



NORCOLD

RECALL CAMPAIGN

2600 Campbell Road
Sidney OH 45365-8867

July 19, 1993

Mr. Jonathan White
Office of Defects Investigation
U.S. Department of Transportation
National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, D.C. 20590

CERTIFIED MAIL

RE: RECALL CAMPAIGN NO. 92E-025

Dear Mr. White,

Enclosed is the quarterly report for the second quarter of 1993 as required per 49 CFR PART 573.6. We now expect to remedy about 90,000 of the 190,496 refrigerators in this recall campaign.

We received responses from almost 90,000 owners in a 1989 recall (89E-018) for the models 838/8310 and we received no response from approximately 106,000 original owners. Our initial and second mailing in this campaign was to the owners from the recall of 1989. The Post Office has returned 9655 letters as "no forwarding address" and 39 as "deceased".

In addition to the Post Office returns, we have learned that there has been a change of ownership of the RV's for 1643 units which contains models 838 and 8310. 203 owners advised us that their refrigerators have been either destroyed, scrapped, or replaced. Some responses from the owners was not clear and the reason for the refrigerator not being in service is unknown. For purposes of this report, we are considering all 203 as scrapped.

Through June 30, 1993, we have received replies from 52,773 owners requesting replacement kits, 52,494 of these requests were shipped. Line 4a of the report lists 37,025 refrigerators being inspected and repaired. We do not consider the refrigerators being "remedied" until the owner has confirmed installation of the replacement kit and the old parts are returned from the repair facility. The rate of replies from owners has dropped significantly despite a second letter which we mailed in early summer (May 21, 1993). This is the reason why we have changed our estimate of "otherwise unreachable" to 100,000.

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We are continuing to participate at RV rallies where we update the refrigerators which have not been updated by a dealer. Many of these owners were ones for whom we previously had no addresses. We are conducting meetings to develop actions on improving replies of known Norcold customers and to reach owners who are not known. Action items which develop from our meetings will be forwarded to you. We welcome any suggestions you might have that would help us to improve the rate at which the owners come forward for the replacements.

Sincerely,

A handwritten signature in cursive script, appearing to read "Ed Thompson".

Ed Thompson
Manager Recall Campaign

