 INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline <b>Vehicle Owner's Questionnaire</b> 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 04-JUN-2012 JUL 09 2012		Repository <input type="checkbox"/> Reference No. 10460514
OWNER INFORMATION (Type or Print)				
Name		Daytime Telephone Number	E-mail Address	
Address		Evening Telephone Number		
City PINELLAS PARK	State FL	Zip Code		
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		Make WINNEBAGO	Model JOURNEY	
		Model Year 2007		
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders 6	
Original Owner	Dealer's City	State	Zip Code	
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	
	<input checked="" type="checkbox"/> Cruise Control		Incident Date(s) 04-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: DOTM19ABC036)	<input checked="" type="checkbox"/> Original Equipment	Failure Location:		
	<input type="checkbox"/> Prior Repair			
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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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).				
TL* THE CONTACT OWNS A NORCOLD REFRIGERATOR, MODEL NUMBER: 4201LRIMWPM, WHICH WAS HOUSED IN A 2007 WINNEBAGO JOURNEY MOTOR HOME. THE CONTACT STATED THAT THE REFRIGERATOR WAS LEAKING AMMONIA. THE REFRIGERATOR WAS LOCATED IN THE REAR CENTER OF THE VEHICLE. A DEALER WAS CONTACTED WHO ADVISED THAT THE REFRIGERATOR WAS NOT UNDER RECALL AND OFFERED NO FURTHER ASSISTANCE. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 38,000.				
Model N: 1201LRIMWPM 4 DOORS				
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 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.				

June 18, 2012

[REDACTED]  
Pinellas Park, FL [REDACTED]  
[REDACTED]

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

Reference No.: 10460514

In June 2006 I purchased my new 2007 Winnebago motor coach. The refrigerator is a Norcold Model Number: 1201LRIMWPM, four-door. The outside of the refrigerator had been hot since the first day I owned it.

The refrigerator was not working properly on 7-18-06, 7-26-06, 8-2-06, 8-3-06 and on 9-16-06. On each of those dates I took my motor coach to an authorized dealer to have it serviced. On 9-27-06 the refrigerator completely stopped working. On that date I, again, went to a Winnebago dealership and had it repaired. Even though the refrigerator worked again, it still never functioned properly. The exterior was always too hot.

On 7-22-09 the refrigerator quit working again. I obtained a board, lower, 1210M47-5797, Part Number: L/NC628661 from Lazy Days, a Winnebago dealership in Tampa, FL.

The refrigerator resumed working, but the exterior was still too hot.

About a week later I pulled the refrigerator out and discovered that both cooling fans were not working and part of the thermal insulation was missing. Norcold did not want to do anything about this issue until Winnebago headquarters became involved. Only after Winnebago became involved did Norcold replace the fans and send additional insulation. The work was done at a Winnebago dealership, Haberson RV, in Clearwater, FL

Page -2-

Reference No.: 10460514

Subsequently Norcold issued a recall on a switch designed to shut down the refrigerator if it becomes too hot. On 1-12-2011 Haberson RV in Clearwater, FL replaced the part.

On May 23, 2012 I noticed an ammonia smell inside the motor coach that seemed to be coming from the refrigerator. I looked in back of the refrigerator and discovered ammonia leaking from the cooling unit, above the propane burner. It was very fortunate that nothing was turned on at that time because my motor coach would have caught fire.

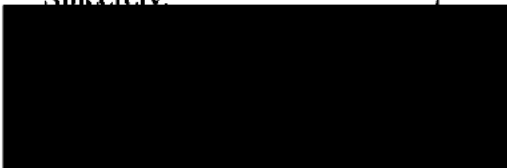
Since that date I have been in contact with both Norcold and Winnebago on numerous occasions. Each company continues to state that it is not their problem, but the other company's problem.

After some research I have learned that Norcold has issued a recall for their refrigerators. Despite my repeated questioning them on this recall, they continue to deny any responsibility.

On June 4, 2012 I contacted the National Highway Transportation Safety Administration. This letter is in response the "Vehicle Owner's Questionnaire" you sent to me.

Please let me know if you have any questions or need additional information.

Sincerely,



HARBERSON RV-PINELLAS, LLC  
17028 U.S. HWY 19 N.  
CLEARWATER FL  
US  
33764  
727-539-8714

CUSTOMER COPY

CUSTOMER WORK ORDER # 23181

Completed: 27 JUL 09  
Invoice #:  
Author: SD  
Stock No: 6147  
Year/Make: 2007 JOURNEY WKP36G  
Model: WKP36G  
Serial No: 10P83H299308  
Chassis No: 4UZACJDC86  
Mileage: 12020  
Key No:  
Location: IN HOUSE  
Reqn No:  
Warr. Date: 24 MAY 06

Customer: 13675 - [REDACTED]  
Address: [REDACTED]  
PINELLAS PARK, FL  
Home Phone: [REDACTED]  
Work Phone:  
Purchase Date: 24 MAY 06  
Date In: 27 JUL 09  
Promise Date:  
Schedule Date:  
License No: FL  
Trim: C  
Promise Time:

RDM1238B

\*\*\*\*\*  
Job # Description JOB INFORMATION  
\*\*\*\*\*  
1 REFER FANS ARE NOT COOLING REFER. NEED  
TO R&R FANS PER NORCOLD.  
\*\*\*\*\*

DC 12V = 0.40A

Part No	Job#	Description	PARTS	Qty	Price	Total
628685	1	FAN DC		1.00	W	-N/C-
Parts Total:						0.00
Labour Total:						0.00
Sublet Total:						0.00
Extras Total:						0.00
Work Order Total:						0.00

Customer Signature: \_\_\_\_\_ Date: 27 JUL 2009

496141.

90 DAY WARRANTY ON LABOR, 90 DAY OR PART MANUFACTURE WARRANTY.  
THANK YOU FOR ALLOWING US TO SERVE YOU.  
ENJOY YOUR TRAVELS!!  
THE PARTS USED FOR REPAIRS ARE NEW UNLESS OTHERWISE NOTED ON THE JOB LINE  
REGISTRATION NO: MV1868  
ESTIMATES/QUOTES ARE GOOD FOR 30 DAYS

Continued on page 2

Thermostat  
36+ X22 10605  
F130-15F 618093  
A0607

628685  
2 Motor  
EX out 1 Fan DC



HARBERSON RV-PINELLAS, LLC  
17028 U.S. HWY 19 N.  
CLEARWATER FL  
US  
33764  
727-539-8714

REPRINT  
6/20/12

CUSTOMER WORK ORDER # 27311

Completed: 12 JAN 11

Invoice #: 147719

Author: DS

Stock No: 6147

Year/Make: 2007 A WINNEBAGO JOURN

Model: WKP36G

Serial No: 10P83H299308

Chassis No: 4UZACJDC86C

Mileage: 37983

Key No:

Location: IN HOUSE

Reqn No:

arr. Date: 24 MAY 06

Print Date: 12 JAN 11

Customer: 13675 -

Address:

PINELLAS PARK, FL

Home Phone:

Work Phone:

Purchase Date: 24 MAY 06

Date In: 12 JAN 11

Promise Date:

Schedule Date:

License No: FL

Trim: C

Promise Time:

\*\*\*\*\*  
Job # Description JOB INFORMATION  
\*\*\*\*\*

1 NORCOLD REFER RECALL.

PERFORMED REFER RECALL AS PER  
INSTRUCTIONS.

\*\*\*\*\*  
Part No Job# Description PARTS Qty Price Total  
\*\*\*\*\*  
34737 1 KIT-RECALL-HT SENSOR 1.00 W -N/C-

\*\*\*\*\*  
Lab Code Job# Description LABOUR Hrs Rate Total  
\*\*\*\*\*  
992 1 REFER RECALL BA 0.50 W -N/C-

Continued on page 2

HARBERSON RV-PINELLAS, LLC  
17028 U.S. HWY 19 N.  
CLEARWATER FL  
US  
33764  
727-539-8714

CUSTOMER COPY

CUSTOMER WORK ORDER # 30739

Completed: 06 JUN 12  
Invoice #:  
Author: KH  
Stock No: 6147  
Year/Make: 2007 JOURNEY WKP36G  
Model: WKP36G  
Serial No: 10P83H299308  
Chassis No: 4UZACJDC86  
Mileage: 44948  
Key No:  
Location: IN HOUSE  
Reqn No:  
Arr. Date: 24 MAY 06

Customer: 13675 - [REDACTED]  
Address: [REDACTED]  
PINELLAS PARK, FL  
Home Phone: [REDACTED]  
Work Phone: [REDACTED]  
Purchase Date: 24 MAY 06  
Date In: 06 JUN 12  
Promise Date:  
Schedule Date:  
License No: FL  
Trim: C  
Promise Time:

\*\*\*\*\*  
Job # Description JOB INFORMATION  
\*\*\*\*\*

1 REFER IS LEAKING AMMONIA.  
NORCOLD 1200 LRIM  
S# 9138782  
CU# 9133114  
INSPECTED AND FOUND COOLING UNIT  
LEAKING AT BURNER BOX. PHOTOS TAKEN.  
CUSTOMER COURTESY, NO LABOR CHARGED.

\*\*\*\*\*  
Job Code Job# Description LABOUR Hrs Rate Total  
\*\*\*\*\*

Job Code	Job#	Description	LABOUR	Hrs	Rate	Total
91	1	INSPECT REFER	JB	0.50	0.00	0.00
						Parts Total: 0.00
						Labour Total: 0.00
						Sublet Total: 0.00
						Extras Total: 0.00
						Work Order Total: 0.00

Customer Signature: \_\_\_\_\_ Date: 06 JUN 2012

DAY WARRANTY ON LABOR, 90 DAY OR PART MANUFACTURE WARRANTY.  
THANK YOU FOR ALLOWING US TO SERVE YOU.  
ENJOY YOUR TRAVELS!!  
PARTS USED FOR REPAIRS ARE NEW UNLESS OTHERWISE NOTED ON THE JOB LINE  
REGISTRATION NO: MV1868  
ESTIMATES/QUOTES ARE GOOD FOR 30 DAYS  
Continued on page 2

*Did noting NOT UNDER Warrantie*



SN. 9133114  
R801201  
NORCOLD

MADE I

06/15/2012



06/04/2012

se l'l  
de buse  
nager la  
et  
z. Le  
ue de  
sser, est



B-3

no Rust  
like in the ~~box~~  
above burner

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06/05/2012

~~DEFECTED VEHICLES~~

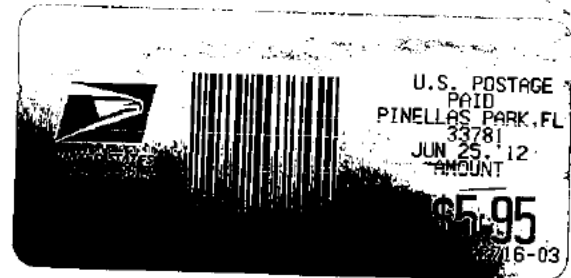


Pinellas Park, FL



7009 0820 0000 0701 8875

W48-226



**RETURN RECEIPT  
REQUESTED**

*Fred*

US Department of transportation  
National Highway Traffic Safety  
Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Avenue SE  
Washington, DC 20591-9382

