

INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6)

NOV 19 2010

RE: ADMINISTRATOR  
NATIONAL HIGHWAY TRAFFIC  
SAFETY ADMINISTRATION  
1200 NEW JERSEY AVE. SE  
WASHINGTON DC 20590

NOV. 12<sup>TH</sup>, 2010  
EXECUTIVE SECRETARIAT

2010 NOV 17 P 1:31

RECEIVED - INTSA

CC: NORCOLD CUSTOMER SERVICE  
P.O.BOX 1285  
ANNARBOR, MICHIGAN 48106

TO WHOM IT MAY CONCERN,

MY NAME IS [REDACTED] I PURCHASED A 2005  
WINNEBAGO MOTORHOME FROM STEVENS RV IN  
LAFAYETTE LA ON APRIL, 15, 2005  
VIN# 584MPA7G353 [REDACTED]

FROM THE DAY I PURCHASED THIS MOTORHOME MY  
NORCOLD REFRIGERATOR NEVER DID COOL THE WAY IT  
SHOULD HAVE, THEN ON JULY 26, 2007 JUST 3 MONTHS  
AFTER MY WARRANTY WENT OUT WE HAD TO BRING IT IN  
TO STEVENS FOR REPAIR AT WHICH TIME THEY REPLACED  
COOLING FANS THAT WE WERE CHARGED \$725.49  
INCLUDING LABOR.

I TRIED TO PHONE NORCOLD ABOUT THIS SITUATION &  
LORRAINE ASSURED ME THAT I WOULD BE REFUNDED IF I  
SENT A WRITTEN LETTER IN.

I MAILED A LETTER ON AUGUST 17, 2007 & STILL HAVE NOT  
RECEIVED A REFUND. I HAVE TRIED CALLING FOR HER, BUT  
SHE NEVER DID RETURN MY CALLS.

I HAVE ENCLOSED A COPY OF THE INVOICE THAT I SENT TO  
HER BACK IN AUGUST OF 2007

ON OCTOBER THE 3<sup>RD</sup> OF THIS YEAR MY REFRIGERATOR  
WENT OUT AGAIN. I CALLED STEVENS RV & THEY HAVE  
CHANGED DEALERSHIP TO SOUTHERN RV & TED TOLD ME  
THAT IT WOULD COST \$5,000.00 FOR A NEW ONE, WHICH I  
FEEL I CANNOT AFFORD AT THIS TIME.

THE AMMONIA WAS LEAKING OUT OF THE BACK OF THE  
UNIT & WHEN I WOULD TURN IT ON PROPANE IT MADE A  
POPPING SOUND, SO I IMMEDIATELY SHUT THE PROPANE  
OFF AT THE MAIN TANK & UNPLUGGED MY UNIT.

NM  
120310  
TGW

**I THEN PULLED OUT MY REFRIGERATOR UNIT & REPLACED IT WITH A 110 UNIT THAT I PURCHASED AT LOWE'S ON OCTOBER 12<sup>TH</sup>, 2010. YOU WILL FIND A COPY OF MY SALES RECEIPT FROM LOWES  
I DID KEEP THE DOORS & INSERTS OF THE NORCOLD UNIT & DESTROYED THE BOX ITSELF, SO I NO LONGER HAVE THE NORCOLD UNIT SERIAL #1201LRIMFF  
NOW ON NOVEMBER 12, I RECEIVE THIS RECALL LETTER REFERENCE # FROM NORCOLD, RECALL# IS: 11387-40291 WHICH I HAVE INCLUDED.  
I AM SO DISSAPPOINTED IN NORCOLD & THE WAY I HAVE BEEN TREATED ALL OF THESE YEARS & I THINK THAT WE SHOULD RECEIVE SOME KIND OF REFUND TO MAKE THIS RIGHT FOR ME .**

P.S. my PHON# IS  
Cell:

address

SCOTT LA

STEVENS RV CENTER, INC.  
3030 NE EVANGELINE THWY  
LAFAYETTE LA  
US  
70507  
337-232-4308

CUSTOMER WORK ORDER # 8922

|                                     |                                  |
|-------------------------------------|----------------------------------|
| Customer Name: 6010 - [REDACTED]    | Tag#:                            |
| Address: [REDACTED]                 | Stock No: 1118                   |
| : SCOTT, LA [REDACTED]              | Year: 2005                       |
| Phone#(res): [REDACTED]             | Manufacturer: WINNEBAGO IND      |
| Phone#(bus): [REDACTED]             | Brand: ADVENTURER                |
| Cell Phone: [REDACTED]              | Model: 38J                       |
| Date In: 23 JUL 07                  | Unit Type: MA-CLASS A GAS MOTORH |
| Completed Date: 26 JUL 07           | Serial#: 10G88F289303            |
| Warranty Date: 01 APR 05            | Chassis#: 5B4MPA7G353 [REDACTED] |
| Invoice#: 045674                    | Delivery Date: 31 MAR 05         |
| Author: MSTELLY                     | Purchased Date: 31 MAR 05        |
| Stock Desc: 1118 2005 ADVENTURER 38 | Miles/Hrs: 7002                  |

\*\*\*\*\*

Job # Description JOB INFORMATION

\*\*\*\*\*

- 1 COMPLAINT: C/S REFRIGERATOR NOT COOLING GIVES "NO"  
CODE THEN TO "CO" THEN BEEPS AND WON'T  
SWITCH TO GAS  
\*\*\*MAY BE ABLE TO GET COVERED UNDER  
WARRANTY\*\*\*

CAUSE:

CORRECTION: INSPECTED AND CLEARED CODE FROM BOARD.  
LET SET OVERNIGHT TO TEST TEMPS. AT  
-2/25 ON A/C POWER AND THE 12V COOLING  
FANS NOT RUNNING.. TESTED AND POWER TO  
T-STAT BUT NOT OUT AND VERY HOT JUMPED  
ACROSS AND FANS STILL INOPERATIVE. NEED  
TO REPLACE BOTH VENT FANS AND T-STAT  
FOR FANS

PULLED REFRIGERATOR OUT OF CABINET.  
REMOVED AND REPLACED T-STAT FOR VENTS  
AND REMOVED AND REPLACED BOTH 12 VOLT  
FANS. REINSTALLED REFRIGERATOR INTO  
CABINET AND TESTED OK

- 2 COMPLAINT: C/S BEDROOM STILL LEAKING ON LEFT  
CORNER ABOVE BED INSIDE COMPARTMENT  
GETS WET

\*\*PREVIOUS REPAIR\*\*

CAUSE:

CORRECTION: INSPECTED AND FOUND SEALER AT ROOF EDGE  
AND GUTTER RAIL SEPARATING. CLEANED AND  
RESEALED TOP EDGE. CHECKED RIGHT SIDE  
EDGE AND OK

- 3 COMPLAINT: C/S SURROUND SOUND INOPERATIVE ON TV OK  
ON RADIO

CAUSE:

CORRECTION: INSPECTED S/W CRAIG AT WINNEBAGO AND

Continued on page 2

PALLET CONTROL TAG LIST

371875 PRODUCE

11/02/10

STORE NO 364

NAME



| TAG# | TAG# | TAG# | TAG# | TAG# | TAG# | TAG# | TAG# | TAG# | TAG# | TAG# | TAG# | TAG# | TAG# | TAG# | TAG# | TAG# | TAG# | TAG# | TAG# |
|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|
|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|

5

6

7

TOTAL CASES ON PALLET 3

STEVENS RV CENTER, INC.  
 3070 NE EVANGELINE TRKY  
 LAFAYETTE, LA  
 US  
 70507  
 337-232-4306

VO# 8922 CUST# 4010 Author: HSTELL  
 Stock# 1110 Desc: 2005 ADVENTURER J83  
 Lic# Ser# 10000F28V303  
 Date In: 07/22/07 Date Out: 07/26/07

```
*****
Job#      Description      Type
*****
1         C/S REFRIGERATOR NOT COOL E
2         C/S BEDROCK STILL LEAKING I
3         C/S SURROUND SOUND INOPER F
```

\*\*\*\*\* Parts Ordered on 500004317 \*\*\*\*\*  
 \* 2.00 618856 58.68 117.36  
 2 MOTOR, FAN W/BLADE AND 12V \*

```
*****
Parts Total : 206.13
Labour Total : 470.50
Sublet Total : 0.00
Extras Total : 35.94
```

```
Subtotal : 674.57
AFAYETTE PARISH TAX - PARTS : 25.46
A STATE TAX - PARTS/SERVICE : 25.46
EXEMPT : 0.00
Total : 725.49

Parts Total : 206.13
Labour Total : 470.50
Sublet Total : 0.00
Extras Total : 35.94
```

```
Subtotal : 674.57
AFAYETTE PARISH TAX - PARTS : 25.46
A STATE TAX - PARTS/SERVICE : 25.46
EXEMPT : 0.00
Total : 725.49
```

Part#: 267HLO7 VESA 725.49

Customer Signature: \_\_\_\_\_  
 26 JUL 2007

Work Order : 8922

SURROUND SOUND AND DOES NOT WORK WITH  
TV UNLESS HAVE DVD OR CD THAT IS  
SURROUND SOUND READY. BUT DOES WORK WITH  
RADIO.

| Part No | Job# | Description                  | PARTS | Qty  | Price | Total  |
|---------|------|------------------------------|-------|------|-------|--------|
| 38-8555 | 2    | SILICONE DAP CLEAR           |       | 1.00 | I     | -N/C-  |
| 618093  | 1    | T-STAT,FAN *N*               |       | 1.00 | 12.05 | 12.05  |
| 618856  | 1    | MOTOR,FAN W/BLADE *N* 12V DC |       | 2.00 | 97.04 | 194.08 |

| Job # | Total  | LABOUR |
|-------|--------|--------|
| 1     | 430.50 |        |
| 2     | -N/C-  |        |

| Excode | Job# | Description | EXTRAS | Qty  | Price | Total |
|--------|------|-------------|--------|------|-------|-------|
| FRT    | 1    | FREIGHT     |        | 1.00 | 37.94 | 37.94 |

|                   |        |
|-------------------|--------|
| Parts Total:      | 206.13 |
| Labour Total:     | 430.50 |
| Sublet Total:     | 0.00   |
| Extras Total:     | 37.94  |
| Tax Total:        | 50.92  |
| Work Order Total: | 725.49 |

Customer Signature: \_\_\_\_\_

Date: 26 JUL 2007

Customer Signature \_\_\_\_\_

Date of Appointment: \_\_\_\_\_

Repair Completion date: \_\_\_\_\_

Notified of Completion: Time: \_\_\_\_\_ Date: \_\_\_\_\_

Date Vehicle Picked up: \_\_\_\_\_

I hereby acknowlege receipt of completed copy of the repairs done  
to my unit, have inspected it and am satisfied with repairs.



LOWE'S HOME CENTERS, INC.  
3726 AMBASSADOR CAFFERY  
LAFAYETTE, LA 70503 (337) 981-3434

\*\*\*\*\*

## ORDER INFORMATION

TO OBTAIN A STATUS OF YOUR ORDER VISIT

WWW.LOWES.COM/STATUS

AFTER PRODUCT IS RECEIVED, YOU WILL BE CONTACTED TO  
VERIFY THE DELIVERY DATE AND DELIVERY ADDRESS FOR THOSE  
ITEMS SCHEDULED FOR DELIVERY

\*\*\*\*\*

### - SOS SALE -

SALES #: S0484TH1 134601 10-12-10

310902 ETOMSRXTD 379.00

REFRIGERATOR TOP MOUNT 10  
[DELIVERY]

PO #: 105235215

INVOICE 84795 SUBTOTAL: 379.00



### - SALE -

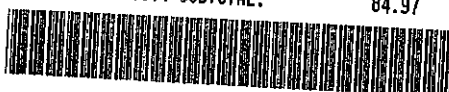
SALES #: S0484JE1 1393185 10-12-10

40350 84.97

4YR EPP MAJ APPL \$200-\$49

[DELIVERY]

INVOICE 37814 SUBTOTAL: 84.97



INVOICE 84795 SUBTOTAL: 379.00

INVOICE 37814 SUBTOTAL: 84.97

SUBTOTAL: 463.97

TAX: 37.12

BALANCE DUE: 501.09

VISA: 501.09

VISA:XXXXXXXXXX AMOUNT:501.09 AUTHCD:03562B

REFID:803999693 10/12/10 16:36:08

STORE: 0484 TERMINAL: 37 10/12/10 16:36:21

LOWE'S DELIVERY SERVICES:

TRAINED PROFESSIONALS

LATEST EQUIPMENT

HASSLE FREE SCHEDULING

SCHEDULE CHANGES:

PLEASE CONTACT YOUR STORE 24 HOURS

IN ADVANCE OF YOUR DELIVERY

SERVICES INCLUDED:



November 8, 2010

11387-40291

TO\*\*3-DIGIT 705

Scott LA



1201 L R I M F

**Subject: New Norcold Safety Recall Notice**

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

Dear RV owner:

Norcold Inc. has decided that a defect which relates to motor vehicle safety exists in certain 1200, 1201, 1210 and 1211 model gas/electric refrigerators with serial numbers from 315525 to 13088811, non consecutively, should be recalled. The refrigerator's serial number is located inside the fresh food compartment. These refrigerators may have cooling units with a cooling unit serial number between 700000 to 13085759. This is a new recall campaign to include all 1200, 1201, 1210 and 1211 models.

Even if your refrigerator was repaired as part of a previous recall it is necessary to have it repaired again to minimize the risk of injury or death due to fire.

The installation of the High Temperature Sensor will be at no cost to you.

3405075

Owners of recalled refrigerators should NOT operate their refrigerator until it can be professionally repaired by your dealer or a Norcold authorized service center.

If you have one of the recalled refrigerators and you:

**Currently reside in the RV, you should immediately:**

1. Set the refrigerator controls to "OFF".
2. Unplug the refrigerator through the service vent on the outside of the vehicle.
3. Contact your dealer, a Norcold authorized service center or Norcold's Recall Center at 800 767-9101 as soon as possible to get assistance.

**Do not currently reside in the RV, you should immediately:**

1. Set the refrigerator controls to "OFF".
2. Unplug the refrigerator through the service vent on the outside of the vehicle.
3. Disconnect from shore power.
4. Contact your dealer, a Norcold authorized service center or Norcold's Recall Center at 800 767-9101 as soon as possible to get assistance.

Failure to follow these instructions can result in a fire causing injury or death.

To locate a service center nearest you, go to [www.norcoldrecall.com](http://www.norcoldrecall.com). You can also check online at [www.norcoldrecall.com](http://www.norcoldrecall.com) to see if your cooling unit is under recall by clicking on the 'Check Status' button.

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,

Scott, La

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT  
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

**CERTIFIED MAIL™**



7010 1670 0002 0052 6894

W40-304

**DOT Mailroom**

TO: W40- 304

Building: DOT

Room: 4 West

Mailstop: NOA-010

external carrier: Certified

Sender:

Manufacturer:

Purchase Order:

Item 1 of 1



70101670000200526894



11/17/2010 12:39:10 PM

SE  
20590

POSTAGE