



June 23, 2008

Ms. Kathleen C. DeMeter, Director  
Office of Defects  
U.S. Department of Transportation  
National Highway Traffic Safety Admin.  
1200 New Jersey Avenue S.E.  
Washington, DC 20590

08V-265  
(9 Pages)

AMENDED

Dear Ms. DeMeter:

Winnebago Industries, Inc. submits the following report pursuant to Part 573 of the NHTSA regulations and as a supplement to my letter of June 6, 2008 regarding this matter. The numbered paragraphs below correspond to those found at Part 573.6(C).

1. Winnebago Industries, Inc.  
605 W. Crystal Lake Road  
Forest City, IA 50436
2. The motor vehicles potentially containing the defective component are certain:
  - ▶ 1999 model year Winnebago® motor homes (Models: Ultimate Advantage®, Ultimate Freedom®, Chieftain®) and Itasca® motor homes (Model: Suncruiser®).
  - ▶ 2000 model year Winnebago motor homes (Models: Ultimate Advantage, Ultimate Freedom, Minnie Winnie®, Brave®, Chieftain) and Itasca motor homes (Models: Sunrise®, Horizon®).
  - ▶ 2001 model year Winnebago motor homes (Models: Ultimate Advantage, Ultimate Freedom, Brave, Chieftain, Journey®) and Itasca motor homes (Models: Sunflyer®, Horizon).
  - ▶ 2002 model year Winnebago motor homes (Models: Ultimate Advantage, Ultimate Freedom) and Itasca motor homes (Model: Horizon).

These motor homes were built between March 31, 1999 and August 6, 2001. The vehicles were identified using serial numbers of Norcold® refrigerators supplied by Norcold and cross-referenced to our production records showing model numbers and VINs.

3. The total number of vehicles potentially containing the defect is 930.
4. It is estimated that 100 percent of the vehicles contain the defect.
5. Winnebago Industries, Inc. has learned that certain Norcold Models 1200LR, 1200LRIM, and 1201LRIM manufactured by Norcold from March 1, 1999 to February 28, 2001 and sold to Winnebago Industries® will be recalled. These units are subject to NHTSA assigned Recall Number 08E-030. A failure in the section of the cooling unit which contains the refrigerant could allow the liquid solution to slowly leak. Extended operation of a leaking cooling unit could lead to a fire from gas which might escape.
6. Winnebago Industries, Inc. discovered this recall through notification by Norcold, Inc.
7. N/A.
8. Winnebago Industries will assist Norcold to correct the situation by sending them printed owner letters, dealer letters, and envelopes. Norcold will mail the letters and conduct the recall.

RP121B/1

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9. Enclosed is a copy of the dealer letter in draft form.
10. Enclosed is a copy of the customer letter in draft form.
11. NHTSA has assigned Campaign Number 08V-265 to this recall.

Should you have questions regarding this information, please contact the undersigned.

Sincerely,

A handwritten signature in black ink, appearing to read "Ronald W. Post". The signature is fluid and cursive, with a long horizontal stroke extending from the end.

Ronald W. Post  
Product Compliance Manager

RP121B/2

Enclosures

Dear: (owner)

**SAFETY DEFECT NOTIFICATION:**

This notice is sent to you in accordance with requirements of the National Traffic and Motor Vehicle Safety Act

Winnebago industries, Inc., a manufacturer of vehicles for the recreational vehicle 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. On July 22, 2002 Norcold announced and undertook a motor vehicle equipment safety recall to address a potential fatigue failure in cooling units made by Norcold serving as components in Norcold refrigerator model numbers 1200LR and 1200LRIM built from December 1, 1996 to February 28, 1999. Norcold has decided and advised Winnebago that this recall should be extended to include cooling units serving as components in Norcold models 1200LR, 1200LRIM and 1201LRIM manufactured from March 1, 1999 to February 28, 2001. Each cooling unit under this extension has a serial number between 1008701 and 1273700, non-consecutively.

**Corrective action is required for the model numbers listed above if the serial number of the COOLING UNIT on your refrigerator falls between 1008701 and 1273700.** The cooling unit serial number is located on the solution chamber, which can be viewed through the refrigerator vent door on the outside of your vehicle. **The serial number on the cooling unit differs from the serial number of your refrigerator.** If your refrigerator is one of the models listed above, with a cooling unit serial number in the defined range, it has one of the suspect cooling units and requires **retrofitting with a thermal switch kit. Extended operation of a leaking cooling unit could cause a fire, resulting in personal injury (including death) and/or property damage. Call 800 767-9101 to report your refrigerator and get assistance to execute repair through a Norcold authorized service center or other approved dealer. Parts and labor for the repair will be at no charge.**

**If you have one of the recalled cooling units:**

1. **YOU should set the controls to "OFF," and unplug the refrigerator through the service vent on the outside of the vehicle.**
2. **YOU should immediately have a service center check to determine if there is a cooling unit leak.**
3. **If a cooling unit leak is detected by the authorized service center, you will be instructed to not operate the refrigerator in any mode until the cooling unit can be replaced.**
4. **If the cooling unit is not leaking, you will be instructed to not operate the refrigerator in any mode until it can be retrofitted with a Thermal Switch Kit.**

You should contact an authorized Norcold service center as soon as possible to arrange a service date. To locate the service center nearest you, **call Norcold's Recall Center at 800 767-9101 or visit Norcold's website at <http://www.norcold.com>** and click on the Customer Support link followed by the Service Centers link. You can also check online to see if your cooling unit is under recall by clicking on the Customer Support link at the top of the page, followed by the Recall Info link. From there you can click on the 'Check Status' button to see if a cooling unit serial number is under recall.

If an authorized Norcold service center fails or is unable to remedy this defect without charge and within a reasonable time, please contact Norcold at 800 767-9101. You may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call 888 327-4236 (TTY: 800-424-9153), or go to <http://www.safercar.gov> if remedy difficulties exist.

In the event you no longer own the vehicle, please help us locate the new owner by completing the enclosed postage paid reply card and returning it to us.

We regret any inconvenience related to this recall campaign. Our first priority is the safety of our products and the satisfaction of our customers. Thank you for your attention to this important matter.

Sincerely,

Winnebago Industries, Inc.

Dear (dealer)

**SAFETY DEFECT NOTIFICATION:**

This notice is sent to you in accordance with requirements of the National Traffic and Motor Vehicle Safety Act

**Winnebago Industries, Inc.** a manufacturer of vehicles for the recreational vehicle industry, has decided that a defect which relates to motor vehicle safety exists in certain Norcold gas/electric refrigerators. On July 22, 2002 Norcold undertook a motor vehicle equipment safety recall to address a potential fatigue failure in cooling units made by Norcold serving as components in Norcold refrigerator model numbers 1200LR and 1200LRIM built from December 1, 1996 to February 28, 1999. In addition, Norcold has decided and advised Winnebago that this recall should be extended to include cooling units serving as components in Norcold refrigerator models 1200LR, 1200LRIM and 1201LRIM manufactured from March 1, 1999 to February 28, 2001. Each cooling unit under this extension has a serial number between 1008701 and 1273700, non-consecutively.

The cooling unit serial number is located on the solution chamber, which can be viewed through the refrigerator vent door from the outside of the vehicle. **Note: the serial number on the cooling unit differs from the serial number of the refrigerator. If the cooling unit serial number falls within the range of 1008701 and 1273700 and indicates no signs of leaking, then it must be retrofitted with a Thermal Switch Kit. However, if a Cooling Unit does indicate signs of leaking, then it must be replaced.** If a refrigerator is one of the models listed above and has a cooling unit with a serial number that falls within the defined range and if no leaks are evident, it requires **immediate** service.

**Consumers with a Cooling Unit serial number within the range of 1008701 and 1273700 should be advised NOT to operate their refrigerator until it can be properly checked.**

Total time allowance for a cooling unit initial inspection and subsequent thermal switch kit installation will be 1.5 hours. All parts and the labor to inspect and install them will be at no charge to the consumer. If a leak is found in the cooling unit, the cooling unit must be replaced; this replacement will also be at no charge to the customer. All cooling units removed must be returned to Norcold. Total time allowance for a cooling unit replacement will be 4.5 hours. Upon receipt of the claim form, you will be reimbursed for the appropriate time listed above at your standard labor rate.

**IMPORTANT: Some of the involved refrigerators may be in your used vehicle inventory. Federal law requires the corrective action to be completed on these refrigerators before retail delivery. To identify if a refrigerator requires corrective action, verify the refrigerator model and the cooling unit serial number as referenced above. You are prohibited from selling a product which has been identified by this corrective action campaign unless the product has first received the specified corrective action.**

Owner notification is expected to begin July 2008. Owners are being instructed to contact a Norcold authorized service center to arrange a service date. Copies of the owner notification and corrective action procedures are attached. Since the majority of these recalled units are in RVs built in the period from March 1, 1999 through April 2001, we would appreciate any assistance you could provide in helping us to notify the owners of vehicles built during this time frame. You can call Norcold's Recall Center at 800 767-9101 for questions regarding this recall.

**To report a recalled cooling unit** and to order a thermal switch kit, please call Norcold's Recall Center at 800 767-9101 and be prepared with the owner and vehicle information. All thermal switch kits required under this specific recall program will be shipped direct to you from Norcold at no charge and will include the necessary forms for processing your claim for labor reimbursement.

If you would like to check the status of a recalled unit or verify whether a cooling unit falls under this recall, you can also visit Norcold's website at **www.norcold.com** and click on the Customer Support link at the top of the page, followed by the Recall Info link. From there you can click on the 'Check Status' button to see if a cooling unit serial number is under recall.

We appreciate your cooperation and assistance in conducting this safety recall. Our first priority is the safety of our products and the satisfaction of our customers. If you should have questions please call 800 767-9101.

Sincerely,

Winnebago Industries, Inc.

### Purpose

Use these instructions to add a thermal limiting switch to model 1200 LR, 1200 LRIM, and 1201 LRIM refrigerators. Add the switch to models with cooling-unit serial numbers between 1008701 and 1273700 that do not already have the switch.

### Definition

The thermal limit switch is a bimetal electromechanical device that shuts off power to the whole refrigerator if the temperature in the heater area exceeds a safe level. The switch's metal collar surrounds the lower region of the insulated canister that houses the heating elements. The new switch will connect to terminals on the existing power board.

### Preliminary Arrangements

Arrange for an able-bodied assistant to help lift the refrigerator. You will need help to remove the refrigerator from the RV enclosure and replace it after adding the switch.

**NOTE:** You cannot replace the canister and complete this procedure without removing the refrigerator from the enclosure.

### Safety Information



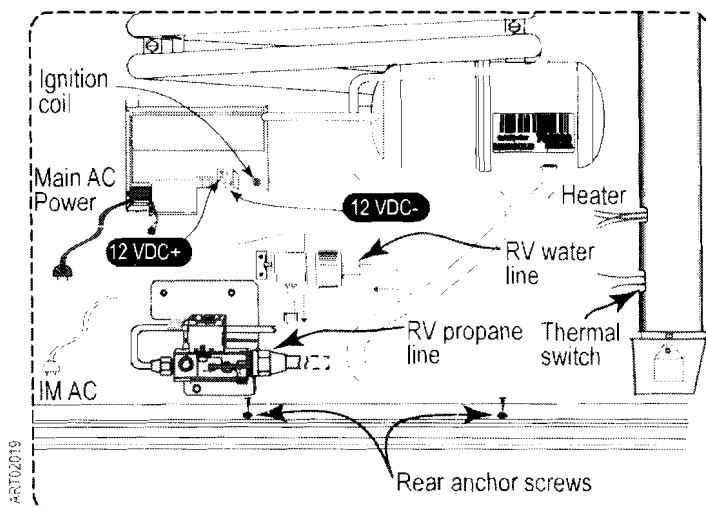
**General:** Do this whole procedure in the order presented. Obey all safety messages marked with the universal safety symbol shown at the left. Doing the procedure out of order or going against safety messages could result in an explosion, fire, electrical shock, or carbon monoxide poisoning with serious injury, death, or destruction of property, either during service or after you complete the service.

### Service Kit Contents (PN 632609):

- Insulation canister (clam shell) (1 ea)
- Metal collar with thermal switch (1)
- Screw for collar (1)
- Wire harness (1)

### Tools You Will Need:

- Box knife with new blade or similar cutting instrument
- Cut-proof gloves
- Nut driver, 1/4 inch
- Nut driver 5/16 inch
- Needle-nose pliers



**Figure 1. Power Board, Thermal Switch Position, Valves, and Anchor Screws** (seen through the service access)

### Procedure

If the refrigerator has no thermal switch (Refer to Figure 1.) and its cooling unit serial number falls between 1008701 and 1273700 add the switch as described in the following three sections: Shutdown and Removal from Enclosure, Canister Replacement and Thermal Switch Addition, Replacement into Enclosure and Restoring Power.

### Shut Down and Removal from RV Enclosure

#### Shutting Down the Electrical Power

Turn the refrigerator to the off position at its control panel.

1. Open the service access/air intake vent on the outside of the RV.
2. Disconnect the refrigerator's black 120 AC power cord from the RV receptacle. Refer to Figure 1.
3. Disconnect the refrigerator's white 120 VAC power cord for the ice maker from the RV receptacle.



**Caution:** If the RV's 12 VDC+ supply line is exposed when you disconnect it below, immediately insulate it with electrical tape to avoid a short circuit and blown fuses or breakers.

4. Disconnect the 12 VDC+ at the power board, and if necessary, tape the connector to prevent a short circuit.

5. Disconnect the 12 VDC- (ground) black wire from the power board.

### Disconnecting the Propane Line

1. Close the propane supply valve at the propane tank.

**Danger:** Stop electrical power according to the above instructions before disconnecting the propane line at the propane valve. If you continue without stopping electrical power, a spark and explosion could occur and result in death, serious injury, or destruction of property.

**Danger:** To prevent damage to connections, piping, and components, always use two wrenches to tighten or loosen propane connections. Damaged connections, piping, and components create the potential for leaks that can lead to death or destruction of property.

2. From the service access/air intake vent, use two wrenches to disconnect the RV's propane line from the refrigerator's propane valve. Refer to Figure 1.

### Disconnecting the Water Line (IM Models)

1. If the RV provides a water shut-off valve for the refrigerator, tightly close the valve. If not, stop the RV water pump at the RV's control panel. Bleed water pressure at the RV's sink.

**Shock Hazard:** Stop both AC and DC electrical power to the refrigerator as described in a section above before disconnecting the water line.

2. From the service access/air intake vent, use a wrench to disconnect the incoming water line at the refrigerator's water valve. Refer to Figure 1.

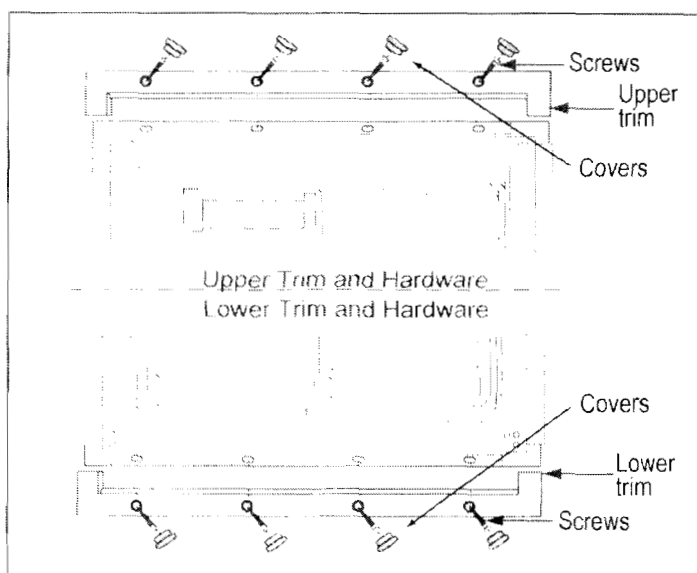


Figure 2. Removing the Upper and Lower Trim Pieces

### Removing the Refrigerator from the RV Enclosure

1. From the service access/air intake vent, remove all rear anchor screws holding the refrigerator's frame to the floor of the RV. Refer to Figure 1.
2. If the RV has a drawer or door installed beneath the enclosure, remove the drawer or door to avoid damage while moving the heavy refrigerator.
3. Remove the decorative screw covers from the upper and lower trim pieces, then unscrew and remove the trim pieces. Refer to Figure 2. These screws also help to fasten the refrigerator to the RV enclosure.

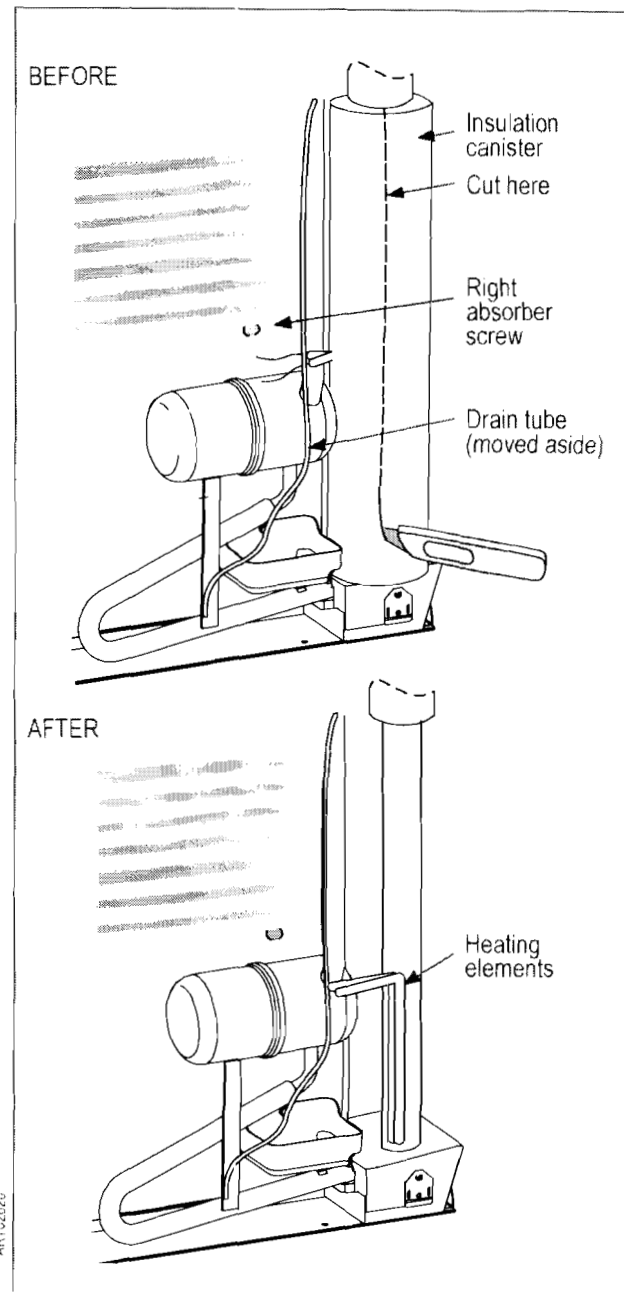


Figure 3. Removing Insulation Canister

**Warning:** Do not attempt to remove the refrigerator from the enclosure without the aid of an able-bodied assistant. If you attempt to move the refrigerator without assistance, you will likely cause personal injury, property damage, or both.

4. With assistance, carefully pull the refrigerator forward and remove it from the enclosure, placing it upright on the floor.
5. Rotate the refrigerator to give access to its bottom rear.
6. Remove both screws (left and right) from the absorber bracket to allow it to shift slightly and ease installation of the new canister. Refer to Figure 3.

## Canister Replacement and Thermal Switch Addition

### Removing the Old Insulation

1. Move the drain tube away from the canister to avoid accidental damage.
2. Use a box knife to cut open the old insulation canister that covers the heaters. Refer to figure 3.
3. Remove the old insulation and discard it.
4. Inspect the area around the heaters. If you see a yellow residue (from the cooling liquid), call 800-767-9101. You may need to replace the whole cooling unit.

### Installing the New Insulation Canister

1. With the rectangular hole for the switch at the bottom of the new insulation canister, spread the canister open and carefully push the bottom half into place under the flue tube and heaters. Refer to Figure 4.



**Caution:** The insulation canister must close completely and tightly to insure proper heating. A loose canister with space at the seams **will** reduce the cooling capacity of the refrigerator.

2. Close the canister and make sure the halves close **tightly** to form an insulating cylinder around the flue tube and heaters.
3. Wearing cut-proof gloves, wrap the bottom flap that is below the heater wires snugly around the canister.
4. Reach around and peel the release strip from the adhesive edge of this flap and snugly seal the flap to the back side of the canister.
5. Still wearing the cut-proof gloves, wrap the top flap around the flue and heaters.
6. Again reach around and peel the release strip from its adhesive edge, and seal the flap snugly around the canister.

### Installing the Metal Collar and Thermal Switch

1. Slide the metal collar between the drip cup and canister so that the switch lines up with its hole in the canister and the seam in the sleeve is on the right side of the canister. Refer to Figure 5.
2. Squeeze and release at the seam to lock the tabs in place and fasten the collar.
3. Use the screw that came in the kit to securely fasten the collar together in the hole provided in its seam area.

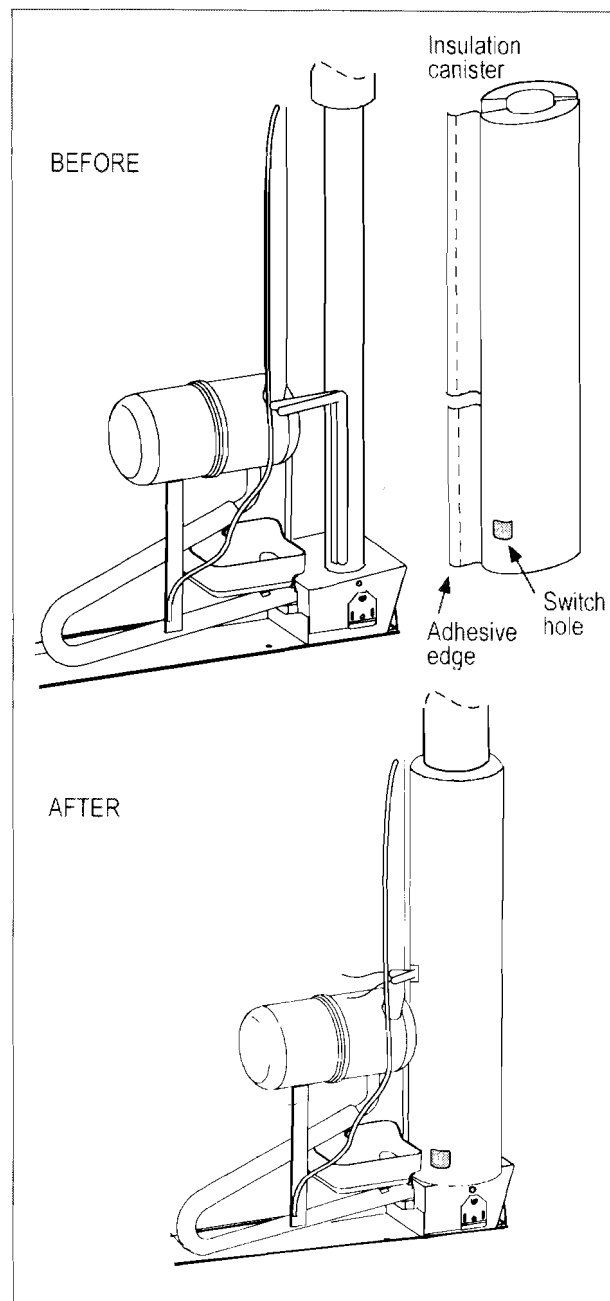
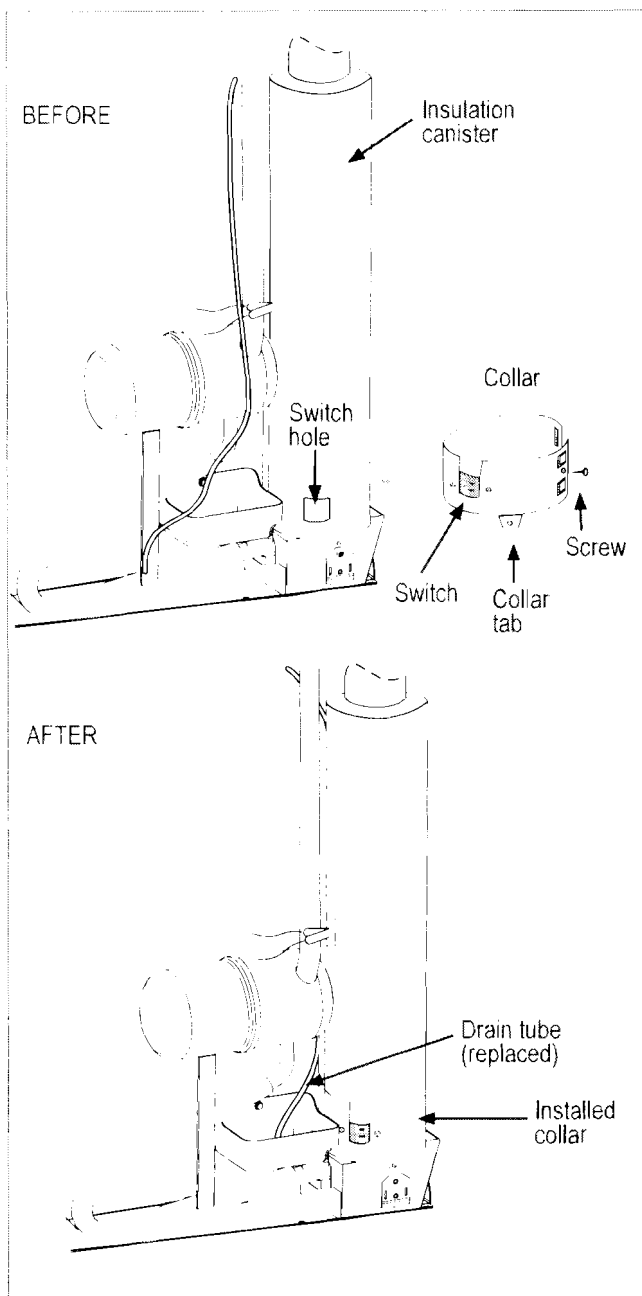


Figure 4. Installing New Insulation Canister

4. Use a 1/4 inch nut driver to remove the screw from the top of the burner box.
5. Rotate the collar until the tab screw hole aligns with the hole in the burner box.
6. Replace the screw to hold the collar and switch in place.
7. Move the drain line back into its original position and put its end back into the drip cup.



**Figure 5. Installing the Metal Collar and Switch**

#### Connecting the New Switch to the Power Board

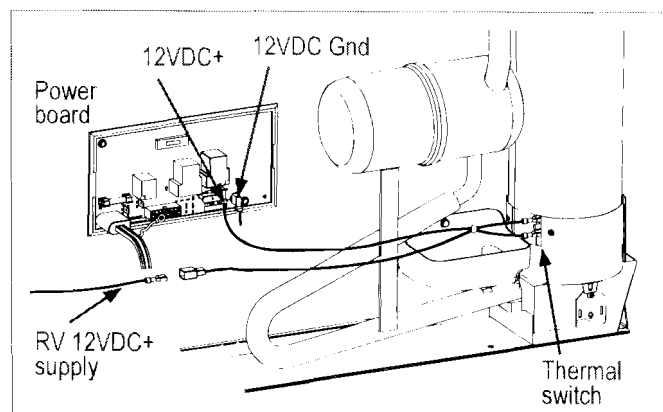
The wire harness consists of two wires held together by a tie wrap near the ends that attach to the thermal switch. Refer to Figure 6.

1. Use needle-nosed pliers to connect either short end of the switch wires to either switch terminal.
2. Connect the other short end to the other switch terminal.

**NOTE:** Polarity does not matter with this switch.

3. Connect the long end, which has the smaller connector, to the male terminal, labeled 12VDC+ on the power board, as shown in Figure 6.
4. Replace the screws in the absorber brackets.

After you lift the refrigerator back into its enclosure in the following section, you will connect the remaining switch wire (with the large connector) to the RV's 12VDC+ supply line as shown in Figure 6.



**Figure 6. Connecting the Switch Electrically**

### Reinstalling the Refrigerator into the RV Enclosure and Restoring Power

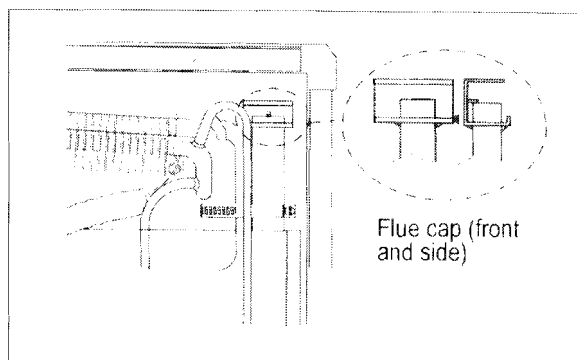
#### Reinstalling the Refrigerator into the Enclosure

**Warning:** Do not attempt to move the refrigerator or lift it into the enclosure without the aid of an able-bodied assistant. If you attempt to move the refrigerator without assistance, you will likely cause personal injury, property damage, or both.

1. Temporarily tie any loose wires, including AC power cords and the 12VDC+ wire, to the absorber coils to prevent damage while moving the refrigerator back into its enclosure.
2. Carefully rotate the refrigerator into position in front of the RV enclosure.
3. Still with assistance, take care not to bend or collapse the flue cap (Refer to Figure 8.) as you lift the refrigerator into the enclosure and carefully push it back to fit evenly with the front of the enclosure.
4. Reinstall the lower trim piece with its same screws, and replace the decorative screw caps. Refer to Figure 2.

**NOTE:** Tightening the lower trim piece in place before the upper one will make the installation easier.

5. Reinstall the upper trim piece with its same screws, and replace the decorative screw caps.



**Figure 8. Protecting the Flue Cap**



 **Danger:** Do not bend or collapse the flue cap as you lift the refrigerator and place it back into the enclosure. A damaged flue cap can cause poor ventilation, poor ability to cool, and a build up of gases that can cause an explosion, fire, carbon monoxide poisoning, and death, now or after the work is finished.

 **Danger:** For safety, please restore power sources in the following order and obey the safety messages below:

#### Restoring Propane Pressure

 **Danger:** Use two wrenches to loosen or tighten propane fittings—using one wrench can damage the fitting and create a propane leak that could cause an explosion, death, serious injury, or damage to property.

1. Reconnect the propane line to the propane valve. Refer to Figure 1.
2. Turn on the propane pressure at the propane tank valve.

 **Danger:** To avoid fires or explosions that can cause death or property destruction, never use flames to check for propane leaks.

3. Check for leaks at the connection of the refrigerator's propane valve using a soap solution.

 **Danger:** If bubbles form in the soap solution, tighten the fitting or repair the flare. **DO NOT** reconnect electrical power until the connection is free of leaks. A fire or explosion resulting in serious injury, death, or destruction of property could result!

#### Restoring the Water Pressure (models with ice maker)

1. Snugly reconnect the RV water line to the water valve. Refer to Figure 1.
2. Restore water pressure at the shut-off valve or RV control panel.
3. Check for and repair any water leaks at the water valve connection.

#### Restoring Electrical Power

When you are sure that no propane or water leaks exist, restore electrical power to the refrigerator as follows:

1. Connect the RV's 12 VDC- (ground) wire to the terminal at the bottom right of the power board.
2. Insert the refrigerator's black power cord into an RV AC receptacle. Refer to Figure 1.
3. Insert the white, ice maker AC power cord, if present, into a second RV AC receptacle.
4. If present, remove the protective tape from the RV's 12 VDC+ supply line and reconnect it to the new, loose wire from the thermal switch. Refer to Figure 6.

#### Powering on, Leak Checking, and Testing the Unit

1. Turn on the refrigerator from the control panel and place the refrigerator in the propane mode.

 **Danger:** Never use flames to check for propane leaks. Flames can cause fires or explosions that can lead to injury, death, or property damage.

2. When the burner lights, use a bubble solution to check for propane leaks at all fittings in the propane system.

 **Danger:** If a propane leak exists, use two wrenches to loosen or tighten the fitting—using one wrench can damage the fitting and create a propane leak that could cause an explosion, death, serious injury, or damage to property.

3. If the system has propane leaks, tighten, repair, or replace any leaky fittings and repeat the leak check.
4. Recheck for water leaks at the water valve and at the water dispenser connection. Repair any leaks.

 **Danger:** Do not continue until the system is completely free of propane leaks.—A propane leak can cause an explosion, fire, death, serious injury, or damage to property.

5. Check for cooling in both modes of operation.

If the refrigerator decreases the temperature of the food compartments in both the propane power mode and the AC power mode, the procedure is complete.

#### Filing a Claim to Recover Labor Costs

1. Find the Claim-for-Labor form that is either inside the parts box or attached to the outside of the box.

**NOTE:** Use this form! The company cannot pay your repair/work order or invoice without this form.

2. Fill out the claim form completely using black ink! Be sure to include each of the following fields:

- Norcold cooling unit serial number
- Vehicle information and seventeen digit VIN (if not preprinted on the claim form).
- Signature of the repair technician
- Date of the repair
- Dated signature of the owner.

**NOTE:** To receive payment and avoid return of the incomplete form, **you must provide all of the bulleted items** listed above:

3. Mail the white portion of the claim form to the address listed at the top of the form.

**NOTE:** Send the form by US mail! The company does not accept faxed or emailed claim forms.

Payment will equal the amount that is either pre-printed on the warranty claim form, or the amount we posted in our database for you on the date that you ordered the kit.