



RECEIVED  
OFFICE  
DEFECTS INVESTIGATION  
FEB 18 AM 11:25

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,

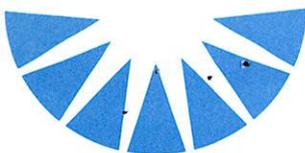
Norcold, Inc.

Ed Thompson  
Norcold Customer Services

**Sales**  
Phone: 1-800-752-8654  
Fax: 937-497-3092

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

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



**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:

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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 Benham Ave., Elkhart, IN 46516, (800) 378-8694.

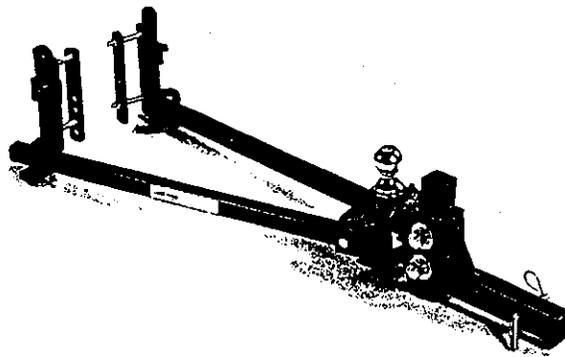
## Norcold Recalls Three Small Refrigerators

Norcold has voluntarily recalled three small gas

RV Dealers-

# THANK YOU!

Louisville was a great success.



- Trailer weight distribution
- Built-in trailer sway control
- High margins

The Original  
**Equal-i-zer**<sup>®</sup>  
Sway Control Hitch

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

INDICATE #50 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.

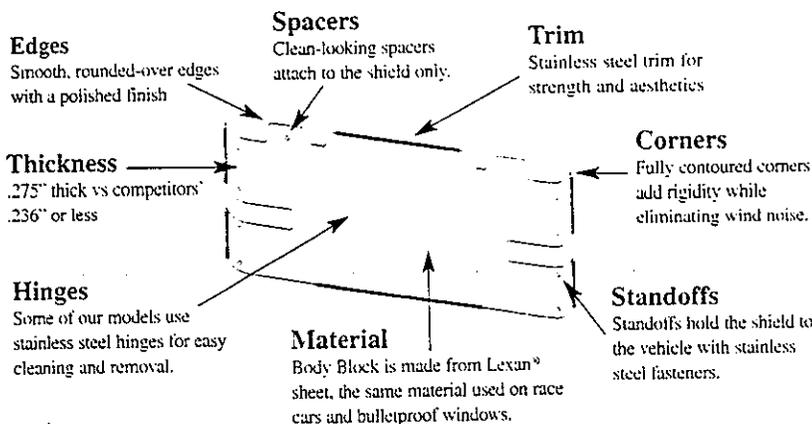
Contact Mike Hoelscher, Norcold manager of customer service, at (800) 769-9101 or (937) 497-3173 with any questions.

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.

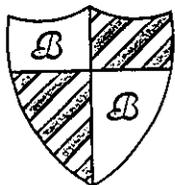


## the Ultimate in Rock Protection for your Motor Coach

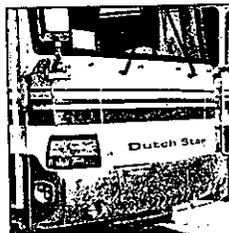
### BODY BLOCK™



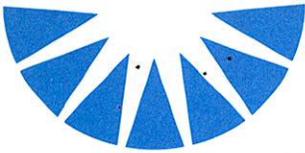
Visit our website at [www.summit-products.com](http://www.summit-products.com)



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



INDICATE #51 ON READER INQUIRY CARD



ATTACHMENT #2

Thetford Corporation  
P.O. Box 1285  
Ann Arbor, Michigan 48106  
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:

<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

### 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.

-30-30-30-

### 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	Hilltop 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: 1-800-752-8654  
Fax: 937-497-3092

Service  
Phone: 1-800543-1219  
Fax: 937-497-3183

Service  
Phone: 1-800543-1219  
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 SIDNEY, OHIO FOR REC. VEHICLE INSTALLATION MIN. INSTALLATION CLEARANCE: 0" SIDES, TOP, BOTTOM, BACK INSTALL ONLY WITH KIT NO. SEE INSTALLATION INSTR.	MODEL NO. <b>323</b>	TESTED FOR LP GAS; EQUIPPED FOR PROPANE SUPPLY 11 "WC BURNER 10.7"WC	
	INPUT <b>640</b> BTUH	120 VOLTS - AC 60 HZ <b>1.2</b> AMPS <b>140</b> WATTS	
	REFRIGERANT R717 <b>18</b> LBS. TEST PRESSURE 300 PSI	12 VOLTS - DC 60 HZ <b>11.7</b> AMPS <b>140</b> WATTS	
		ANSI Z21.19-1990 REFRIGERATORS	ANSI Z21.19-1990 REFRIGERATORS CAN 1-1A-M80

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> SIDNEY, OHIO		TESTED FOR LP GAS; EQUIPPED FOR PROPANE	
		SUPPLY 11"WC	BURNER 10.7"WC
SERIAL NUMBER	REFRIGERANT R717	120 VOLTS - AC 60 HZ	
	LBS.	AMPS	WATTS
MODEL NO.		12 VOLTS - DC 60 HZ	
	TEST PRESSURE 800 PSI	AMPS	WATTS
GROUP CODE			
INPUT	BTUH		

FOR REC. VEHICLE INSTALLATION  
MIN. INSTALLATION CLEARANCE:  
0" SIDES, TOP, BOTTOM, BACK  
INSTALL ONLY WITH KIT NO.  
SEE INSTALLATION INSTR.

618860




ANSI Z21.19-1992 REFRIGERATORS

CAN/CGA-1.4-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 NE  
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 1-202-366-0123) 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: 1-800-752-8654  
Fax: 937-497-3092

Service  
Phone: 1-800543-1219  
Fax: 937-497-3183

Service  
Phone: 1-800543-1219  
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 SIDNEY, OHIO  
FOR REC. VEHICLE INSTALLATION  
MIN. INSTALLATION CLEARANCE:  
0" SIDES, TOP, BOTTOM, BACK  
INSTALL ONLY WITH KIT NO.  
SEE INSTALLATION INSTR.

MODEL NO. 323	TESTED FOR LP GAS; EQUIPPED FOR PROPANE SUPPLY 11 "WC BURNER 0.7"WC		
INPUT 640 BTUH	120 VOLTS - AC 60 HZ 1.2 AMPS 140 WATTS		
REFRIGERANT R717 .18 LBS. TEST PRESSURE 300 PSI	12 VOLTS - DC 11.7 AMPS 140 WATTS	ANSI Z21.10-1990 REFRIGERATORS CAN 1-1A-M80	

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 SIDNEY, OHIO  
TESTED FOR LP GAS; EQUIPPED FOR PROPANE  
SUPPLY "WC BURNER "WC

SERIAL NUMBER	REFRIGERANT R717	120 VOLTS -- AC	60 HZ
MODEL NO.	LBS.	AMPS	WATTS
GROUP CODE	TEST PRESSURE 800 PSI	12 VOLTS -- DC	60 HZ
INPUT	BTUH	AMPS	WATTS

FOR REC. VEHICLE INSTALLATION  
MIN. INSTALLATION CLEARANCE:  
0" SIDES, TOP, BOTTOM, BACK  
INSTALL ONLY WITH KIT NO.  
SEE INSTALLATION INSTR.

618880

 ANSI Z21.19a-1992  
REFRIGERATORS

 CAN/CGA-1.4-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.*



# 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,

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

Mike Hoelscher  
Manager of Customer Services

Sales  
Phone: 1-800-752-8654  
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 SIDNEY, OHIO  
FOR REC. VEHICLE INSTALLATION  
MIN. INSTALLATION CLEARANCE:  
0" SIDES, TOP, BOTTOM, BACK  
INSTALL ONLY WITH KIT NO.  
SEE INSTALLATION INSTR.

MODEL NO. 323	TESTED FOR LP GAS; EQUIPPED FOR PROPANE SUPPLY 11 "WC BURNER 0.7 "WC
INPUT 640 BTUH	120 VOLTS - AC 60 HZ 1.2 AMPS 140 WATTS
REFRIGERANT R717 .18 LBS. TEST PRESSURE 300 PSI	12 VOLTS - DC 11.7 AMPS 140 WATTS 615427-K




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.*

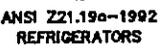
SERIAL NUMBER SAMPLE  
XXXXXX

NORCOLD SIDNEY, OHIO

SERIAL NUMBER	REFRIGERANT R717	120 VOLTS - AC	60 HZ
	LBS.	AMPS	WATTS
MODEL NO.	TEST PRESSURE 800 PSI	12 VOLTS - DC	60 HZ
GROUP CODE		AMPS	WATTS
INPUT	BTUH		

FOR REC. VEHICLE INSTALLATION  
MIN. INSTALLATION CLEARANCE:  
0" SIDES, TOP, BOTTOM, BACK  
INSTALL ONLY WITH KIT NO.  
SEE INSTALLATION INSTR.

618860


ANSI Z21.19a-1992 REFRIGERATORS

CAN/CGA-1.4-M94 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.*



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 1-202-366-0123) if remedy difficulties exist.

Thank you for your attention to this important matter.

Sincerely,

Mike Hoelscher  
Manager of Customer Services

Sales  
Phone: 1-800-752-8654  
Fax: 937-497-3092

Service  
Phone: 1-800543-1219  
Fax: 937-497-3183

Service  
Phone: 1-800543-1219  
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 SIDNEY, OHIO FOR REC. VEHICLE INSTALLATION MIN. INSTALLATION CLEARANCE: 0" SIDES, TOP, BOTTOM, BACK INSTALL ONLY WITH KIT NO. SEE INSTALLATION INSTR.		MODEL NO. <b>323</b>	TESTED FOR LP GAS; EQUIPPED FOR PROPANE SUPPLY 11 "WC BURNER 0.7"WC	 
INPUT <b>640</b> BTUH	REFRIGERANT <b>R717</b> LBS. TEST PRESSURE 800 PSI	120 VOLTS - AC 60 HZ <b>1.2</b> AMPS <b>140</b> WATTS	12 VOLTS - DC <b>11.7</b> AMPS <b>140</b> WATTS 815427-K	ANSI Z21.19-1990 REFRIGERATORS CAN 1-1.4-M80

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> SIDNEY, OHIO		TESTED FOR LP GAS; EQUIPPED FOR PROPANE SUPPLY "WC BURNER "WC	
SERIAL NUMBER	REFRIGERANT R717 LBS.	120 VOLTS - AC 60 HZ AMPS WATTS	12 VOLTS - DC 60 HZ AMPS WATTS
MODEL NO.	TEST PRESSURE 800 PSI		
GROUP CODE			
INPUT BTUH			
FOR REC. VEHICLE INSTALLATION MIN. INSTALLATION CLEARANCE: 0" SIDES, TOP, BOTTOM, BACK INSTALL ONLY WITH KIT NO. SEE INSTALLATION INSTR.			
618880		ANSI Z21.19a-1992 REFRIGERATORS	CAN/CGA-1.4-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.*