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July 2009

IMPORTANT SAFETY RECALL CAMPAIGN ANNOUNCEMENT

NHTSA RECALL CAMPAIGN # 09V-288

TRANSPORT CANADA RECALL #09-217

Dear Jayco Dealer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act, the Canada Motor Vehicle Safety Act, the Canadian Minister of Transportation, and Transport Canada.

Norcold has decided that a defect which relates to motor vehicle safety exists in certain Norcold gas/electric 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. On March 25, 2008, Norcold and Jayco determined that this recall should be extended to embrace cooling units made by Norcold serving as components in Norcold refrigerator models 1200LR, 1200LRIM and 1201LRIM manufactured from March 1, 1999 to February 28, 2001.

At this time, Norcold and Jayco have determined that the recall announced on March 25, 2008 by Norcold 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. ***This defect can cause a fire and potentially result in injury or death.***

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 1273701 and 1536607 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.** Regardless of which condition, whether having to install the Thermal Switch Kit or replace the cooling unit, immediate service is required.

Consumers with a Cooling Unit serial number within the range of 1273701 and 1536607 should be advised NOT to operate their refrigerator until it can be properly checked and, if necessary, repaired.

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. If you have sold a unit recently that you have received a stock recall notice on, please contact the owner immediately to advise of the recall. You may do this by sending a copy of the retail owner recall notice. In addition, Jayco encourages you to follow up with a telephone call to the customer to assist in scheduling the repairs. Recall campaigns should receive the highest priority in your shop because of the safety factor involved and work must be scheduled promptly regardless of where the vehicle was purchased. 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 August 2009 within two weeks of this dealer notification letter. 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, 2001 through December 31, 2002, 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 Norcold's Recall Center at 800 767-9101 for questions regarding this recall or you may call Jayco at 800-283-8267.

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 Norcold at 800 767-9101.

Sincerely,

Jayco, Inc.