

DISTRIBUTORS SAFETY DEFECT NOTIFICATION:

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

Norcold, a manufacturer of refrigerators for the recreational vehicle industry, has determined that a safety defect exists in certain Norcold gas/electric refrigerators and, as such, the vehicles equipped with these refrigerators. The Norcold models affected are 1200LR and 1200LRIM manufactured in the period from **December 1996 through March 1999**.

IMPORTANT: It is Norcold's responsibility to advise you that you are prohibited from selling a product which has been identified by this corrective action campaign.

Corrective action is required for the model numbers listed above if the serial number of the COOLING UNIT on a refrigerator falls between 700000 and 1008700. The cooling unit serial number is located on the solution chamber. **The serial number on the cooling unit differs from the serial number of the refrigerator.** If a refrigerator is one of the models listed above, with a cooling unit serial number in the defined range, it has one of the suspect cooling units and requires **immediate** service.

The nature of the defect is a cooling system leak caused by operation in the AC electric mode. If a leak occurs, the cooling performance of the refrigerator will deteriorate. A yellow powder residue will be evident in the heating area of the cooling unit if a leak exists. **Extended operation of a leaking cooling unit may result in a fire.**

Consumers will be advised to discontinue operation of their refrigerator until they can arrange to have the cooling unit checked for leaks. If no leaks are present, they will be asked to operate their refrigerator on propane gas power only until repairs are complete, as this operating mode does not create a failure or hazardous condition. Dealers and service centers will be advised to obtain all necessary parts direct from Norcold for this recall campaign. **A REFRIGERATOR WITH A LEAKING COOLING UNIT SHOULD NOT BE OPERATED.**

We ask that you review your inventory for the models listed above. Prepare a listing by model and serial numbers of refrigerators within this suspect group and contact Norcold for further instructions.

NOTE: Before returning refrigerators and cooling units, call Norcold for a RMA (Return Material Authorization) number.

In addition, we ask that you check your cooling unit service parts inventory, for part number 618964. Any cooling units having a serial number between 700000 and 1008700 with the above part number must be returned to Norcold.

We regret any inconvenience related to this recall campaign. If you should have any questions please call 1-800-877-0488.

Sincerely,

Deborah Stillings
Customer Service Manager

DEALERS AND SERVICE CENTERS SAFETY DEFECT NOTIFICATION:

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

Norcold, a manufacturer of refrigerators for the recreational vehicle industry, has determined that a safety defect exists in certain Norcold gas/electric refrigerators and, as such, the vehicles equipped with these refrigerators. The Norcold models affected are 1200LR and 1200LRIM manufactured in the period from **December 1996 through March 1999**.

A cooling unit replacement is required for the model numbers listed above if the serial number of the COOLING UNIT on a refrigerator falls between 700000 and 1008700. The cooling unit serial number is located on the solution chamber which can be viewed through the refrigerator vent door on the outside of a vehicle. **The serial number on the cooling unit differs from the serial number of the refrigerator.** If a refrigerator is one of the models listed above, with a cooling unit serial number in the defined range, it has one of the suspect cooling units and requires **immediate** service.

The nature of the defect is a cooling unit leak caused by thermal expansion during operation in the AC electric mode. A yellow powder residue will be evident in the heating area if a leak occurs. If a leak occurs, the cooling performance of the refrigerator will deteriorate requiring a replacement of the cooling unit. If the refrigerator continues to be operated after the majority of the solution has leaked, the AC heat source can generate very high temperatures causing a rupture in the steel tubing. If the pressuring gas is still in place when a rupture occurs, hydrogen gas may be expelled and can, under extreme conditions, be ignited by the high temperature thereby possibly causing a fire.

Consumers will be advised to discontinue operation of their refrigerator until they can arrange to have the cooling unit checked for leaks. If there are no leaks in the cooling unit, consumers should be reminded to operate their refrigerator on propane gas power only until repairs are complete, as this operating mode does not create a failure or hazardous condition. **A refrigerator with a leaking cooling unit should not be operated until the cooling unit can be replaced. Consumers should be reminded NOT to operate a refrigerator with a leaking cooling unit until the cooling unit can be replaced.**

Total time allowance for a cooling unit initial inspection and subsequent replacement will be 4.5 hours. All parts and the labor to inspect and install will be at no charge to the consumer. All cooling units removed must be returned to Norcold. Upon receipt of the claim form, you will be reimbursed for the appropriate time listed above at your standard labor rate. The consumer will be responsible for transportation of their vehicle to the servicing location.

IMPORTANT: Some of the involved refrigerators may be in dealer inventory. Federal law requires the corrective action to be completed on these refrigerators before retail delivery. To identify if a refrigerator requires corrective action, verify the refrigerator model and the cooling unit serial number as referenced above.

Owner notification is expected to begin August, 2002. Owners are being instructed to contact their RV dealer or a Norcold authorized service center to arrange a service date. A copy of the owner notification and corrective action procedures are attached. Since the majority of units are on RVs built in the period from December 1996 through March 1999, we would appreciate any assistance you could provide in helping us to notify owners of these vehicles.

To order replacement cooling units, please be prepared with owner information. All cooling unit replacements required under this specific recall program will be shipped direct to you from Norcold at no charge and include the necessary forms for processing your claim for labor reimbursement. Our production supply lead times may create some delays in our ability to keep pace with demand, so we appreciate your patience and understanding.

We appreciate your cooperation and assistance in conducting this program. Our first priority is the safety of our products and the satisfaction of our customers. If you should have questions please call 1-800-877-0488.

Sincerely,

Deborah Stillings
Customer Service Manager

OEM SAFETY DEFECT NOTIFICATION:

As part of our ongoing quality initiative, our testing and evaluation process has concluded that a specific lot of cooling units used on Norcold models 1200LR and 1200LRIM in the period from December 1996 through March 1999 need to be recalled to repair a safety issue. These cooling unit serial numbers are from 700000 to 1008700.

Attached are copies of our letters of notification to NHTSA and Transport Canada outlining the details related to the possible circumstances which can lead to unit failure.

Vehicle owners must be advised that the refrigerator's cooling unit must be replaced. Vehicle owners must also be advised to refrain from further operation of their refrigerator until the cooling unit can be checked for a leak by an authorized Norcold service center. Extended operation of a refrigerator with a leaking cooling unit may result in a fire.

Once the cooling unit has been checked and no leaks are detected, the refrigerator may be operated on GAS ONLY until the cooling unit can be replaced. If a leak is detected, the refrigerator must not be operated in any mode until the cooling unit is replaced.

We are embarking on a proactive corrective action campaign to repair these units. Attached is a copy of the information and instructions Norcold will provide to all dealers and servicing facilities.

Your urgent assistance is needed in locating all vehicle owners impacted by this issue. Vehicle owner and dealer listings would be very helpful for our direct contacts. Your vehicle production between December 1996 and April 1999 is the most likely to have used these suspect units. Attached is a summary of your unit purchases from Norcold for the models involved during the above noted time period.

We regret this inconvenience. We are committed to providing our customers with the highest standards of quality product, and to correcting this problem as quickly as possible. Thank you for your support and help in this matter. For any questions or comments, please contact our Norcold Service Department at 1-800-877-0488 or myself at 734-997-6509.

Sincerely,

W. Michael Farmer
VP Sales and Marketing
Thetford/Norcold