



September 23, 2008

**OWNER SAFETY DEFECT NOTIFICATION: FOR QUESTIONS CALL NORCOLD'S RECALL CENTER AT 800 767-9101.**

This notice is sent to you in accordance with requirements of the National Traffic and Motor Vehicle Safety Act.

Norcold, a manufacturer of refrigerators 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.

Norcold 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.**

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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.

To report a recalled cooling unit and to order a thermal switch kit, please call our Recall Center at 800 767-9101, and be prepared with the owner's 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.

You can also call Norcold's Recall Center at the above number for questions regarding recall servicing. 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](http://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 any questions please call 800 767-9101.**

Sincerely,

George Strasburg  
Manager of Corporate Product Reliability