



July 12, 2004

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EXECUTIVE SECRETARIAT

Dear Norcold Refrigerator Owner:

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

Norcold has voluntarily recalled 442, 443, EV452, 452, 453, 462, EV462, 463, EV463, 462, EV482, 483, EV483, 874 and 875 model gas/electric refrigerators built from January 1987 through May 1996. Affected refrigerator model and serial numbers can be found on the reverse side of this letter.

The manufacturer of your vehicle supplied information that suggests one of the affected refrigerator models may be installed in your vehicle. We suggest that you first verify if you own one of the models affected by the recall (see illustrations on reverse side). If you do, then check the refrigerator serial number (see serial number chart on reverse side) to determine if the refrigerator is one of the affected models. If you own an affected refrigerator model follow the instructions under "What You Should Do".

Reason For This Recall

The nature of the defect is a break down in a rubber seal within the combination control gas valve. As this rubber seal ages, a leak may occur, allowing propane gas to accumulate in the burner area. The consequences of this failure can lead to a fire. As the refrigerator relighter attempts to light the burner, this accumulated gas can ignite.

What We Will Do

Replace the affected combination control gas valve at no charge. This includes the replacement part and the labor to install the replacement part. You, the vehicle owner, are responsible for transporting the affected refrigerator to the service location.

What You Should Do

Persons owning one of the affected refrigerator models should:

1. Immediately discontinue use of the propane gas operation of the refrigerator. Operate the refrigerator on AC power *only* until the combination control gas valve is replaced with new. Propane gas usage increases risk of fire.
2. Contact a Dealer/Service Center to arrange a service date as soon as possible. The cooling unit will be replaced. There is no charge for parts and labor.
3. Transport your vehicle/refrigerator to the Dealer/Service Center for service.
4. Call Norcold at 1-800-887-3005; with any questions, to obtain the location of the nearest Norcold Service Center, or if the Dealer/Service Center fails to, or is unable to, remedy this defect without charge or within a reasonable time. You also 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.
6. If you had the recall performed or you no longer own the vehicle, please call us at 1-800-887-3005.

We are sorry for this inconvenience. However, we have taken this action in the interest of your safety and continued satisfaction with our products.

Sincerely,

Deborah Stillings
Director Customer Service

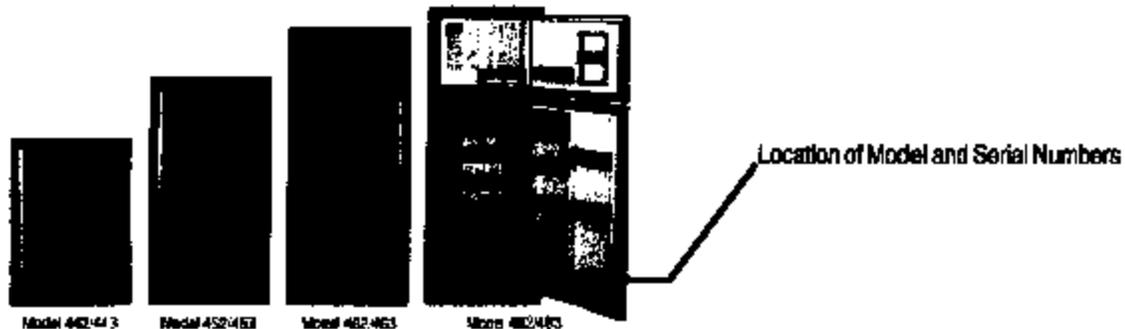
7/20/04

We purchased our camper used and the refrigerator had already been replaced. There had been a fire on the left side of the refrigerator - a hole had been burned through the paneling. Someone was very lucky. Thank you -

N/A

Refrigerator Model and Serial Numbers On Reverse Side

Affected Refrigerator Model and Serial Numbers



Model 442-443

Model 452-453

Model 462-463

Model 482-483



Model	Serial Number
443	01000-08855
443	01000-11972
452	01000-14302
463	01000-05418 54199-14288

Model	Serial Number
482	00001-120808
483	00001-08210
482	00001-24398
483	00001-03518
EV462	01802-10327

Model	Serial Number
EV462	01000-01283
EV443	01268-81283
EV482	01000-01284 18827-18828 89158
EV483	00001-03516



Model 874EG2



Model 875EG2

Model	Serial Number
874EG2	01000-03868
874EG3	01000-02347
875EG2	01000-024711
875EG3	01000-03895