



U.S. Department of Transportation  
National Highway Traffic Safety Administration

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100161

Date Received

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5:41

**OWNER INFORMATION (Type or Print)**

Name

Address

City TRINITY

State TX

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

SAME

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 10/24/2003

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number located at bottom of windshield on driver's side

1P3SV89420K0000881

JT5VN94TXK0008816

Make

WINNEBAGO

Model

WARRIOR

Model Year

1999

Date Purchased  
JULY 21, 2003

Dealer's Name and Telephone Number  
HUNTSVILLE RV 9362931789

Engine:  
No: Cylinders

6

Fuel Type:

REG. GAS

Original Owner

Dealer's City  
HUNTSVILLE

State TX

Zip Code  
77340

Transmission Type

AUTO

Antilock Brakes

Cruise Control

Powertrain

TOYOTA V6

Vehicle Component Code

350000 EQUIPMENT

Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s)

AUG 28 2003

Failure Mileage

Failure Speed

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM1SABC036)

Original Equipment  
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

Yes  No

Fire

Yes  No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

WHILE PERFORMING REPAIRS FOR RECALL D2E019000 CONCERNING REFRIGERATOR COOLING UNIT FIRES, MECHANIC BROKE GAS LINE, AND CHARGED CONSUMER TO REPAIR THE GAS LINE. \*AK

SEE ATTACHED SHEET

Include, if available: Police/Fire Department Report, Photos, and Recall Involves.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

NORCOLD REFRIGRATOR WAS WORKING ON GAS & ELECTRICITY WHEN I TOOK IN FOR SAFTY DEFECT. THEY TRIED TO LITE REFRIGRATOR ON GAS AND IT MADE A POOF SOUND. THEY SAID IT NEEDED PARTS TO FIX THIS PROBLEM. WHEN REMOVING THE GAS LINE THEY TWISTED IT IN TWO. THEY SAID NO GAS LINES WERE AVAILABLE FOR THIS REFRIGERATOR. I SAID ANY AIR CONDITION MAN COULD MAKE THIS LINE. THEY SAID THEY DIDN'T KNOW ANYONE. I TOOK THE LINE AND HAD A AIR CONDITION MAN MAKE ONE FOR \$20. SEVERAL DAYS <sup>LATER</sup> I GOT ANOTHER APPOINTMENT. THEY PUT <sup>THE</sup> NEW LINE ON AND IT WORKED OK. THEY THEN GAVE ME A BILL (SEE ATTACHED) FOR \$102.23 ~~LABOR~~ \$65 LABOR, \$34.20 PARTS 2.83 TAX. I PAID THIS BILL AND LEFT.

HUNTSVILLE RV HAS TWO YOUNG MEN WORKING OUTSIDE (NO BUILDING TO WORK IN) I DIDN'T SEE A AIR COMPRESSOR. THIS PROBLEM COULD HAVE BEEN FIXED IF THEY WOULD HAVE BLOWN OFF THE SOOT ON THE ORFICE. I HAVE THE OLD PARTS AND THERE ISN'T ANYTHING WRONG WITH THEM.

I HAVE MADE THREE TRIPS TO HUNTSVILLE RV FOR APPROXIMATELY 150 MILES. PLUS \$102.23 PARTS & LABOR AND \$20.00 FOR NEW GAS LINE.

I HAVE CALLED SEVERAL TIMES TO NORCOLD 1-937-497-3080. I HAVE TALKED TO AMANDA AT EXT. 3629 AND TO BRINDA AT EXT. 3633.

THIS SAFTY ~~RECALL~~ DEFECT HAS CAUSED ME LOTS OF TIME AND MONEY, I WOULD LIKE SOME SATISFACTION,

[REDACTED]

[REDACTED]

July 14, 2003

**OWNER 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 potential safety defect exists in certain Norcold gas/electric refrigerators and, as such, the vehicles equipped with these refrigerators. The Norcold models affected are 442, 443, 452, EV452, 453, 462, EV462, 463, EV463, 462, EV462, 463, EV463, 874, and 875 manufactured in the period from January 1987 through May 1995. Information provided to us indicates you may have one of the refrigerators in a vehicle registered to you.

Corrective action is required for the model numbers listed above if the serial number of your refrigerator falls within the range specified below for your model number. The refrigerator model and serial numbers can be viewed by looking on the inside right of your refrigerator cabinet. If your refrigerator is one of the models listed above and has a refrigerator serial number as noted below, it requires immediate service.

Model	Serial Number	Model	Serial Number	Model	Serial Number	Model	Serial Number
442	01060-88285	462	80001-128009	EV462	01060-01283	EV463	01600-61319
443	01008-11872	463	00081-05216	EV463	01268-01283	874EG2	01600-83888
462	01060-14362	462	00081-24368	EV462	01060-01284	874EG3	01600-82347
453	01600-05418	463	06081-03618		18827-18828	875EG2	01060-24711
	54195-54208	EV452	01062-10327		89188	875EG3	01060-05886

The nature of the defect is a break down in a rubber seal within the 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.

Beginning immediately and until your dealer or service center can repair the safety defect, Norcold is asking customers to operate their refrigerators on AC power only (or DC power, if available, while in transit). No LP gas power operation should occur as it could create an unsafe condition. Your refrigerator controls must be set accordingly.

To correct this condition, your dealer or an authorized Norcold service center will replace the gas valve in your refrigerator. Parts and labor for the repair will be at no charge. You will be responsible for transportation of your vehicle to the servicing location. If you have had this repair completed since May 1995, you need not have this repair completed again. You may be eligible for a reimbursement of your expenses with proof of repair.

Repair parts are expected to be available November, 2002. Plan to contact your dealer or an authorized Norcold service center to arrange a service date once repair parts are available. To locate the service center nearest you, call 1-800-667-3005 and follow the menu options or visit our web site at [www.norcold.com](http://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 1-800-667-3005. 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 the safety of our products and the satisfaction of our customers. Thank you for your attention to this important matter.

Sincerely,  
Ed Thompson  
Project Coordinator

Control Valve

NORCOLD  
1-800-867-3005  
SAFETY DEFECT PROGRAM

400 / 874 / 876 Safety Defect Campaign  
(Use Black Ink To Complete Claim Form)



**Service Facility**

Name Huntsville AK  
Address 147 IH-45 W  
City Huntsville  
State TX Zip 77340  
Phone No. 936-293-1289  
Contact Brian  
Time Allowance:  
Gas Value:  
Two (2) Hours at Standard Shop Labor Rate. \$ \_\_\_\_\_

**Retail Owner**

Name \_\_\_\_\_  
Address \_\_\_\_\_  
City Trinity  
State TX Zip \_\_\_\_\_  
Phone No. \_\_\_\_\_  
Refrigerator Model \_\_\_\_\_ Refrigerator Serial No. \_\_\_\_\_  
Cooling Unit Serial Number 018012

Vehicle Manufacturer Whisper  
Vehicle Brand Warrior  
Vehicle Vin No. 5T5VW14TX000E916  
Vehicle Manufacture Date \_\_\_\_\_

I have performed the repair in accordance with the SAFETY DEFECT PROGRAM PROCEDURES:  
Repair Technician [Signature] Date \_\_\_\_\_

Green Copy - Norcold

Pink Copy - Service Facility

Yellow Copy - Customer/Owner

**THE ATTACHMENTS TO THIS  
DOCUMENT HAVE BEEN REMOVED  
TO PROTECT UNWARRANTED  
INVASION OF PERSONAL PRIVACY  
PURSUANT TO EXEMPTION 6 OF  
THE FREEDOM OF INFORMATION  
ACT (FOIA), 5 U.S.C. 552(b)(6).**