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January 29, 2011

FEB 08 2011

Thetford Norcold
Warranty Claim Form
P.O. Box 1285
Ann Arbor, MI 48106

Attn: President, CEO, General Manger (Whoever is in charge)

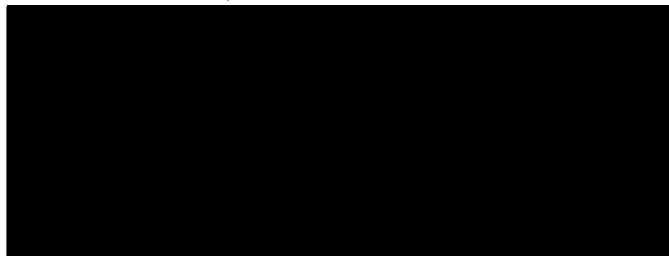
Ref: Refrigerator in my RV

I cannot express to you how upset I'am regarding my refrigerator. We called to have this part replaced the 15th of December, whenever we would call every week they would tell us that it was Norcold's fault that you were not sending them the parts fast enough, I called Norcold they claim they were sending the parts but there were so many it would take time. We had to go out and buy a new refrigerator; I had over \$200.00 worth of frozen food in my refrigerator in the motor home. The letter scared us so bad, because we travel with two small animals.

When we first got the letter about our refrigerator recall in November the motor home was already in Yuma, so we were at the RV repair company's mercy.

Every time I called Al's RV Service and Supply, or go in there they would say we were way down on the list and they still did not have our part, so finally I called Martin's Mobile RV Service January 25, 2011, and he said he had a extra one, so he would come out and install it. He called you and you told him that we were on Al's list and that they had had our part for over 2 weeks, as of this date we still have not received a call from Al's RV Service. Besides the young man in the parts department is not a people person, he's very short and just a rotten personality; I will never go back to them for anything.

In closing I truly feel you are responsible for us having to buy a new refrigerator, therefore you should be responsible for reimbursement in the amount of \$520.85.



cc:
Administrator
National Highway Traffic Safety Adm.

MC
021411
TGW

NORCOLD RV REFRIGERATOR RECALL:
ALL SIDE BY SIDES 1997-2010
INCLUDING MODELS PREVIOUSLY RECALLED.
Models 1200, 1201, 1210, & 1211

Contact Martin's RV for free repairs (928) 305-6564

NAME [REDACTED]
ADDRESS [REDACTED]
YUMA AZ
PHONE [REDACTED]
RV YEAR 2005
RV MAKE FLEETWOOD
RV MODEL REVOLUTION
RV VIN # 4VZTR1J935 [REDACTED]
Refrigerator model # 1200 RIM
Refrigerator serial # 1395841
Cooling unit serial # (behind refrigerator outside) 1867751
NORCOLDS RECALL # IS 1-800-767-9101



Proud Supporter of the Wildlife Land Trust*

La Grange, CA

PHOENIX AZ 852

29 JAN 2011 PM 4 T



Sending
Love
La Grange, CA



USA FIRST-CLASS FOREVER

NATIONAL HIGHWAY TRAFFIC SAFETY ADM.
1200 NEW JERSEY AVE, SE
WASHINGTON DC 20590

ALL ADMINISTRATOR

