Ansley, Alexander (NHTSA)

From: James W. Cameron, III [jwc@cameronworley.com]
Sent: Monday, April 11, 2011 11:05 AM
To: Ansley, Alexander (NHTSA)
Subject: RE: EQ10-010 Norcold Safety Recall

It was one in our fleet that came back in this weekend and I think was either repaired or replaced. They are to do a follow up letter to you. It is our understanding that perhaps the issue with the units arose on account of hooking them up to propane. Hemphill has never done that on any of its buses for any applications.

From: alexander.ansley@dot.gov [mailto:alexander.ansley@dot.gov]
Sent: Monday, April 11, 2011 10:22 AM
To: jwc@cameronworley.com
Subject: RE: EQ10-010 Norcold Safety Recall

Mr. Cameron,

Good morning. We are in receipt of Hemphill's written signed by Mr. Joel Hemphill, Jr. It appears from the letter that Hemphill did install one defective unit into a motor vehicle.

Was this one unit installed in a vehicle that Hemphill sold? Or was it installed into a vehicle that Hemphill operates?

Thanks,

Alex Ansley
US DOT- NHTSA
Office of Defects Investigation
Recall Management / W46-412
1200 New Jersey Ave SE
Washington, DC 20590
P. (202) 493-0481
F. (202) 366-7882

From: James W. Cameron, III [mailto:jwc@cameronworley.com]
Sent: Monday, April 04, 2011 2:59 PM
To: Ansley, Alexander (NHTSA)
Subject: RE: EQ10-010 Norcold Safety Recall

Thanks. Our area is having multiple tornadoes today so we may not be able to get much done until tomorrow.

From: alexander.ansley@dot.gov [mailto:alexander.ansley@dot.gov]
Sent: Monday, April 04, 2011 2:10 PM
To: jwc@cameronworley.com
Subject: RE: EQ10-010 Norcold Safety Recall

Mr. Cameron,

Thank you for your email. An letter emailed or mailed on Hemphill's letterhead is all that we will need when you have the updated information.

Thanks again,

Alex Ansley
US DOT- NHTSA
Office of Defects Investigation
Recall Management / W46-412
1200 New Jersey Ave SE
Washington, DC 20590
P. (202) 493-0481
F. (202) 366-7882

From: James W. Cameron, III [mailto:jwc@cameronworley.com]
Sent: Monday, April 04, 2011 2:15 PM
To: Ansley, Alexander (NHTSA)
Cc: James W Cameron III; joey@hemphillbrothers.com
Subject: EQ10-010 Norcold Safety Recall

Mr. Ansley: We represent Hemphill Brothers Coach Company in Whites Creek, Tennessee. They have just received your second letter dated March 31, 2011 regarding the Norcold recall on gas absorption refrigerators. Mr. Hemphill was not aware of your first letter or it would have already been attended to. Hemphill Brothers builds entertainer coaches based upon a Volvo bus chassis which are either leased to clients or are sold. We do not think any of these refrigerators were on sold buses. Some of these refrigerators may have already been replaced and scrapped. Three of the refrigerators are on buses that are currently parked at Hemphill Brothers and are being removed from the coaches. We are in the process of locating the other 3 buses and should be able to update you within the next few days. Is there some formal letter we need to send DOT and if so how can we get a copy of that letter?

HEMPHILL BROTHERS COACH COMPANY

A SUBSIDIARY OF HEMPHILL BROTHERS LEASING COMPANY, LLC

Mr. Alexander Ansley
US DOT- NHTSA
Office of Defects Investigation
Recall Management / W46-412
1200 New Jersey Ave SE
Washington, D.C.

Re: EQ10-010 Norcold Safety Recall

Dear Mr. Ansley:

Hemphill Brothers Coach Company has located the 6 Norcold refrigerators that are associated with the recall. Only one of the six is located in a vehicle owned by Hemphill Brothers. This vehicle is coming back to our shop this weekend and upon its arrival we guarantee the recall will be taken care of prior to its next departure by either replacing the entire Norcold unit or repairing the unit with the manufacturer's instructions and kit.

Two of the six units are in storage at our facility and plans have already been made to scrap those units since they have not been in use for some time. If we elect to put these units back in service we will perform the recall upgrade before reinstalling the units.

The last three units were given to a local air conditioning company, Bob's A/C, P.O. Box 160416, Nashville, TN. I have spoken with Bob Farer directly and he is aware of and has received the recall notification. One of the units in his possession has been used for spare parts and the unit at this point has been scrapped. The other two units are in his possession for use as scrap parts.

These Norcold units did not perform well in our applications so we replaced the majority of them prior to the recall notice. It is our practice not to use propane gas on our coaches, so we never used the gas option with these Norcold units, but only used the 12V/110 option.

If we can provide any further information please let me know.

Very truly yours,

Joel W. Hemphill, Jr.

Cc: James W. Cameron III