


INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>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</p>		<p>Date Received AUG 19 2013 26-JUL-2013</p>	<p>Repository <input type="checkbox"/></p> <p>Reference No. 10531939</p>
<p>OWNER INFORMATION (Type or Print)</p>			
<p>Name [Redacted]</p>		<p>Daytime Telephone Number [Redacted]</p>	
<p>Address [Redacted]</p>		<p>E-mail Address</p>	
<p>City HUNTSVILLE</p>	<p>State AL</p>	<p>Evening Telephone Number</p>	
<p>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).</p>			
<p>VEHICLE INFORMATION (Motor-Home) (Class "A")</p>			
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1RF21434572 [Redacted]</p>		<p>Make Holiday Rambler</p>	<p>Model Neptune XL</p>
<p>Date Purchased 3-02-07</p>		<p>Dealer's Name and Telephone Number A?L RV Sales (423) 282-5861</p>	<p>Model Year 2007</p>
<p>Engine: No: Cylinders</p>	<p>Fuel Type: Diesel</p>		
<p>Original Owner <input checked="" type="checkbox"/></p>	<p>Dealer's City Johnson City</p>	<p>State TN</p>	<p>Zip Code</p>
<p>Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Powertrain</p>	<p><input checked="" type="checkbox"/> Cruise Control</p>	<p>Multiple Failure:</p>	<p>Incident Date(s) 09-JUL-2013</p>
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>			
		<p>Failure Mileage 50,558</p>	<p>Failure Speed —</p>
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>			
<p>Tire Make</p>	<p>Tire Model (Name or Number)</p>	<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM19ABC036)</p>	<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>	
<p>Tire Component Code</p>		<p>Tire Failure Type:</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>			
<p>Make:</p>	<p>Date Manufactured:</p>	<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>	
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>	
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and Injury (ies).)</p>			
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>Number of Persons Injured 0</p>	<p>Number of Deaths 0</p>
<p>Reported to Police (N)</p>			
<p>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).</p>			
<p>TL* THE CONTACT OWNS A 2007 HOLIDAY RAMBLER NEPTUNE XL RV EQUIPPED WITH A NORCOLD REFRIGERATOR, MODEL NUMBER: 6210IMSS. THE CONTACT STATED THAT THE REFRIGERATOR OVERHEATED AND LEAKED AMMONIA. THE AMMONIA ATE THROUGH THE PIPES AND ALMOST BECAME HOT ENOUGH TO CAUSE A FIRE. THE CONTACT WAS ABLE TO STOP THE LEAK AND PREVENT THE FIRE. THE CONTACT SPOKE WITH THE MANUFACTURER AND WAS TOLD THAT THE MODEL WAS NOT UNDER RECALL. THE FAILURE OCCURRED AT THE CONTACT'S HOME. THE REFRIGERATOR WAS BEEN REMOVED AND HAD NOT BEEN REPAIRED. THE FAILURE AND CURRENT MILEAGES WERE 50,558.</p> <p>The product <u>was</u> under recall and to prevent what happened to us they advised us to have a "high temp. switch" installed which we complied with and had done. The refrigerator did catch on fire briefly but my husband was able to put it out before any damage to the coach was done. See attached ments.</p>			
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>		<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>	
<p>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.</p>			



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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ



BANKSTON MOTOR HOMES, INC
 2191 JORDAN LANE NW
 HUNTSVILLE AL
 US
 35816
 256-533-3100

WORK ORDER # 7193

Completed Date: 01 MAR 11
 Tag#: 1333
 Author: DW
 Location: IH
 Serial#:
 Chassis#: 1RF21434572
 Purchased Date:
 Printed: 24 JUL 13
 Stock No:
 Stock Desc: 2007 NEPYUNE XL
 Miles/Hrs: 35721

Customer Name:
 Address:
 Phone#(res):
 Phone#(bus):
 Cell Phone:
 Date In: 01 MAR 11
 Promised Date:
 Promised Time:
 Warranty Date:
 :

 Job # Description JOB INFORMATION Type Bill To

 1 NORCOLD RECALL W 1026 NORCOL

 Job# Lab Code Description LABOUR Mech Bill to Hrs Rate Total

 1 NORCOLD HI TEMP SWITCH 034 W-1026 0.50 95.00 47.50

 Job # Excode Description EXTRAS bill to Qty Price Total

 1 SST SHOP SUPPLIES - TAXABLE W-1026 1.00 0.00 0.00

 BILLINGS SUMMARY
 Type Bill Id Parts Labour Sublet Extras Tax Total

 W 1026 0.00 47.50 0.00 0.00 0.00 47.50

 Totals 0.00 47.50 0.00 0.00 0.00 47.50

Customer Signature: _____

Date: 24 JUL 2013

[REDACTED]
Huntsville, AL [REDACTED]
July 24, 2013

Attn: Doug Uhlenbrock

Dear Doug:

I am enclosing everything I have and can think of concerning our recent problem and complaint with Norcold.

We own a 2007 Holiday Rambler Neptune XL, Class A motor home which we purchased new on February 12, 2007.

For the most part, our motor home has served us well these past years with the usual maintenance and few fixable minor problems that come with such ownership. Sometime the first of 2011, we read about a recall in our FMCA or Good Sam's magazine and upon further investigation discovered that we had one of these "defective" refrigerators. I called the number given in the magazine and discovered that the serial number on our refrigerator was one of the "defective" refrigerators. After speaking with the lady at Norcold. She advised us to take it to a certified dealer and have the "safety switch" as they called it installed. She advised that it would prevent the "fires", etc. that had been going on with this particular model. After speaking with her, I contacted our dealer and people who service our coach and made an appointment. They installed it on March 1, 2011. In good faith, we thought we had the problem solved, and life went on as usual. On July 9, 2013, however our lives changed abruptly! By the grace and mercy of God, we were standing in our kitchen at home with the RV neatly and securely tucked away in the garage thinking all was good when all of a sudden, we began to hear a large "booming" noise outside. At first we thought it was something else, but when we began to investigate further, we discovered that it was coming from our RV. I quickly ran and got the key and my husband at that time saw flames shooting out of the back of the refrigerator access panel outside the coach. He took the panel off to discover that it was coming from the refrigerator. I turned off all the switches and he began putting out the flames from the insulation that had caught on fire at the back of the refrigerator. He works with ammonia at work and knows that it only blows up at 26% and knew he had to change the ratio. He got the flames out and began blowing the back with a leaf blower to get the ammonia to change percentage and quit blowing up. Thankfully, we got it to stop and our coach only suffered damage to the refrigerator. However, if we had not been home, we would not have a home now.

We took our coach to our service people and they assessed the problem. They told us that it would cost us \$2010.00 to fix it. However, we don't want this in our coach any longer and at our own expense, are replacing the refrigerator.

We contacted Norcold immediately and told them what had happened. We first talked to a girl by the name of "Gail" who gave us case number 8223 and informed us that we should be hearing from someone in 5 to 10 days.

Time passed and we heard nothing. So, today, July 24, 2013 I called them back and got the run around for a bit. Finally they told me to call "Corporate" which I did. I got another person who passed me off again to a man by the name of "Casey". When I

confronted him with the question, he sort of him-hawed around a bit and then finally told me that Norcold had no intentions of doing anything because this was just a "simple cooling problem". We had sent pictures, etc. as requested and surely they could see the damage.

There have been way too many of these refrigerators causing fires, loss of property and even lives. Norcold needs to be held accountable and not think they can just pass it off as a minor problem and expect their customers to foot the bill and responsibilities for their defective products.

It is our opinion as well as many others who have had to deal with these folks that Norcold is less than a stand up kind of organization. People need to be informed about this company and their shoddy way of doing business. They need to stand up to their responsibilities. Please help us to get the word out and warn unsuspecting customers who think they are getting a great product when in fact it is nothing more than a ticking time bomb that could cost them or their family members much damage and or lives.

Respectfully,


Huntsville, AL

[REDACTED]
Huntsville, al [REDACTED]

BIRMINGHAM AL 350

12 AUG 2013 PM 5 L



U.S. Department of Transportation
1200 New Jersey Avenue SE
Washington, DC 20590

Attn: NASA, Sandy Reid Chief

20590

