

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

On May 21, 2008, Norcold Inc. [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: September 25, 2008

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

Showtime Conversions, Inc.

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

Stanley Delagrang, President

Telephone Number: 574-825-1130 Fax No.: 574-825-1074

Name and Title of Person who prepared this report.

Esther Stutzman, Office Manager

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2008 OCT -3 10:35 AM
DEFECTS INVESTIGATION
RECALL MGMT DIV.

Signed:

Stanley Delagrang
President

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): Showtime Conversions **Model Years Involved:** 2000 **Model(s):** Classic

Production Dates: Beginning: 11/09/99 **Ending:** 02/17/00

VIN Range: Beginning: RTG538TPE8 #29065 **Ending:** RTG538TPE8 #29375

Vehicle Type: Cargo Trailer **Bodystyle:** 53' Classic Car Trailers

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

Units contained Norcold Model 1200LRIM Refrigerators.

Make(s): Showtime Conversions **Model Years Involved:** 2001 **Model(s):** ShowHauler

Production Dates: Beginning: 02/05/01 **Ending:** 04/02/01

VIN Range: Beginning: 1FVABGASX1HG23465 **Ending:** 1FVABGAS71DH75954

Vehicle Type: Freightliner **Bodystyle:** 30' Motor Home

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

Units contained Norcold Model 1200LRIM Refrigerators.

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.**

Model	Year	Number of Vehicles Potentially Involved
53' Classic Car Trailer	2000	2
30' ShowHauler Motor Home	2001	2

Total Number Potentially Affected by the Recall: 4

4. **Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance:** 3%

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 four affected refrigerators sold to Showtime. 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 temperature 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.

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 Showtime, Norcold will excute a mailing notification to identified and or suspected owners. The remedy, installing a thermal switch kit on the recalled refrigerator—costs to be 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.

Showtime will submit suggested language for owner and dealer notification to NHTSA.
After receipt of NHTSA approval, letterhead stationary and envelopes, along with 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.

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

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.

Showtime Conversions, 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, Glendale RV 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 Glendale RV 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.

(OEM's representative and title)

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.

Showtime Conversions, 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. Glendale RV 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 Showtime Conversions, Inc. at 574-825-1130, 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 800 767-9101. 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,

(OEM's representative)