



**Tiffin Motorhomes, Inc.**  
**105 2<sup>nd</sup> 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