

- 2nd NOTICE -

May 15, 1993

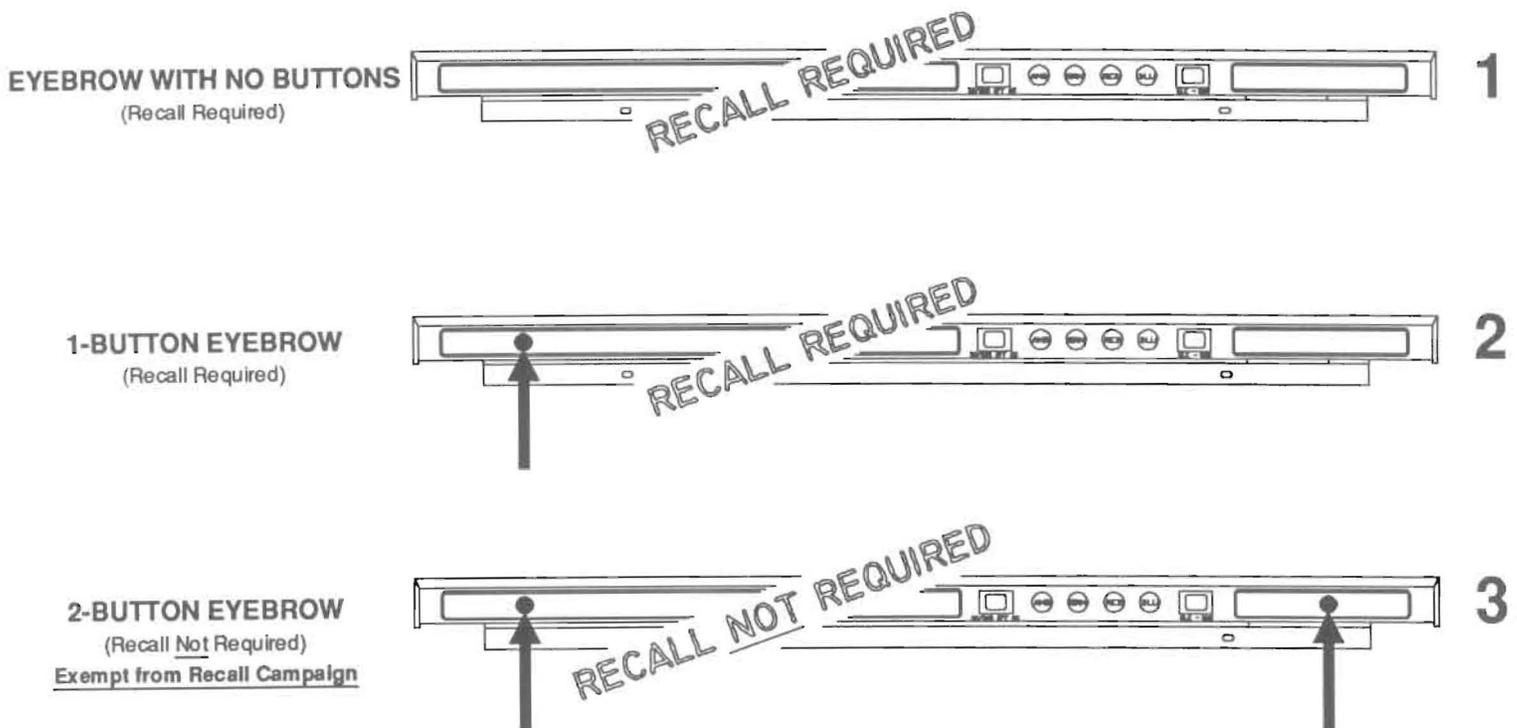
Dear Norcold Refrigerator Owner,

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

In 1989, Norcold determined that a safety defect existed in Norcold refrigerator models 838 and 8310 manufactured between 1983 and 1986. It was found that the Eyebrow of the two-door models could cause an electrical malfunction. As a result, a national retrofit program was implemented and Norcold provided new Eyebrow replacement parts to the customers who replaced the faulty parts.

Recent data indicates that under some environmental and operating conditions, the first replacement part did not eliminate all causes of the electrical malfunctions which could result in fires.

First, examine the control panel (Eyebrow) at the front of your Norcold 838 or 8310 model refrigerator. Then refer to Illustrations 1, 2 & 3 below. If your refrigerator has two decorative buttons as shown in Illustration 3, then the controls have been updated and you can ignore this notice. If your refrigerator has one button or no button (Illustration 1 or 2), the Recall is required; please read further.



Beginning immediately, we are asking customers who do not own "2-button" models 838 and 8310 to immediately switch the refrigerator from electric to the gas mode of operation. Operate the refrigerator in the gas mode until the unit can be repaired by a qualified RV repair facility.

You need to make an appointment with your own authorized RV service center, or if you are not aware of the nearest facility, call Norcold at 1-800-358-8033 for a location convenient for you. The service center will update the refrigerator with the Recall kit. You are required to take your RV to the service location. Norcold will pay for this Eyebrow control panel assembly (includes wire harness) and the Interface Board in addition to all inbound and outbound (UPS ground transportation) shipping expenses for the parts and labor to install. All replacements and services must be performed by a qualified RV repair technician.

The services will take from 1-2 hours. All work must be performed at a authorized service center where the appointment is made. Call and schedule an appointment today for the replacement service directly with the service facility as explained above. When you make your appointment, please give the service facility your full name, address, phone number, and the model and serial numbers from your refrigerator. This information is necessary for the service facility to schedule your appointment and to order the correct parts.

If you no longer own the refrigerator, please contact our toll-free number (if you have not already done so) listed below with any information you may have about the refrigerator's current owner. **Also, you may disregard this notice if you have had the Recall kit recently installed or you have recently scheduled an appointment.**

We regret the inconvenience this program may cause you but your safety and satisfaction are top priorities at Norcold. A toll-free number is available to answer any questions you may have. You can reach us by calling 1-800-358-8033. Hours are 8 a.m. to 8 p.m., seven days a week. (When you call, please have the refrigerator model and serial numbers available.)

If the defect has not been remedied within a reasonable amount of time and without charge, a complaint may be submitted to the administrator National Highway traffic Administration, 400 Seventh Street, Washington, DC 20590, or call the toll-free Auto Safety Hot Line at 1-800-424-9393 (Washington DC residents may call 202-366-0123).

Sincerely,



Ed Thompson
Project Manager Recall Campaign

 **NORCOLD**
RECALL CAMPAIGN
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