



08V-271
(6 Pages)

COACHMEN RECREATIONAL VEHICLE COMPANY, LLC

June 16, 2008

Director, Office of Defects Investigation
National Highway Traffic Safety Administration
400 Seventh St., S.W.
Washington, DC 20590

Re: Part # 573 Defect and Noncompliance Report – Coachmen Recreational Vehicle Company, LLC. – Norcold Refrigerators, Norcold Recall # 08E-030

Dear Mr. Person;

Coachmen Recreational Vehicle Company, LLC (Coachmen) has received notification from Norcold regarding their recall campaign number 08E-030. Their notification states that this current campaign was initiated to extend the range of cooling unit serial numbers from an earlier recall they filed in July 2002 (Norcold recall # 02E044). Some of the refrigerator models included in Norcold's new recall were supplied to Coachmen and installed in some of the recreational vehicles that were manufactured by Coachmen's Georgie Boy Manufacturing (Georgie Boy) division.

A total of 4,231 Georgie Boy motorhomes are affected by this recall. These motorhomes were manufactured by Georgie Boy Manufacturing, LLC between March 1999 and May 2001. The affected models are as follows:

- 1999 – 2002 Model Year Georgie Boy Cruise Master, Landau and Pursuit
- 1999 – 2000 Model Year Georgie Boy Cruise Air
- 1999 – 2001 Model Year Georgie Boy Maverick
- 2000 - 2002 Model Year Georgie Boy Suite

DESCRIPTION OF DEFECT

Norcold's original notification (from recall # 02E044) stated the following:

“These refrigerators can experience a break down in a rubber seal within the gas valve. As the rubber seal ages, a leak may occur, allowing the propane gas to accumulate in the burner area. The consequences of this failure can lead to a fire.”

Norcold's recent notification (recall # 08E-030) states the following:

"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 determined that this recall should be extended to include cooling units made by Norcold serving as components in Norcold models 1200LR, 1200LRIM and 1201LRIM manufactured from March 1, 1999 to February 28, 2001..."

DISCOVERY OF THE DEFECT

Coachmen received written notification from Norcold pertaining to this issue approximately June 1, 2008. Our research determined that some of the recreational vehicles listed above are affected by Norcold's recall.

PRECLUSION OF POTENTIAL DEFECT

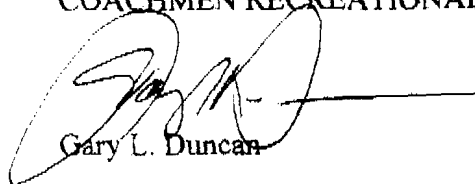
Norcold has offered to administer this recall campaign. We have provided them with the vehicle owner information for use in their mailing campaign, and understand that they will be submitting all further required reports to NHTSA directly.

Attached are copies of the owners and dealers notification letter that Norcold will be mailing on our behalf. Norcold informed us that these have already been reviewed and approved by NHTSA.

If you have any questions, or require further information, please advise.

Very Truly Yours,

COACHMEN RECREATIONAL VEHICLE COMPANY, LLC.



Gary L. Duncan

Cc: Michael Terlep, Jr. – Coachmen Recreational Vehicle Company LLC



COACHMEN RECREATIONAL VEHICLE COMPANY, LLC

June XX, 2008

TO: All Coachmen RV Company Dealers

RE: Compliance Recall XXXXX

Dear Coachmen Dealer:

DEALERS AND SERVICE CENTERS SAFETY DEFECT NOTIFICATION:

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

Coachmen Recreational Vehicle Company, LLC, 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, **Coachmen RV Company** has decided 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 May 2008. Owners are being instructed to contact their RV dealer or 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 Coachmen Customer Service at 1-800-453-6064 for questions regarding this recall or Norcold's Recall Center at 800 767-9101.

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,

COACHMEN RV COMPANY



COACHMEN RECREATIONAL VEHICLE COMPANY, LLC

June XX, 2008

Dear George Boy Owner:

OWNER SAFETY DEFECT NOTIFICATION:

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

Coachmen Recreational Vehicle Company, LLC, 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, 1998 to February 28, 1999. (OEM's manufacturing name) has determined 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 Coachmen Customer Service at 1-800-453-6064, your dealer, or 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 your dealer or an authorized Norcold service center fails or is unable to remedy this defect without charge and within a reasonable time, please contact Norcold at 800 787-9101. 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,

COACHMEN RV COMPANY