gas control valve replacement will be 2 hours. All parts and the labor to install will be at no charge to the consumer. All gas control valves replaced must be returned to Norcold. Upon receipt of the claim form, you will be reimbursed for the appropriate time listed above at your standard labor rate. The consumer will be responsible for transportation of their 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 a refrigerator requires corrective action, verify the refrigerator model and serial number as referenced above.**

Owner notification is expected to begin August, 2002. **Repair parts are expected to be available beginning November, 2002.** Owners are being instructed to contact their RV dealer or a Norcold authorized service center to arrange a service date once the repair parts are available. A copy of the owner notification and corrective action procedures are attached. Since the majority of units are on RVs built in the period from January 1987 through March 1995, we would appreciate any assistance you could provide in helping us to notify owners of these vehicles.

All gas control valves required under this specific recall program will be shipped direct to you from Norcold at no charge, and will include the necessary forms for processing your claim for labor reimbursement. Please have owner information available when placing your gas control valve order for prompt processing.

We appreciate your cooperation and assistance in conducting this program. Our first priority is the safety of our products and the satisfaction of our customers. If you should have questions please call 1-800-667-3005.

Sincerely,

Deborah Stillings  
Customer Service Manager

## **OEM SAFETY DEFECT NOTIFICATION:**

As part of our ongoing quality initiative, our testing and evaluation process has concluded that a specific lot of combination gas control valves used on the following Norcold models need to be recalled due to a safety issue: 442, 443, 452, EV452, 453, 462, EV462, 463, EV463, 482, EV482, 483, EV483, 874, and 875. These units were manufactured in the period from **January 1987 through May 1995**.

Attached are copies of our letters of notification to NHTSA and Transport Canada outlining the details related to the possible circumstances which can lead to unit failure.

**Vehicle owners must be advised to refrain from further operation of their refrigerator in the LP gas mode until the combination gas control valve can be replaced. Operation of these units on AC power (or DC power, if available, while in transit) does not create the conditions that can lead to a potentially unsafe situation.**

We are proactively embarking on a corrective action campaign to repair these units. Attached is a copy of the information and instructions Norcold will provide to all dealers and servicing facilities.

Your urgent assistance is needed in locating all vehicle owners impacted by this issue. Vehicle owner and dealer listings would be helpful for our direct contacts. Your vehicle production between January 1987 and June 1995 is the most likely to have used these suspect units. Any owner information you can provide as it relates to this activity provides a starting point in locating the refrigerator.

With the amount of time elapsed since initial production using these units, shipment information by serial number is not available to provide to you. With this in mind, we will be conducting an advertising campaign in an attempt to notify owners who currently own these refrigerators.

We regret this inconvenience. We are committed to providing our customers with the highest standards of quality product, and to correcting this problem as quickly as possible. Thank you for your help and support in this matter. For any questions or comments, please contact our Norcold Service Department at 1-800-667-3005, or myself at 734-997-6509.

Sincerely,

W. Michael Farmer  
VP Sales and Marketing  
Thetford/Norcold