



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

1200 New Jersey Avenue SE
Washington, DC 20590

October 3, 2008

MR. GREG SCIMMI
SERVICE WARRANTY MANAGER
GLENDALE RV
145 QUEEN STREET
STRATHROY, ONTARIO
CANADA N76 3J6

NVS-215paw
08V-492

Subject: REFRIGERATOR FIRE/NORCOLD

Dear MR. SCIMMI:

This letter serves to acknowledge Glendale RV's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety defect in the products described below for which a safety recall campaign shall be conducted pursuant to 49 U.S.C. § 30119.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

GLENDALE RV/GOLDEN FALCON/1999-2001

NHTSA Campaign Number: 08V-492

Mfg's Report Date: September 18, 2008

Components: EQUIPMENT: RECREATIONAL VEHICLE

Potential Number of Units Affected: 137

Summary:

GLENDALE RV IS RECALLING 137 MY 1999-2001 GOLDEN FALCON FIFTH WHEEL TRAVEL TRAILERS EQUIPPED WITH NORCOLD REFRIGERATORS. A FATIGUE FAILURE IN THE SECTION OF THE COOLING UNIT WHICH CONTAINS THE REFRIGERANT COULD ALLOW THE LIQUID SOLUTION TO SLOWLY LEAK.

Consequence:

EXTENDED OPERATION OF A LEAKING COOLING UNIT COULD LEAD TO A FIRE FROM GAS WHICH MIGHT ESCAPE.

Remedy:

GLENDALE RV IS WORKING WITH NORCOLD TO REPAIR THESE REFRIGERATORS (PLEASE SEE 08E030). NORCOLD WILL PROVIDE THERMAL SWITCH KITS TO OWNERS ALONG WITH THE NECESSARY FORMS AND INSTRUCTIONS. OWNERS MAY CONTACT NORCOLD AT 1-800-767- 9101 OR GLENDALE RV AT 1-519-245-1600.

Notes:

CUSTOMERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

This recall was the subject of an Equipment Query, EQ08-009, conducted by the Office of Defects Investigation.

Please provide the following additional information and be reminded of the following requirements:

Federal law requires that the vehicle manufacturer notify owners, dealers and distributors about the defect and offer a free remedy as well as other things. Also, manufacturers are required to submit a draft of their owner notification letter to the Recall Management Division at least 5 days prior to mailing it to owners, and to submit a representative copy of any communication about the recall that is sent to more than one owner, dealer or distributor within 5 days of mailing it. The owner notification must be mailed to current registered owners using State motor vehicle registration records, or, if State registration records fail to yield a usable address, to the most recent owner known to the manufacturer. The vehicle manufacturers must notify their dealers even though they may not be involved in the repair of these refrigerators, since owners may contact them for information.

You are required to provide an estimated date including month, day, and year, when you will send notifications to owners, dealers, and distributors as soon as it becomes available.

Glendale RV must file a sample of the envelope which you intend to use to mail the recall notice to owners. The words "SAFETY", "RECALL", "NOTICE" in any order must be printed on the envelope in larger font than the customers name and address.

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in your report, Norcold will be handling the remedy and quarterly reporting for this campaign. However, please be advised that 49 CFR 573.6 provides that the vehicle manufacturer is responsible for any safety related defect or any noncompliance in the vehicle or any item of original equipment. If Norcold's campaign is not satisfactory, you may be required to conduct a follow-up notification.

Your contacts for this recall will be Pat Wallace or Delia Lopez, who may be reached by phone at 202-366-5232 or 202-366-9525 or by email at Patricia.wallace@dot.gov, Delia.lopez@dot.gov, or through the office email at RMD.ODI@dot.gov. We look forward to working with you for successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to be "GP" followed by a long horizontal stroke.

George H. Person
Chief, Recall Management Division
Office of Defects Investigation
Enforcement