



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 100148

Date Received  
**AUG 12 2011**  
 18-NOV-2010

Repository   
 Reference No.  
 10366703

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
 Address [REDACTED]  
 City MAYWOOD State CA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]  
 Evening Telephone Number [REDACTED]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
**4VZBN2291Y [REDACTED]** Make **FLEETWOOD AMERICAN TRADITION** Model **40TOS** Model Year **2000**  
 Date Purchased **1/19/00** Dealer's Name and Telephone Number **MIKE THOMPSON RV 714-522-0250** Engine: No: Cylinders **6** Fuel Type: **DSL**  
 Original Owner  Dealer's City **SANTA FE SPRING'S** State **CA** Zip Code **90470**  
 Transmission Type **AUTO**  Antilock Brakes  Cruise Control Powertrain Multiple Failure: Incident Date(s) **28-JUN-2006**

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

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: DOTM9ABC036)  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 Number of Deaths 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).

TL\*THE CONTACT OWNS A 2000 AMERICAN COACH TRADITION MOTOR HOME EQUIPPED WITH A NORCOLD REFRIGERATOR MODEL 1200-LRIM, SERIAL NUMBER 761243-FB (NA). HE RECEIVED A SECOND RECALL LETTER REGARDING HIS NORCOLD REFRIGERATOR. HE STATED THAT THE RECALL HAS TO DO WITH THE PRODUCT OVER HEATING. THE CONTACT REFERENCED A UNKNOWN RECALL. HE STATED THAT HIS NORCOLD PRODUCT WAS NO LONGER WORKING AND THIS WAS THE SECOND RECALL. THE FIRST RECALL WAS 02E019000, EQUIPMENT:RECREATIONAL VEHICLE AND HE WAS CHARGED \$1,867.76. HE STATED THE SAME FAILURE HAS HAPPEN AGAIN AND THE MANUFACTURER WANTS TO CHARGE HIM AGAIN FOR THE REPAIRS.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. 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 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.

August 1, 2011

US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Avenue SE  
Washington, D.C. 20077-9382

Attention: Administrator (Ref. No. 10366703)

Enclosed are copies sent to Norcold regarding their recall notice. I do not think I was treated fairly, as it states in the recall, "parts and labor for repair will be at no charge."

I have also contacted the Federal Trade Commission, Ref. No. 28316766, 800-543-1219

I have sent copies to the following:

State Consumer Protection Agency Office of Attorney General Public Inquiry,  
P.O. Box 94425, Sacramento, CA 94244-2550, 800-952-5225

Better Business Bureau, 7 West 7<sup>th</sup> St., Suite 1600, Cincinnati, OH 45202,  
513-421-3015

As per the attached paperwork, I had this cooling unit, 1103905, replaced at a cost to me of \$1,867.76. The replacement unit 9202757 was also recalled in November 2010. It failed in October 2010.

I am just asking that they repair this refrigerator to working order at no cost as they stated they would.

I would appreciate it if you would please look into this matter.

I would have pursued this matter sooner, however major health issues dictated otherwise.

Thank you for anything you can do to further help me with this matter.

Sincerely

[REDACTED]  
Maywood, CA [REDACTED]  
[REDACTED]

OFFICIAL REFRIGERATOR RECALL



IF YOUR UNIT IS...

4-DOOR MODEL I200LR, I200LRIM, I20ILRIM,

WITH A COOLING UNIT SERIAL NUMBER BETWEEN 700000 TO 1536607

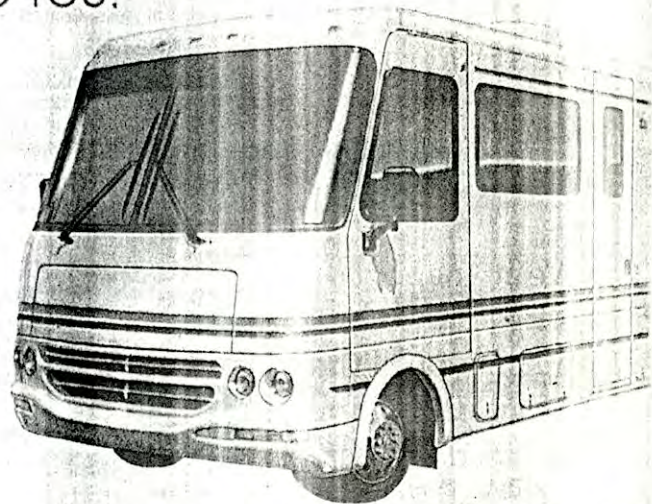
2-DOOR MODEL N62I, N64I, N82I, N84I OR I082,

WITH A COOLING UNIT SERIAL NUMBER BETWEEN 1038000 TO 1099000

1. YOU MUST SET THE CONTROLS TO "OFF."
2. UNPLUG IT FROM THE AC POWER SOURCE.
3. CONTACT NORCOLD AT 800 767-9101 OR [WWW.NORCOLD.COM/RECALL](http://WWW.NORCOLD.COM/RECALL).
4. YOUR REFRIGERATOR WILL BE REPAIRED AT NO COST TO YOU.

IF YOUR REFRIGERATOR QUALIFIES AND  
WE REPAIR IT AT NO COST TO YOU,  
WE WILL SEND YOU A

**\$50**  
GAS CARD



\*Offer applies to repairs made after March 21, 2005\*

FOR MORE INFORMATION AND  
TO CHECK THE RECALL STATUS,

CALL 800 767-9101

GO TO [WWW.NORCOLD.COM/RECALL](http://WWW.NORCOLD.COM/RECALL)

FOR MORE INFORMATION, CONTACT 1.800.767.9101 OR [WWW.NORCOLD.COM/RECALL](http://WWW.NORCOLD.COM/RECALL)

# NORCOLD



INC.

May 27, 2008

T18 P1 \*\*\*\*\*AUTO\*\*MIXED AADC 450

Maywood, CA

Dear

**OWNER SAFETY DEFECT NOTIFICATION: FOR QUESTIONS CALL NORCOLD'S RECALL CENTER AT 800 767-9101.**

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

Norcold, a manufacturer of refrigerators for the recreational vehicle industry, has decided that a defect which relates to motor vehicle safety exists in certain Norcold gas/electric refrigerators and, as such, the vehicles equipped with these refrigerators. On July 22, 2002 Norcold announced and undertook a motor vehicle equipment safety recall to address a potential fatigue failure in cooling units made by Norcold serving as components in Norcold refrigerator model numbers 1200LR and 1200LRIM built from December 1, 1996 to February 28, 1999.

Norcold has determined that this recall should be extended to include cooling units serving as components in Norcold models 1200LR, 1200LRIM and 1201LRIM manufactured from March 1, 1999 to February 28, 2001. Each cooling unit under this extension has a serial number between 1008701 and 1273700, non-consecutively.

**Corrective action is required for the model numbers listed above if the serial number of the COOLING UNIT on your refrigerator falls between 1008701 and 1273700.** 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.** If your 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 **retrofitting with a thermal switch kit.** **Extended operation of a leaking cooling unit could cause a fire, resulting in personal injury (including death) and/or property damage.** **Call 800 767-9101 to report your refrigerator and get assistance to execute repair through a Norcold authorized service center or other approved dealer.** **Parts and labor for the repair will be at no charge.**

**If you have one of the recalled cooling units:**

- 1. YOU should set the controls to "OFF," and unplug the refrigerator through the service vent on the outside of the vehicle.**
- 2. YOU should immediately have a service center check to determine if there is a cooling unit leak.**
- 3. If a cooling unit leak is detected by the authorized service center, you will be instructed to not operate the refrigerator in any mode until the cooling unit can be replaced.**
- 4. If the cooling unit is not leaking, you will be instructed to not operate the refrigerator in any mode until it can be retrofitted with a Thermal Switch Kit.**

*Continued on the back side...*

You should contact us, 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 800 767-9101 or visit Norcold's website at <http://www.thetford.com> and click on the Customer Support link followed by the Service Centers link. You can also check online to see if your cooling unit is under recall by clicking on the Customer Support link at the top of the page, followed by the Recall Info link. From there you can click on the 'Check Status' button to see if a cooling unit serial number is under recall.

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 800 767-9101. You may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call 888-327-4236 (TTY: 800-424-9153), or go to <http://www.safercar.gov> 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,

**George Strasburg**  
Manager of Corporate Product Reliability

July 15, 2011

Attention: Mr. George Strasburg  
Manager of Corporate Reliability

Subject: Recall of Refrigerator Cooling Units 1103905 and 9202757

I have filed a complaint with the National Highway Traffic Safety Administration; Federal Trade Commission; California State Consumer Protection Agency Office of the Attorney General; and the Better Business Bureau, Cincinnati, Ohio, regarding your handling of this matter. I am sending them all copies of this correspondence.

In March 2006, the refrigerator was not working well. I contacted Norcold and they sent me to Long Beach RV. They replaced some parts, as per Invoice No. 09874, for \$761.71, and still no mention of the recall. The problem was not fixed – the replacement parts were defective and had to be replaced. We were still not notified to replace the thermal switch. In this time period the real problem was, the cooling unit leaked and failed.

In June of 2006, I returned to Long Beach RV and they said the cooling unit had failed. They replaced the cooling unit for a cost of \$1,867.76, per Invoice No. 10033, still no mention of the recall.

I received a notification from Norcold in June of 2008 for cooling unit 1103905, dated May 27, 2008. I contacted Norcold and told them I had to have the cooling unit replaced. They stated everything is OK. (The cooling unit was replaced with a unit that had to be recalled in November of 2010??)

Your recall notice stated that you issued a recall starting in 2002 stating the repairs will be made "at no cost to the customer". As I stated above, I paid \$1,867.76. I never received any notice. It took 6 years to contact me?? In this period of time you put me at risk!

In October of 2010, I smelled ammonia and unplugged the refrigerator. In November of 2010, I received a recall notice for cooling units 700000 thru 1308579. My cooling unit is 9202757. The refrigerator failed for the same reason as in 2006.

I contacted Norcold in November of 2010 and finally talked with Jamie. She said Norcold will install a thermal switch but is not responsible for the cooling unit failure?? If they had contacted me in the past I would not have this problem.

As in the first recall, I must pay for this recall also – at no cost to you?

I'm asking to have the refrigerator repaired to working order at no cost to me or I will have to pursue this matter further.

I would appreciate your getting back with me as soon as possible.

Sincerely,

[REDACTED]  
Maywood, CA [REDACTED]  
[REDACTED]

August 1, 2011

Attention: Mr. George Strasburg  
Manager of Corporate Reliability

Subject: Recall of Refrigerator Cooling Units 1103905 and 9202757

I am also going to contact Highways magazine action line and Family Motor Coaching magazine, on your handling of this recall. After doing some research, I find the first recall was in 2002. I was not notified.

Sincerely,

[REDACTED]  
Maywood, CA [REDACTED]  
[REDACTED]



NAME	BUS. PHONE	EXT.	HOME PHONE	DATE IN	A.M.	DATE PROMISED	A.M.	09874
ADDRESS			SERIAL NO./V.I.N.	P.M.	P.M.			YEAR-MAKE AND MODEL
CITY	STATE	ZIP	CALL WITH EST. <input type="checkbox"/> YES <input type="checkbox"/> NO	CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO	ORDER WRITTEN BY			American
Maywood CA			IF OVER \$			COLOR	CUSTOMER'S ORDER NO.	

SERVICES REQUESTED/DESCRIPTION OF WORK	AMOUNT	QTY.	PART NO. AND DESCRIPTION (All parts new unless otherwise specified)	AMOUNT
REFRIG NOT WORKING ON 110V		1	624869 REFR. DEF 61602 162121	455.50
1200RIN		2	Heating ELWT. 49752	99.90
761243FB C19378 2HRS @ 80.00	1600.00			
TOTAL LABOR		1600.00		
We recommend the following services:				
Replace BURNER + OPTICAL 624869				
WARRANTY: 6/15/06			FOR WORK DONE ON 3/17/06	

PAID  
WASH  
USED  
5/17/06

ESTIMATED COSTS			PAID BY: [REDACTED]					TOTAL PARTS	555.40	
PARTS \$	LABOR \$	TOTAL \$	<input type="checkbox"/> CHECK	<input type="checkbox"/> CREDIT CARD	MC	VISA	AMEX	TOTAL LABOR	1600.00	
430	160	600							GAS, OIL AND GREASE	
REVISED ESTIMATE			<input type="checkbox"/> ACCOUNT TERMS					EPA / WASTE DISPOSAL		
PARTS \$	LABOR \$	TOTAL \$	I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanics lien is acknowledged on above vehicle to secure the amount of repairs thereto. It is understood that you will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control.						TAX	45.86
AUTHORIZED BY	DATE/TIME	<input type="checkbox"/> IN PERSON <input type="checkbox"/> BY PHONE	SIGNATURE		SAVE OLD PARTS <input type="checkbox"/> YES <input type="checkbox"/> NO			TOTAL	761.71	
LONG BEACH RV 2132 Long Beach Blvd. Long Beach, CA 90806 (562) 591-7696 LIC. #AQ211840			09874							

MAYWOOD CA.



U.S. POSTAGE  
PAID  
MAYWOOD, CA  
90270  
AUG 04, '11  
AMOUNT

1000 20077

\$1.08  
00042106

U S DEPARTMENT OF TRANSPORTATION  
 NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION  
 OFFICE OF DEFECTS INVESTIGATION NHTSA-2  
 1200 NEW JERSEY AVENUE S.E.  
 WASHINGTON D.C. 20077-9382

