



(Insert Mailing Date)

**SAFETY DEFECT NOTIFICATION:**

Dear Vehicle Owner:

**Subject: NORCOLD PRODUCT SAFETY RECALL NOTICE**

**Reference: Norcold Recall 09E-027**

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 RV industry, has decided that a defect which relates to motor vehicle safety exists in certain Norcold gas/electric refrigerators and, as such, the vehicles equipped with these refrigerators. A fatigue failure in the section of the cooling unit which contains the refrigerant could allow the liquid solution to slowly leak. If a leak occurs and the refrigerator continues to be operated after solution circulation has ceased the heat source could generate very high temperatures. At such high temperatures, the cooling unit could rupture. If a leak occurs and the unit is continues to operate, hydrogen gas may be expelled and can be ignited, resulting in a fire, possibly causing serious injury or death.

In March 2008, Norcold extended recall 02E-045, for models 1200LR, 1200LRIM and 1201LRIM, under recall 08E-030, to include refrigerators with a cooling unit serial number range between 1008701 and 1273700, non- consecutively.

In May 2009, Norcold expanded coverage under recall 09E-027 to include refrigerators with a cooling unit serial number range 1273701 to 1536607, non consecutively.

**Corrective action is required for the model listed above if the serial number of the COOLING UNIT falls between 1008701 and 1536607.**

Corrective action requires the affected cooling units to be retrofitted with a Thermal Switch Kit. The purpose of the Thermal Switch Kit is to provide added protection to the cooling unit's safe operation. Each cooling unit under recall 08E-030, with a cooling unit serial number range between 1008701 and 1273700 and recall 09E-027 having a cooling unit serial number between 1273701 and 1536607, non-consecutively must be retrofitted with a Thermal Switch Kit.

The cooling unit serial number is located on the solution chamber, which can be viewed through the refrigerator vent door on the outside of your vehicle. Please note the serial number on the cooling unit differs from the serial number inside your refrigerator. If your refrigerator is one of the models listed above, with a cooling unit serial number in the defined ranges, it must be repaired

***Failure to get this recall performed could result in a fire causing injury or death.***

**Call 800 767-9101 Norcold Recall Center with any questions.**

**Call 800 767-9101** to verify your cooling unit is on recall and get assistance to complete the required repair through a Norcold authorized service center or other approved dealer. **Parts and labor for this repair will be at no charge to the owner.**

*If you have one of the recalled cooling units:*

1. **YOU should set the controls to “OFF,” and unplug the refrigerator through the service vent on the outside of the vehicle.**
2. YOU should immediately call 800 767-9101 to have a service center check to determine if there is a cooling unit leak.
3. If a cooling unit leak is detected by the authorized service center, you will be instructed to not operate the refrigerator in any mode until the cooling unit can be replaced at no charge to you.
4. If the cooling unit is not leaking, you will be instructed to not operate the refrigerator in any mode until it can be retrofitted with a Thermal Switch Kit.

You should contact us, your dealer, or an authorized Norcold service center as soon as possible to arrange a service date. To locate the service center nearest you, call Norcold’s recall number, 800 767-9101 or visit Norcold’s website at [www.norcold.com](http://www.norcold.com) and click on the Customer Support link followed by the Service Centers link. You can also check online to see if your cooling unit is under recall by clicking on the Customer Support link at the top of the page, followed by the Recall Info link. From there you can click on the ‘Check Status’ button to see if a cooling unit serial number is under recall.

If your dealer or an authorized Norcold service center fails or is unable to remedy this defect without charge and within a reasonable time, please contact Norcold at 800 767-9101. You may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call 888 327-4236 (TTY: 800-424-9153); or go to <http://www.safercar.gov> if remedy difficulties exist.

In the event you no longer own the vehicle, please help us locate the new owner by completing the enclosed postage paid reply card and returning it to us.

If you’ve had to have your unit repaired due to this issue and incurred out of pocket costs, you may be eligible for reimbursement. For more information, please contact the Norcold recall center at 800 767-9101

We regret any inconvenience related to this recall campaign. Our first priority is the safety of our products and the satisfaction of our customers. Thank you for your attention to this important matter.

Sincerely,



George Strasburg  
Manager of Corporate Product Reliability