

BAKER & DANIELS

EST. 1883

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KENNARD R. WEAVER
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INDIANAPOLIS
FORT WAYNE
SOUTH BEND
ELKHART
WASHINGTON, D.C.

February 4, 2000

99V-287.002

National Highway Traffic Safety Administration
Associate Administrator for Enforcement
400 Seventh Street, S.W.
Room 5321
Washington, DC 20590

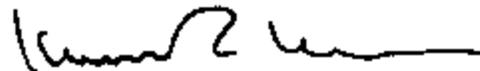
RE: Jayco, Inc. - Recall Norcold Refrigerators

Dear Sir/Madam:

Enclosed you will find the Vehicle PART 573 Defect and Noncompliance Report, print-out of serial numbers, Jayco Owner letter and Jayco Dealer letter with instructions for modification involving Jayco fold-down campers, truck campers and travel trailer model years 1997 through 2000. Jayco has determined that 15,463 units may have cracked swivel nuts on the pressure tap components. This may result in a leakage of LP gas which could result in explosion and fire.

Upon your approval of the enclosed documents, we will immediately begin supplying the dealers with a modification kit and notifying our consumers. If you have any questions, please feel free to contact me.

Sincerely,



Kennard R. Weaver

:EAG
Enclosures
cc: Rebecca A. Ward

RECEIVED
00 FEB -9 AM 5:24
OFFICE
DEFECTS INVESTIGATION

99V-287,002

**Safety Defect and Noncompliance Report Guide for Vehicle
PART 573 Defect and Noncompliance Report¹**

Date this report was prepared: February 4, 2000

Furnish the manufacturer's identification code for this recall (if applicable):

1. Identify the full corporate name of the fabricating manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name, mailing address, and telephone number of the designated agent as prescribed by Section 110 (e) of the National Traffic and Motor Vehicle Safety Act.

Jayco, Inc.
903 South Main Street
P.O. Box 460
Middlebury, IN 46540

Identify the corporate official, by name and title, whom the agency should contact with respect to this recall.

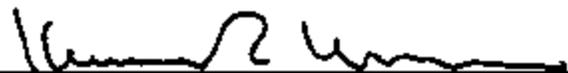
Kennard R. Weaver, General Counsel

Telephone Number: 219.296.6000

Name and Title of Person who prepared this report.

Kennard R. Weaver, General Counsel

Signed:



¹Each manufacturer must furnish a report to the Associate Administrator for Enforcement for each defect or noncompliance condition in its vehicles which relates to motor vehicle safety.

This is a paraphrased guide developed from 49 CFR Part 573, "Defect and Noncompliance Reports." Any questions, please consult the complete Part 573 or contact Mr. Jon White at (202) 366-5227.

I. Identifying the Vehicle Models Involved in the Recall

2. Identify the Vehicles Involved in the Recall, for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), furnish:

Make(s): Jayco
 Model(s): Eagle Fold Down
 Model Year(s) Involved: 1997, 1998, 1999, 2000
 Production Dates: Beginning: July 1, 1996 Ending: 12/31/99
 VIN Range: Beginning: See attached print-out Ending: _____
 Vehicle Type: Fold Down Camper Bodystyle: N/A

Descriptive information which characterizes/distinguishes the recalled vehicle from those model vehicles not included in the recall:

Equipped with Norcold Refrigerator 322, 323, 260.3, or 300.3

Make(s): Jayco
 Model(s): Heritage Fold Down
 Model Year(s) Involved: 1998, 1999, 2000
 Production Dates: Beginning: July 1, 1997 Ending: 12/31/99
 VIN Range: Beginning: See attached print-out Ending: _____
 Vehicle Type: Fold Down Camper Bodystyle: N/A

Descriptive information which characterizes/distinguishes the recalled vehicle from those model vehicles not included in the recall.

Equipped with Norcold Refrigerator 322, 323, or 260.3

Make(s): Jayco
 Model(s): Jay Fold Down
 Model Year(s) Involved: 1997
 Production Dates: Beginning: July 1, 1996 Ending: June 30, 1997
 VIN Range: Beginning: See attached print-out Ending: _____
 Vehicle Type: Fold Down Camper Bodystyle: N/A

Descriptive information which characterizes/distinguishes the recalled vehicle from those model vehicles not included in the recall.

Equipped with Norcold Refrigerator 322 or 323

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Make(s): Jayco
Model(s): Sportster
Model Year(s) Involved: 1997
Production Dates: Beginning: July 1, 1996 Ending: June 30, 1997
VIN Range: Beginning: See attached print-out Ending: _____
Vehicle Type: Truck Camper Bodystyle: N/A

Descriptive information which characterizes/distinguishes the recalled vehicle from those model vehicles not included in the recall.

Equipped with Norcold Refrigerator 322 or 323

Make(s): Jayco
Model(s): KIWI
Model Year(s) Involved: 2000
Production Dates: Beginning: July 1, 1999 Ending: 12/31/99
VIN Range: Beginning: See attached print-out Ending: _____
Vehicle Type: Travel Trailer Bodystyle: N/A

Descriptive information which characterizes/distinguishes the recalled vehicle from those model vehicles not included in the recall.

Equipped with Norcold Refrigerator 300

Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above that the recalled model population represents. For example, if the recall involved Widgets equipped with certain items of equipment from January 1, 1993, through April 1, 1993, then what was the percentage of the recalled Widgets of all Widgets manufactured during that time period.

65%

II. Identifying the Recall Population

3. Furnish the total number of vehicles recalled potentially containing the defect or noncompliance.

<u>Model</u>	<u>Year</u>	<u>Number of Vehicles Potentially Involved</u>
--------------	-------------	--

See Attached Print-out

Total Number Potentially Affected by the Recall: 15,463

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: 65%

Identify and describe how the recall population was determined -- in particular how the recalled models were selected and the basis for the inclusive dates of manufacture:

Notification came from Norcold involving refrigerators whose brass swivel nuts on the pressure tap components of model 322/323 had reports of cracks with resulting propane gas leaks. The group involved was expanded to include all models using the same brass swivel nuts.

III. Identifying the Defect or Noncompliance

5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.

The brass swivel flare nut on the pressure tap component that connects to the burner orifice of certain Norcold refrigerators can crack due to stress corrosion, allowing propane gas to escape while the refrigerator is running on gas.

Describe the cause(s) of the defect or noncompliance condition.

Stress Corrosion Cracking, a phenomenon which can occur in metals given the following conditions: 1.) sustained tensile stress in the material; 2.) corrosion on the surface of the materials created by certain chemical substances.

Describe the consequence(s) of the defect or noncompliance condition.

An excessive accumulation of dissipated LP gas could present a potential for ignition, explosion and fire with possible injury or loss of life.

Identify any warning which can (a) precede or (b) occur.

Smell of odorized LP gas.

If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name, address, and telephone number.

Norcold
600 S. Kuther Road
Sidney, OH 45365
1.800.543.1219

Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:
Michael Hoelscher, Manager of Customer Services

IV. Identifying the Chronology in Determining the Defect/Noncompliance

If the recall is for a defect, complete item 6, otherwise item 7.

6. With respect to a defect, furnish a chronological summary (including dates) of all the principal events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims.

On October 27, 1999, Jayco received notification from Norcold advising that reports of cracks and leaking LP gas had been reported to Norcold and that these reports had been followed through with testing of used units. The defective component was isolated. Norcold has identified and isolated the defect.

7. With respect to a noncompliance, identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.

N/A

V. Identifying the Remedy

8. Furnish a description of the manufacturer's remedy for the defect of noncompliance. Clearly describe the difference between the recall condition and the remedy.

Norcold has supplied a remedy kit to replace the swivel nut/pressure tap component. The Remedy Kit being provided by Norcold replaces the pressure tap with a thicker forged nut. The pressure tap that is being replaced is 9/16" thick and was characterized by a bend that trapped water and allowed the tap to corrode. The remedy kit uses a forged nut that is thicker, 5/8", and is rounded, thus preventing water from collecting and corroding the metal.

Clearly describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.

The Remedy Kit being provided by Norcold replaces the pressure tap with a thicker forged nut. The pressure tap that is being replaced is 9/16" thick and was characterized by a bend that trapped water and allowed the tap to corrode. The remedy kit uses a forged nut that is thicker, 5/8", and is rounded, thus preventing water from collecting and corroding the metal.

Identify and describe how and when the recall condition was corrected in production. If the production remedy was identical to the recall remedy in the field, so state. If the product was discontinued, so state.

Following the October 27, 1999 notification from Norcold, we began using Norcold refrigerators that were equipped with the forged nut rather than the pressure tap.

VI. Recall Schedule

Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please, identify any foreseeable problems with implementing the recall.

Norcold has provided remedy kits. Notification will commence upon your approval of Dealer and Customer notification letters.

VII. Recall Communications

9. Furnish a final copy of all notes, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications concerning this recall from the time your company determines the defect or noncompliance condition onward, not just the initial notification. A DRAFT copy of the notification documents SHOULD BE submitted to this office by telefax (FAX: 202/366-7882) for review prior to mailing.

Note that these documents are to be submitted separately from those provided in accordance with Part 573.8 requirements.

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1997 Eagle		
Model	Serial Numbers	
FA	51	- 219
FC	51	- 1229
FD	51	- 834
FE	51	- 664
FF	51	- 629
FG	51	- 801
FJ	51	- 336
FM	51	- 705

1998 Eagle		
Model	Serial Numbers	
FC	51	- 1709
FD	51	- 105
FE	51	- 632
FF	51	- 973
FG	51	- 668
FH	51	- 515
FM	51	- 1161
FP	51	- 1902

1999 Heritage		
Model	Serial Numbers	
3A	51	- 232
3B	51	- 117
3C	51	- 289
3E	51	- 116
3G	51	- 141
3L	51	- 527
3M	51	- 427

1997 Jay		
Model	Serial Numbers	
BA	51	- 366
BC	51	- 559
BJ	51	- 305
BL	51	- 484
BH	51	- 283
BN	51	- 1203
BR	51	- 353
BS	51	- 370
BT	51	- 257
BU	51	- 686
BV	51	- 352

1998 Heritage		
Model	Serial Numbers	
3A	51	- 403
3B	51	- 351
3C	51	- 620
3E	51	- 51
3F	51	- 51
3G	51	- 51
3H	51	- 213

2000 Eagle		
Model	Serial Numbers	
FC	51	- 562
FM	51	- 346
FN	51	- 192
FP	51	- 313
FR	51	- 235
FT	51	- 809
FV	51	- 278

1997 Sportster		
Model	Serial Numbers	
PD	51	- 109
PF	51	- 82
PG	51	- 83
PH	51	- 175
PL	51	- 111

1999 Eagle		
Model	Serial Numbers	
FC	51	- 1753
FM	51	- 1103
FP	51	- 1023
FR	51	- 720
FT	51	- 848

2000 Heritage		
Model	Serial Numbers	
3A	51	- 88
3C	51	- 94
3E	51	- 58
3L	51	- 156
3M	51	- 162
3R	51	- 145

2000 Kiwi		
Model	Serial Numbers	
JA	51	- 440



99V-287.002

903 South Main St. • P.O. Box 460 • Middlebury, IN 46540 • (219) 825-5661 • Fax (219) 825-7334

IMPORTANT! SAFETY RECALL CAMPAIGN NOTIFICATION

November, 1999

Dear Jayco Owner:

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

Norcold, a manufacturer of refrigerators for the recreation vehicle industry, and supplier of refrigerators to Jayco, Inc., has determined that a safety defect exists in certain vehicles equipped with the following Norcold refrigerators:

Norcold model 312 or 323 with serial numbers lower than 734882
Norcold model N160 or N160.3 with serial numbers lower than 734577
Norcold model N300 or N300.3 with serial numbers lower than 734426

These refrigerators were installed in the following Jayco products as either optional or standard equipment: certain 1997 Eagle and Jay folding campers and Sportster truck campers, certain 1996 Eagle and Heritage folding campers, certain 1999 Eagle and Heritage folding campers, and certain 2000 Kiwi travel trailers and Eagle and Heritage folding campers. According to our records, you are the owner of one of these affected models.

The defect which exists is the brass swirl flare nut on the pressure tap component that connects to the burner orifice on a crack due to stress corrosion, allowing propane gas to escape while the refrigerator is operating on gas. **AN EXCESS ACCUMULATION OF GAS COULD PRESENT A POTENTIAL FOR IGNITION AND CONSEQUENTLY AN EXPLOSION OR FIRE, RESULTING IN PERSONAL INJURY OR PROPERTY DAMAGE. DO NOT USE YOUR NORCOLD REFRIGERATOR ON GAS UNTIL THIS RECALL MODIFICATION IS COMPLETED.** You may continue to use your Norcold refrigerator on electric until the modification is performed.

Corrective action is replacement of the swirl impingement tap with a kit supplied from Norcold to Jayco dealers. This modification will be performed at no cost to you for parts or labor and will take approximately one hour or less, including preparation. All Jayco dealers have already been notified of this recall. Please contact your nearest authorized Jayco dealer for an appointment to have this important modification performed for your continued safe use and enjoyment of your Jayco product. **NOTE: Jayco, Inc. does not control the scheduling of service work at the dealership. While recall repairs will be given a priority, you may encounter some delay in scheduling this modification. Call toll free 1-877-225-457C (457X) if you need assistance in locating a dealer.**

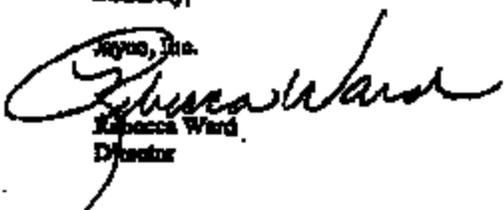
Any owner may submit a complaint to the administrator, National Highway Traffic and Motor Vehicle Safety Administration, 400 Seventh Street, S.W., Washington, D.C. 20590 or call the toll free Auto Safety Hotline at 800-424-9393 (Washington D.C. area residents may call 866-8128) if the owner believes that the manufacturer or dealer has failed or is unable to remedy the problem without charge OR within a reasonable time.

If you no longer own your Jayco folding camper, Sportster truck camper or Kiwi travel trailer, please advise of the name, address and/or phone number of the new owner, using the serial number on all correspondence.

Your safety and confidence in our products is important to us. We apologize for any inconvenience and thank you for your business.

Sincerely,

Jayco, Inc.


Rebecca Ward
Director



908 South Main St. • P.O. Box 460 • Middlesbury, IN 46540 • (219) 825-3861 • Fax (219) 825-7854

99V-287.002

IMPORTANT RECALL CAMPAIGN ANNOUNCEMENT

November, 1999

Dear Jayco Dealer:

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

Recently, we fixed you notice of a recall campaign being initiated by Norcold on certain Norcold refrigerators. The affected models are:

Norcold model 322 or 323 with serial numbers lower than 734882-Service Kit 621189
Norcold model N268 or N268.3 with serial numbers lower than 734827-Service Kit 621190
Norcold model N308 or N308.3 with serial numbers lower than 734626-Service Kit 621190

These refrigerators were installed in the following Jayco products:

Certain 1997 Eagle and Jay folding campers and Sportster truck campers
Certain 1998 Eagle and Heritage folding campers
Certain 1999 Eagle and Heritage folding campers
Certain 1000 Kiwi travel trailers and Eagle and Heritage folding campers

The defect is a potential for the brass swivel flare nut on the pressure tap component that connects to the bumper orifice to crack due to stress corrosion, allowing gas to escape and possibly cause an explosion or fire. The correction is to replace the swivel tap/pressure tap component with one of the two service kits supplied from Norcold.

Norcold is ready to supply you with a stock of each kit type and these will be sent to you no charge. Each kit contains instructions for replacement. Please call NORCOLD for the service kits. **ALL RECALL CLAIMS ARE TO BE SUBMITTED TO THE JAYCO WARRANTY DEPARTMENT ON A JAYCO WARRANTY CLAIM. BE SURE TO ATTACH THE BAR CODED FORM THAT COMES WITH EACH NORCOLD PART KIT TO THE JAYCO CLAIM FORM. SEND THE JAYCO CLAIM FORM WITH THE NORCOLD BAR-CODED FORM ATTACHED ALONG WITH THE DEFECTIVE PARTS TO JAYCO, INC. as you would normally handle return parts. (See sample attached). If you need additional kits, contact Norcold direct at 1-800-767-8101.**

WHEN YOU REPAIR A UNIT FOR A RECALL, STOCK, LEASED OR RETAIL SOLD, IT IS VERY IMPORTANT THAT YOU SUBMIT A CLAIM TO US SO THE REPAIR IS ON RECORD. We are required to submit quarterly reports to NHTSA for a defined time period on recall activity. Properly recording the repair provides written documentation that you and Jayco complied with the recall. It also makes it unnecessary for us to send you another the customer record and third reminder notice.

Each modification should take less than one hour including preparation, but the flat rate time allowance is one hour and the job operation code is 95W1029. Again, please make sure you send the claim to Jayco, Inc. as we are handling the administration of this recall for Jayco products. Sending a claim direct to Norcold will result in payment delays or possibly lost paperwork.

IMPORTANT: Some of the involved refrigerators may be in your dealer inventory of stock units, or you may have some loose refrigerators in your parts/accessory area. Federal law requires the corrective action to be completed on these refrigerators before retail delivery. To identify if the refrigerator

99U-287.002

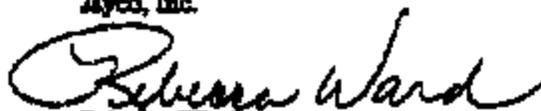
requires corrective action, verify the refrigerator by model and serial number as listed above. We strongly recommend you follow up on all recall modifications and records in your dealership, or assign someone that responsibility to ensure your compliance with the law as well as making sure our customers receive a safe product.

You will receive a recall notice for each unit we show in your current inventory. Each retail owner will also receive a notice. Enclosed is a copy of the retail notice for your records. Again, instructions for replacing the brass swivel flare nut will be contained in each service kit you receive from Norcold.

We apologize for any inconveniences this may cause. If you have any questions, please feel free to contact us.

Sincerely,

Jayco, Inc.



Rebecca Ward
Director
After Market Services

enclosure

99V-287.002

SUMMARY

INSTRUCTIONS FOR JAYCO/NORCOLD RECALL CAMPAIGN

- (1) ORDER SERVICE KITS FROM NORCOLD.**
- (2) PERFORM MODIFICATION TO STOCK AND RETAIL SOLD UNITS.**
- (3) SUBMIT RECALL CLAIM TO JAYCO, AND REMEMBER TO ATTACH THE BAR CODED RECALL FORM THAT COMES WITH EACH NORCOLD SERVICE KIT, TO THE JAYCO CLAIM.**
- (4) RETURN DEFECTIVE PARTS TO JAYCO WITH THE CLAIM AND BAR CODED**

Nov. 1999

99V-287.00

NORFOLK
1-800-787-6761
SAFETY DEFECT PROGRAM

Service Multi-Purpose Top Component
Must Accompany This Claim
(See Blank Ink To Complete Claim Form)

Repair Date _____

Service Facility

Retail Owner

Name _____

Address _____

City _____

State _____ Zip _____

Phone No. _____

Contact _____

Time Allowance: One (1) Hour at Standard Shop Labor Rate \$ _____

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 - Retailer
Part No. 610788 (1999)

Pink Copy - Service Facility

Yellow Copy - Customer/Dealer