

Safety Defect and Noncompliance Report Guide for Vehicles
PART 573 Defect and Noncompliance Responsibility and Reports¹

On October 22, 2010, Open Range R.V. was notified of a potential defect by Norcold Inc. which relates to motor vehicle safety 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 Responsibility and Reports.

Date this report was prepared: 10/22/2010

Furnish the manufacturer's identification code for this recall (if applicable): 10E-049

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.

Open Range R.V. Company

Attn: David Holland

3195 N S.R. 5

Shipshewana, IN 46565

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

David Holland, Director of Parts, Warranty and Service

Telephone Number: 260-768-7771 (x106) **Fax No.:** 260-768-4890

Name and Title of Person who prepared this report.

John Blair, Director, Quality and Safety

Signed:

¹ Each manufacturer must furnish a report, to the Associate Administrator for Enforcement, for each defect or noncompliance condition which relates to motor vehicle safety.

This guide was developed from 49 CFR Part 573, "Defect and Noncompliance Responsibility and Reports" and also outlines information currently requested. Any questions, please consult the complete Part 573 or contact Ms. Jennifer Timian at (202) 366-5210, by FAX at (202) 366-7882, or by E-Mail to RMD.ODI@dot.gov.

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): Open Range R.V. **Model Years Involved:** 2009, 2010, 2011 **Model(s):** Open Range Residential/Rolling Thunder

Production Dates: Beginning: 12/1/1996 **Ending:** 10/06/2010

VIN Range: Beginning: 5XMFE3827A5001464 **Ending:** 5XMFE4231B5004322

Vehicle Type: Towable R.V.'s **Body style:** 5th Wheel

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

The units that are not under this recall do not contain the 12 Series Norcold refrigerators that fall under this recall. (i.e. 1200, 1201, 1210, 1211)

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

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 Vehicles equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Vehicles of all Vehicles manufactured during that time period. 16%

October 1996-October 6, 2010.....4,289 units produced, 264 units on recall

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
Open Range	12/1/1996-10/6/2010 2011	168
Rolling Thunder	12/1/1996-10/6/2010 2011	96

Total Number Potentially Affected by the Recall: 264

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: 16%

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:

We have chosen a range of about 264 vin #'s that in accordance with the dates we have been provided by Norcold Inc.'s' recall on the 12 Series refrigerators have been narrowed down to this range of vin #'s.

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.

Overheating in the coil area

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

Our current understanding is that the current overheating detection mod was not equal to the task

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

To the best of knowledge Overheating, Possible fire

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

Unknown at this time

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

Norcold Inc.

P.O. Box 180

Sidney, Oh 45365

734-769-9588

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

George Strasburg

Manager of Corp. Product Reliability

734-769-9588

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.

In stock product, along with yard units were repaired by Norcold Inc. on Open Range R.V. premises. Thru - 1022/2010

There have been no accidents, injuries, fatalities or warranty claims to date.

V. Identify the Remedy

8. A description of the manufacturer's program for remedying the defect or noncompliance. This program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of the manufacturer's notification of owners, purchasers and dealers, in accordance with §573.13 of this part. A manufacturer's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by §573.13 that is not in a general reimbursement plan shall be submitted in the manufacturer's report to NHTSA under this section. If a manufacturer submits one or more general reimbursement plans, the manufacturer shall update each plan every two years, in accordance with §573.13. The manufacturer's remedy program and reimbursement plans will be available for inspection by the public at NHTSA headquarters.

AT SOURCE/IN PRODUCTION

Norcold Inc. came to our facility to repair the production stock and yard stock and have completed this task on 10/22/2010. There are still units that have shipped to dealers and possibly retail sold that have this problem. For each repaired unit, a record of every tested and repaired unit by serial number is being logged .

IN THE FIELD:

Open Range R.V. is currently working with Norcold Inc. to locate and have repaired all of the affected units.

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

To work closely with Norcold Inc. to contact all dealers/retail customers that possess an R.V. in the range of VIN #'s that we have provided and address the problem.

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

Open Range R.V. will not receive any further inventory from Norcold Inc. with this defect.

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.

The production remedy is identical to the AT SOURCE/IN PRODUCTION recall remedy.

The product has not been discontinued.

VI. Identify the Recall Schedule

10. 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.

On October 22, 2010 Open Range R.V. received a Safety Recall Notice from Norcold Inc. noting the issue with the 12 Series Refrigerators. (10E-049)

Norcold Inc. sent techs to our facility to remedy the problem with the recalled Refrigerators 10/19/2010-10/22/2010.

Future actions are being taken with the program(s) of Norcold Inc. in terms of implementing field recalls through our dealer network and customer base. As of this writing, the anticipated schedule is as follows.

October 25, 2010 Dealers were notified

October 30, 2010 owners will be notified

Open Range R.V., in cooperation will submit a draft Owner Letter in accordance with part 577 for agency review five business days prior to mailing.

Open Range R.V. does not foresee problems in implementing the recall. Open Range R.V. has a full list of all the serial #'s and VIN #'s of affected Norcold, Series 12, Refrigerators, which have been provided to Norcold Inc.

A process has been devised and proven to check the integrity of the installed units. Norcold Inc./Open Range R.V. will work with the dealers and the Retail Owners of the R.V.'s to ensure that each of the Refrigerator units are checked and cleared or replaced by an appropriately trained technician. There will not be any cost to the dealer or retail customer. Norcold Inc. and Open Range R.V. have retained a dedicated manager to supervise the administration of this recall.

VII. Furnish Recall Communications

11. 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) or by E-Mail to RMD.ODI@dot.gov for review prior to mailing.

Note that these documents are to be submitted separately from those provided in accordance with Part 579.5 requirements.