From: Cris Bell
To: Ansley, Alexander (NHTSA)
Subject: RE: Norcold safety Recall
Date: Monday, April 11, 2011 11:07:13 AM

Alex,

I double checked our records and it turns out that we returned that refrigerator to Norcold on 11-2-2007 for credit under RMA# 36185. Norcold will be sending me confirmation via email that they received it and issued credit. That was the only refrigerator of the models affected that we had purchased.

As soon as I receive the confirmation from Norcold, I will forward it to you. Please let me know if you need anything else or have any questions.

Sincerely,

Ms. Cris Bell
K&D Custom Coach, Inc.
P: 574.537.1716 ext. 11
F: 574.537.8125
c.bell@kdspecialtyvehicles.com
www.kdspecialtyvehicles.com

Office Hours: 8:00am to 4:30pm EST

From: alexander.ansley@dot.gov [mailto:alexander.ansley@dot.gov]
Sent: Thursday, April 07, 2011 3:58 PM
To: c.bell@kdspecialtyvehicles.com
Subject: RE: Norcold safety Recall

Chris,

If your company installed any recalled Norcold refrigerators into new vehicles (or trailers), you need to fill out the attached Defect Report and return it to my attention. I included the report in both PDF and Word formats.

The first 3 pages are the most important and concern your company and affected vehicles. Any remaining section that concerns information about the defect can be filled with "See Norcold Recall 10E-049" as we already have that information from Norcold.

Norcold should have provided your company with a template letter to send to your customers. Please include a copy of this letter also. If you have not contacted Norcold yet for a copy of this letter, I have provided a basic customer notification letter template with this email also.

The completed documentation can be emailed, faxed, or mailed to my attention.

Please let me know if you have any questions.

Thank you,

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: Cris Bell [mailto:c.bell@kdspecialtyvehicles.com]
Sent: Thursday, April 07, 2011 3:57 PM
To: Ansley, Alexander (NHTSA)
Subject: RE: Norcold safety Recall

Yes it was. If I remember right, you sent me sample of a report. Can you do that again? I will be out of the office until Monday. If you need anything answered before then, please call Pamela Lichty at 574-537-1716 x13. Otherwise, I look forward to hearing from you (reading my email) then.

Have a nice weekend.

Sincerely,

Ms. Cris Bell
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Office Hours: 8:00am to 4:30pm EST

From: alexander.ansley@dot.gov [mailto:alexander.ansley@dot.gov]
Sent: Thursday, April 07, 2011 3:53 PM
To: c.bell@kdspecialtyvehicles.com
Subject: RE: Norcold safety Recall

Chris,

Was that one refrigerator installed into a new K&D coach? If so, we would need a Defect Report, similar to what was submitted by K&D in 2008 for the Ricon Lift recalls.

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: Cris Bell [mailto:c.bell@kdspecialtyvehicles.com]
Sent: Thursday, April 07, 2011 2:23 PM
To: Ansley, Alexander (NHTSA)
Cc: 'Daniel Lichty'
Subject: RE: Norcold safety Recall

Mr. Alex Ansley,

I received your copy of the safety recall regarding certain Norcold refrigerators. We are currently in the process of looking through our records for the client that received said refrigerator, as it was purchased in December of 2006.

I just wanted to let you know that we are aware of the situation and as soon as we have the paperwork ready for the client, we will send you an electronic copy.

Thank you for your patience and understanding. If you have any questions, please let me know.

Sincerely,

Ms. Cris Bell
K&D Custom Coach, Inc.
2313 Eisenhower Drive North
Goshen Indiana 46526
P: 574.537.1716 ext. 11
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