



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

October 3, 2008

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

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.

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 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. Tiffin Motorhomes, Inc. 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 **Norcold's Recall Center at 800 767-9101** or visit **Norcold's website at <http://www.norcold.com>** as soon as possible to arrange a service date and to help you locate the service center nearest you. If you use the web address, 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 call us at the number located on our letterhead, to help us identify the current owner.

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,

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Norcold NHTSA # 08E-030

Dear Customer:

You are receiving this letter due to you purchased a Tiffin unit during the time period that Norcold was shipping refrigerators to us with a possible defect addressed in the attached letter. Tiffin was using both Norcold and Dometic refrigerators during this time and we do not have records that far back indicating which you have. Therefore you may receive this letter about a Norcold refrigerator problem and actually own a Dometic. If you do own a Dometic, please check the statement below and send it back to Tiffin Motorhomes, so we can take your name off the list and not bother you further with this situation. Thank you for your co-operation.

Tiffin Motorhomes, Inc.

(Tiffin will attach a label with the VIN number here)

_____ I do not have a Norcold refrigerator, therefore I am not involved in the recall.