

Safety Defect and Noncompliance Report Guide for Vehicles
PART 573 Defect and Noncompliance Responsibility and Reports¹

08V-492
(7 pages)

On June 13, 2008, Glendale RV [MFR] decided that a defect which relates to motor vehicle safety exists in the motor vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Responsibility and Reports.

Date this report was prepared: Sept 18 2008 _____

Furnish the manufacturer's identification code for this recall (if applicable): 08-030 _____

1. Identify the full corporate name of the fabricating manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

Glendale RV 145 Queen St Strathroy Ontario Canada N76 3J6

Identify the corporate official, by name and title, whom the agency should contact with respect to this recall.

Greg Scimmi

Sservice Warranty Manager

Telephone Number: 1 519 245 1600 Fax No.: 1 51 9 245 5129

Name and Title of Person who prepared this report.

Greg Scimmi

Service warranty Manager

Signed:

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DEFECTS INVESTIGATION
RECALL MGMT DIV.

Greg Scimmi

¹ Each manufacturer must furnish a report, to the Associate Administrator for Enforcement, for each defect or noncompliance condition which relates to motor vehicle safety.

This guide was developed from 49 CFR Part 573, "Defect and Noncompliance Responsibility and Reports" and also outlines information currently requested. Any questions, please consult the complete Part 573 or contact Mr. George Person at (202) 366-5210, by FAX at (202) 366-7882, or by E-Mail to RMD.ODI@dot.gov.

I. Identify the Vehicle Models Involved in the Recall

2. Identify the Vehicles Involved in the Recall, for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), provide:

Make(s): Golden Falcon **Model Years Involved:** 1999 **Model(s):** 34RK

Production Dates: Beginning: 1998 sept23 **Ending:** 1999 Feb 23

VIN Range: Beginning: 2GRFW34T9S992202 **Ending:** 992216

Vehicle Type: Trailer **Bodystyle:** fifthwheel

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Contains the Norcold frig

Make(s): Golden Falcon **Model Years Involved:** 1999 **Model(s):** 36TKS

Production Dates: Beginning: 1998Aug 17 **Ending:** 1999Mar4

VIN Range: Beginning: 2GRFW36T5XS996423 **Ending:** 996517

Vehicle Type: Trailer **Bodystyle:** fifthwheel

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Contains the Norcold frig

Make(s): Golden Falcon **Model Years Involved:** 2000 **Model(s):** 36TKS

Production Dates: Beginning: 1999July 1 **Ending:** 2000Jan 10

VIN Range: Beginning: 2GRFW26TYS0006421 **Ending:** 006460

Vehicle Type: Trailer **Bodystyle:** Fifthwheel

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Contains the Norcold frig

Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents. For example, if the recall involved Vehicles equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Vehicles of all Vehicles manufactured during that time period.

I. Identify the Vehicle Models Involved in the Recall

2. Identify the Vehicles Involved in the Recall, for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), provide:

Make(s): Golden Falcon **Model Years Involved:** 2000 **Model(s):** 40GA

Production Dates: Beginning: 1999Feb23 **Ending:** 2000Mar2

VIN Range: Beginning: 2GRFW40T7YS004704 **Ending:** 004760

Vehicle Type: Trailer **Bodystyle:** Fifthwheel

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Contains the Norcold frig

Make(s): Golden Falcon **Model Years Involved:** 2001 **Model(s):** 36TKS

Production Dates: Beginning: 2001April10 **Ending:** 2001Nov10

VIN Range: Beginning: 2GREW36T31S016419 **Ending:** 016408

Vehicle Type: Trailer **Bodystyle:** Fifthwheel

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Contains the Norcold frig

Make(s): _____ **Model Years Involved:** _____ **Model(s):** _____

Production Dates: Beginning: _____ **Ending:** _____

VIN Range: Beginning: _____ **Ending:** _____

Vehicle Type: _____ **Bodystyle:** _____

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents. For example, if the recall involved Vehicles equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Vehicles of all Vehicles manufactured during that time period.

II. Identify the Recall Population

3. Furnish the total number of vehicles recalled potentially containing the defect or noncompliance.

<u>Model</u>	<u>Year</u>	<u>Number of Vehicles Potentially Involved</u>
Golden Falcon 34RK	1999	10
Golden Falcon 36TKS	1999	50
Golden Falcon 36TKS	2000	26
Golden Falcon 40GA	2000	29
Golden Falcon 36TKS	2001	12

Total Number Potentially Affected by the Recall: 137

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: 2.9%

Identify and describe how the recall population was determined--in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled vehicles:

Norcold provided the serial numbers of the six affected refrigerators sold to Glendale. Those serial numbers were correlated to date range that the vehicles were manufactured as described in Section I, Item #2.

III. Describe the Defect or Noncompliance

5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.

The nature of the defect is a fatigue failure in the section of the cooling unit which contains the refrigerant.

Describe the cause(s) of the defect or noncompliance condition.

This fatigue failure could allow the liquid solution to slowly leak from the cooling unit. If a leak occurs and the refrigerator continues to be operated after solution circulation has ceased the heat source could generate very high temperatures.

Describe the consequence(s) of the defect or noncompliance condition.

At such high temperatures the steel material of the cooling unit could soften and rupture. If refrigerant gas is still in place when the rupture occurs hydrogen gas may be expelled and could be ignited by the high temperature, possibly causing a fire. __

Identify any warning which can (a) precede or (b) occur.

None

If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.

Norcold Inc.

600 Kuther Rd.

Sidney, OH

45365

Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:
George Strasburg-Manager of Corporate Product Reliability

IV. Provide the Chronology in Determining the Defect/Noncompliance

If the recall is for a defect, complete item 6, otherwise item 7.

6. With respect to a defect, furnish a chronological summary (including dates) of all the principle events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims.

Reference: Norcold recall 08E-030

7. With respect to a noncompliance, identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.

Reference: Norcold recall 08E-030

V. Identify the Remedy

8. A description of the manufacturer's program for remedying the defect or noncompliance. This program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of the manufacturer's notification of owners, purchasers and dealers, in accordance with §573.13 of this part. A manufacturer's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by §573.13 that is not in a general reimbursement plan shall be submitted in the manufacturer's report to NHTSA under this section. If a manufacturer submits one or more general reimbursement plans, the manufacturer shall update each plan every two years, in accordance with §573.13. The manufacturer's remedy program and reimbursement plans will be available for inspection by the public at NHTSA headquarters.

With owner contact information supplied by Glendale, Norcold will execute a mailing notification to identified and or suspected owners. The remedy, installing a thermal switch kit on the recalled refrigerator—costs will paid billed from the repairing directly to Norcold. No cost to the owner.

9. Furnish a description of the manufacturer's remedy for the defect or noncompliance. Clearly describe the differences between the recall condition and the remedy.

Norcold is installing a thermal switch in the recalled units which prevents the cooling unit from reaching a temperature that could bring about the potential escape of refrigerant gas. Abnormally high cooling unit temperatures that precede those causing the failure mode reported in Campaign 08-E-030 can be detected well before they reach a potentially dangerous level by means of a thermal switch aimed directly at the generator area of the cooling unit. When the thermal switch detects a generator operating at an unacceptably high temperature the normally closed contacts of the thermal switch open and disable all power sources for the refrigerator thereby preventing the generator from reaching the much higher temperature that is potentially dangerous."

Clearly describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.

The recalled refrigerators are identified by their cooling unit serial number, which is very visibly, located on the solution chamber of the cooling unit.

Identify and describe how and when the recall condition was corrected in production. If the production remedy was identical to the recall remedy in the field, so state. If the product was discontinued, so state.

Ref: Norcold recall 08E-030. Vehicles manufactured after February 2001, the end date for Norcold's extended recall, were equipped with corrected Norcold refrigerators or refrigerators supplied by a different manufacturer

VI. Identify the Recall Schedule

10. Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please, identify any foreseeable problems with implementing the recall.

Peterson Ind. will submit suggested language for owner and dealer notification to NHTSA by 8/15/2008. After receipt of NHTSA approval letterhead stationary and envelopes along with the owner's contact information and dealer's contact information will be sent to Norcold for mailing, within 30 days.

VII. Furnish Recall Communications

11. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification. *A DRAFT copy of the notification documents should be submitted to this office by Fax (202-366-7882) or by E-Mail to RMD.ODI@dot.gov for review prior to mailing.*

See two attachments: Suggested language for owner and dealer notification.

Note that these documents are to be submitted separately from those provided in accordance with Part 579.5 requirements.