



(Insert Mailing Date)

OWNER SAFETY DEFECT NOTIFICATION:

Dear Vehicle Owner:

Subject: NORCOLD PRODUCT SAFETY RECALL NOTICE

Reference: Norcold Recall 09E-026

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

Norcold has decided that a defect, which relates to motor vehicle safety exists in certain refrigerators which it manufactured.

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. According to our records, the Norcold refrigerator, model number 1200LR or 1200LRIM in your RV, has had the original cooling unit replaced under this initial recall.

On May 5, 2009, Norcold decided that these replacement cooling units should be retrofitted with a thermal switch kit, in which NHTSA assigned recall number 09E-026. The purpose of the thermal switch kit is to provide added protection to the cooling unit's safe operation. Each cooling unit under recall 09E-026 having a cooling unit serial number between 1008701 and 8432073, non-consecutively falls under this recall

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. Please note the serial number on the cooling unit differs from the serial number inside 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 these cooling units and requires retrofitting with a thermal switch kit.

Failure to get this recall performed could result in a fire causing injury or death.

Call 800 767-9101 to verify your cooling unit is on recall and get assistance to complete the required repair through a Norcold authorized service center or other approved dealer. **Parts and labor for this repair will be at no charge to the owner.**

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 call 800 767-9101 to 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 at no charge to you.
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 us, your dealer, or an authorized Norcold service center as soon as possible to arrange a service date. To locate the service center nearest you, call Norcold's recall number, 800 767-9101 or visit Norcold's website at www.norcold.com and 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 help us locate the new owner by completing the enclosed postage paid reply card and returning it to us.

If you've had to have your unit repaired due to this issue and incurred out of pocket costs, you may be eligible for reimbursement. For more information, please contact the Norcold recall center at 800 767-9101

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,

George Strasburg
Manager of Corporate Product Reliability