



Tiffin Motorhomes, Inc.
105 2nd St. NW
Red Bay, AL 35582
256-356-8661

October 3, 2008

Re: Tiffin NHTSA # 08V-433
Norcold NHTSA # 08E-030

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.

Tiffin Motorhomes, 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, Tiffin Motorhomes, Inc. 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 Tiffin Motorhomes, Inc. 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,

Tiffin Motorhomes, Inc.
256-356-8661