

Safety Defect and Noncompliance Report Guide for Vehicles
PART 573 Defect and Noncompliance Report³

On Nov. 17, ²⁰⁰⁹~~2001~~, Tiffin Motor Homes [MFR] decided that (a defect which relates to motor vehicle safety)(a noncompliance with Federal Motor Vehicle Safety Standard No. _____) 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 Reports.

Date this report was prepared: Nov. 17, 2009

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

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.

Tiffin Motor Homes, Inc.
105 2nd Street NW
Red Bay AL 35582

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

Bob Tiffin, Pres.

Telephone Number: 256-356-8661 Fax No.: 256-356-6863

Name and Title of Person who prepared this report.

Liz Jones
Secretary

Signed: 

³Each manufacturer must furnish a report, to the Associate Administrator for Safety Assurance, for each defect or noncompliance condition which relates to motor vehicle safety.

This guide was developed from 49 CFR Part 573, "Defect and Noncompliance Reports" and also outlines information currently requested. Any questions, please consult the complete Part 573 or contact Mr. Jon White at (202) 366-5227 or by FAX at (202) 366-7882.

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): _____ **Model Years Involved:** 2001 **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:

Make(s): _____ **Model Years Involved:** 2002 **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:

Make(s): _____ **Model Years Involved:** 2003 **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:

_____ Serial number of cooling unit. _____

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 Widgets equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Widgets of all Widgets manufactured during that time period. Approx. 8%

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
	2001	
	2002	
	2003	

Total Number Potentially Affected by the Recall: 528

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: less than 8%

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:

Tiffin Motorhomes received notice from Norcold that they had extended a previous recall. They listed the serial numbers of the refrigerators possibly involved. Tiffin Motorhomes has been conducting an investigation since the time of notification to determine which refrigerators are involved. We have been sifting through approximately 7000 units to determine which have Norcold & which have Tometics to try to refine those notified.

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.

Potential fatigue failure in cooling units made by Norcold serving as components in Norcold refrigerators.

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

Please refer to Norcold's recall #09E-027

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

Fire

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

Leaking of cooling unit.

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

Norcold
600 S. Kuther Rd.
Sidney OH 45365

Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:

George Strausberg

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.

V. Identify the Remedy

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

Requires retrofitting with a thermal switch kit.

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

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.

VI. Identify the Recall Schedule

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.

Tiffin is supplying end user (customer) information to Norcous. Norcous will then use Tiffin letterhead stationary + envelopes to send out notification to our dealers as well as the final end customer.

Or, we may send it from Tiffin instead.

VII. Furnish Recall Communications

9. 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) for review prior to mailing.

Note that these documents are to be submitted separately from those provided in accordance with Part 573.8 requirements.



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

November 17, 2009

Re: Tiffin NHTSA #
Norcold NHTSA # 09E-027

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.

Norcold, Inc. manufactures absorption refrigerators which are sold for application in Recreational Vehicles ("RVs"). 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 1200RIM built from December 1, 2001. At this time, Norcold has determined that the recall announced on March 25, 2008 and assigned recall number 08E-030 should be extended to embrace cooling units made by Norcold serving as components in Norcold models 1200LR, 1200LRIM and 1201LRIM manufactured from March 1, 2001 to December 31, 2002. Each cooling unit under this extension has a serial number between 1273701 and 1536607, non-consecutively.

The nature of the defect is a fatigue failure in the section of the cooling unit which contains the refrigerant. This fatigue could allow the liquid solution to slowly leak from the cooling unit. If a leak occurs and refrigerator continues to be operated after solution circulation has ceased the heat source could generate very high temperatures. 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.

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,

Tiffin Motorhomes, Inc.
256-356-8661