



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

**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
21-AUG-2018
NOV 09 2018

Repository ☐
Reference No.
11121307

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City KEENE State NH Zip Code [REDACTED]

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

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
4UZAAHB S43C [REDACTED] Make FLEETWOOD Model REVOLUTION Model Year 2003

Date Purchased 2/2003 Dealer's Name and Telephone Number KINGSTON RV
Original Owner ☒ Dealer's City KINGSTON State NH Zip Code [REDACTED] Engine: No: Cylinders 6 Fuel Type: Diesel

Transmission Type Allison Antilock Brakes ☒ Powertrain Multiple Failure: Incident Date(s) Since 26-JUN-2009 2003
Cruise Control ☒

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 350000 EQUIPMENT, 980000 UNKNOWN OR OTHER
RECALL - FAULTY REFRIGERATOR COOLING UNIT Failure Mileage 78000 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) ☐ 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 2003 FLEETWOOD REVOLUTION EQUIPPED WITH A NORCOLD REFRIGERATOR, MODEL NUMBER: 1200LRIM. THE CONTACT STATED THAT THE REFRIGERATOR EXHIBITED THE SAME SYMPTOMS AS LISTED IN NHTSA CAMPAIGN NUMBER: 07V120000 (EQUIPMENT). THE RV WAS TAKEN TO AN UNKNOWN DEALER IN JUNO BEACH, FL TO BE DIAGNOSED AND REPAIRED, BUT THE DEALER STATED THAT THE RV WAS NOT UNDER WARRANTY. THE REFRIGERATOR WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED AND CONFIRMED THAT THE WARRANTY HAD EXPIRED. THE VIN WAS UNKNOWN. THE FAILURE MILEAGE WAS 78,000.

Recall of faulty cooling unit on RV refrigerator that caused fires, injury and death in other RV's since 2001. Norcold promised but never replaced the cooling (over)

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Unit. See recall letter and letter to me
promising to replace our cooling unit and
statement on RV that caught fire (attached).

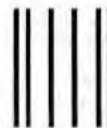
ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

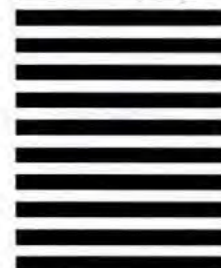
National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



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BUSINESS REPLY MAIL

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WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



safecar.gov

**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safecar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

Ref. #
11121307



June 26, 2009

10753-02187
T15 P1 *****AUTO**MIXED AADC 450

Keene, NH



SAFETY DEFECT NOTIFICATION:

Dear Vehicle Owner:

Subject: NORCOLD PRODUCT SAFETY RECALL NOTICE

Reference: Norcold Recall 09E-027

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 RV 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. A fatigue failure in the section of the cooling unit which contains the refrigerant could allow the liquid solution to slowly leak. If a leak occurs and the refrigerator continues to be operated after solution circulation has ceased the heat source could generate very high temperatures. At such high temperatures, the cooling unit could rupture. If a leak occurs and the unit is continues to operate, hydrogen gas may be expelled and can be ignited, resulting in a fire, possibly causing serious injury or death.

In March 2008, Norcold extended recall 02E-045, for models 1200LR, 1200LRIM and 1201LRIM, under recall 08E-030, to include refrigerators with a cooling unit serial number range between 1008701 and 1273700, non- consecutively.

In May 2009, Norcold expanded coverage under recall 09E-027 to include refrigerators with a cooling unit serial number range 1273701 to 1536607, non consecutively.

Corrective action is required for the model numbers listed above if the serial number of the COOLING UNIT falls between 1008701 and 1536607.

CV1527504

Failure to get this recall performed could result in a fire causing injury or death.

Ref. #
11121307



CERTIFIED MAIL-RETURN RECEIPT

Name: [REDACTED]
Address: [REDACTED]
City, State & Zip: Keene, NH [REDACTED]
Phone: [REDACTED]
Email: [REDACTED]
Norcold Refrigerator Model: 1200LRIM
Norcold Refrigerator Serial #:
Norcold Cooling Unit Serial #: 1527504
RV VIN #:

August 26, 2009

[REDACTED]
Keene, NH [REDACTED]

Dear [REDACTED]

Thank you for calling about having your Norcold refrigerator cooling unit replaced. Your immediate attention is absolutely necessary because of the *serious safety risk involved. Failure to do so could result in a fire.*

To thank you for taking the time to contact us and having your Norcold refrigerator cooling unit replaced, we are going to send you a FREE GAS CARD worth \$50.00.

Please confirm the information above as well as below. Please make additions and/or changes to the rebate form below.

In order to receive your FREE \$50 GAS CARD, please fill out the perforated, easy to use form below, changing any of the contact, model, serial and VIN number if not correct. Then attach a copy of your dealer work order and completed Norcold Claim form and mail to:

NORCOLD
FREE GAS CARD
P.O. BOX 54989
CINCINNATI, OH 45254-0989

Thank you,

George Strasburg
Corporate Product Reliability Manager

Ref # 11121307



Posts: [REDACTED]

^My New Home^



Used to be we would have a lot about fires.. Today it's kind of rare.. Oh, it can still happen, but we are not reading nearly as much as say 10 years ago... Both Norcold and Dometic took steps to reduce the danger.. Perhaps it's working,, Perhaps not.. I do not know I just know I no longer read about it all the time.

Logged

Nothing adds excitement like something that is none of your business
My Home is where I park it.

RV_Wizard

Forum Staff



Re: Norcold Refrigerator Fires

« Reply #24 on: June 17, 2016,

08:22:38 AM »

They are indeed fairly rare. They just tend to be catastrophic if they do happen, so get attention.

Logged

Posts: [REDACTED]

RV'er Emeritus

Summers: Black Mountain, NC
Home: Ocala National Forest, FL

MCRV

Posts: 1



Re: Norcold Refrigerator Fires

« Reply #25 on: January 05, 2018,

02:56:24 PM »

Do i have any recourse with Norcold as my fridge had been repaired from the recall and on Oct 6 the fridge caught fire in the middle of the night and totally destroyed our 37 ft. Motorhome?

Logged

Forum Staff



Re: Norcold Refrigerator Fires

« Reply #26 on: January 05, 2018,

06:43:46 PM »

Make a claim on your RV insurance and let them worry about getting reimbursement from Norcold. If you didn't have insurance, you probably will have to sue Norcold and show that the fire was in fact a result of the recall issue. You would have to opt out of the class action suit to do that, and I'm not sure that is still possible. Consult an attorney in that case.

It is my understanding the Norcold has a backroom working arrangement with insurers to investigate fires and otherwise "assist" in the settlement, but that may have been superseded now that the class action lawsuit has been settled.

Logged

Summers: Black Mountain, NC
Home: Ocala National Forest, FL