

NEW Notice

OWNER SAFETY DEFECT NOTIFICATION:

This notice is to inform you of an AMENDED plan to our recent recall service performed on your RV refrigerator. This notice is sent to you in accordance with requirements of the National Traffic and Motor Vehicle Safety Act and Transport Canada.

Our records indicate you have had a heater element replaced in your cooling unit; we now want to replace the entire cooling unit in your refrigerator. We regret any inconvenience this may cause, we do want to assure your refrigerator provides you years of safe, reliable and dependable service.

Beginning immediately and until your dealer or service center can repair the safety defect, Norcold is asking you to unplug your refrigerator AC cord and operate your refrigerator on propane gas power only (or DC power, if available, while in transit). No AC electrical power operation should occur as it could create an unsafe condition. Your refrigerator controls must be set on “manual” mode only. Do not set control in the “auto mode,” as it will convert to AC when AC is available.

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 N841, N821, N641 and N621 manufactured in the period from May 1999 through November 1999. Information provided to us indicates you may have one of the refrigerators in a vehicle registered to you. **If you no longer own this vehicle, please notify us so that we may be able to contact the current owner about the safety defect information.**

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, requiring immediate replacement of the cooling unit. 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 in the AC electric mode may result in a fire.**

Corrective action is required for the model numbers N841, N821, N641, and N621 if the serial number of the cooling unit on your refrigerator falls between 1038000 and 1099000. The cooling unit serial number is located on the solution chamber which can be viewed through the refrigerator vent door on the outside of your vehicle. **The serial number on the cooling unit differs from the serial number of your refrigerator.**

Contact your dealer or an authorized Norcold service center as soon as possible to arrange a service date. To locate the service center nearest you, call 1-800-767-9101 and follow the menu options or visit our web site at www.norcold.com.

If your dealer or an authorized 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.

In the event you no longer own the vehicle, please help us locate the new owner by completing the enclosed postage paid reply card and returning it to us.

We regret any inconvenience related to this recall campaign. Our first priority is safety and the satisfaction of our customers. Thank you for your attention to this important matter.

Sincerely,

Deborah Stillings
Customer Service Manager