



ENTEGRACOACH

A Jayco Company

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December 2010

IMPORTANT SAFETY RECALL CAMPAIGN ANNOUNCEMENT

NHTSA Recall Campaign #

Dear Entegra Coach Dealer:

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

DEFECT INVOLVED

Entegra Coach has decided that a defect, which relates to motor vehicle safety, exists in specific Model Year 2010 Entegra Coach Class A Aspire Motorhomes, series 40DRQ, 40SKT, 42RB, Model Year 2010 Anthem Class A Motorhomes, series 42RB, Model Year 2011 Entegra Class A Aspire Motorhomes, series 40SKT, 42DL, 42RB, Model Year 2011 Insignia Class A Motorhomes, series 40FKSA, 40CKFL, 36CKFL.

The affected units were manufactured between January 19, 2010 and May 10, 2010.

Entegra Coach has determined that Norcold, Inc., a manufacturer of gas absorption refrigerators which are sold for application in Recreational Vehicles ("RVs"), has voluntarily recalled models 1200AC, 1200ACIM, 1200LR, 1200LRIM, and 1201LRIM under previously issued NHTSA recalls identified as 02E-045, 08E-030, 09E-026, and 09E-027. These recalls covered cooling units installed on the 1200 series product manufactured from December 1996 up through December 2002. Recalls 08E-030, 09E-026, and 09E-027 involved the installation of a thermal switch on the cooling units manufactured from December 1996 through December 2002. Under the current action, Norcold is voluntarily extending a recall of all 1200, 1201, 1210, and 1211 models to include units produced from January 1, 2003 to October 7, 2010. The population of refrigerators being addressed contain either a sensing algorithm or a thermal switch to interrupt power to the refrigerator when it detects high temperatures that could lead to a fire. The algorithm and the thermal switch respond too slowly to a high temperature situation and may not shut off the power soon enough to prevent a fire.

The recall population will include all refrigerator models 1200, 1201, 1210, and 1211 with refrigerator serial numbers from 31525 to 13088811, non-consecutively, manufactured between December 1996 and October 6, 2010, and having a cooling unit serial number between 700000 and 13085759. These refrigerators must be retrofitted with a thermocouple high temperature sensing system, Norcold part number 634737 Recall Kit - HTS. Kits can be ordered from Norcold by calling 800-444-7210. If you are unable to perform this repair, please contact Entegra Coach Customer Service at 800-945-4787 for assistance.

DEALER CAMPAIGN RESPONSIBILITY

We strongly suggest that you designate a manager to coordinate the recall to ensure the work is performed and documented properly, and that a warranty claim is submitted to Entegra Coach to verify the performance of the modification. This responsibility should also include accountability for all stock units affected by the recall campaign.

All unsold new vehicles in your possession that are subject to this campaign must be held and repaired per the service procedure of this recall campaign bulletin **before** owners take possession of these vehicles.

Federal law requires that all units in your inventory be repaired prior to delivery to a customer. 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, Entegra Coach encourages you to follow up with a telephone call to the customer to assist in scheduling the repairs.

Authorized Entegra Coach dealers are to service all vehicles subject to this campaign at no charge to owners, regardless of mileage, age of vehicle or ownership, from this time forward. 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.

OWNER NOTIFICATION

Retail owners of record will be receiving notification of this campaign within two weeks of this dealer notification letter. A copy of the owner notification letter is attached for your review.

ADDITIONAL INFORMATION FROM NORCOLD REGARDING THIS RECALL

Identifying recalled product in your new and used vehicle inventory:

- Models 1200, 1201, 1210 or 1211 refrigerators with a serial number between 315525 and 13088811, having a cooling unit with a serial number between 700000 and 13085759 are recalled. (The affected refrigerators were manufactured on or before 10/7/2010.)

To order #634737 RECALL KIT – HTS kits for retrofitting your vehicle inventory, call Norcold at 800 444-7210. Specify how many vehicles, refrigerators or parts your dealership has to retrofit.

Identifying non recalled product in your inventory

- Refrigerators that have either a blue label mounted on the solution chamber of the cooling unit that reads “Equipped with thermal sensor #P-0xx” or a yellow tag, attached to the ground wire of the High Temperature Sensor that reads “Retrofitted with thermal sensor #R-0xx” are not affected by this recall and no further action is required.

If you have one of the recalled refrigerators you should immediately:

1. **Set the refrigerator controls to “OFF”.**
2. **Unplug the refrigerator through the service vent on the outside of the vehicle.**
3. **Disconnect from shore power.**

Consumers with a model 1200, 1201, 1210 or 1211 having a cooling unit serial number within the range of 700000 and 13085759 should be instructed NOT to operate their refrigerator until it can be properly repaired.

To report a recalled refrigerator on behalf of an owner and order a #634737 RECALL KIT – HTS call Norcold at 800 444-7210, with the owner’s refrigerator and cooling unit serial number and vehicle information. .

All #634737 RECALL KIT – HTS kits required under this specific recall program will be shipped direct to you from Norcold at no charge. Total time allowance for installing a #634737 RECALL KIT – HTS is ½ hour. Upon receipt of the claim form, complete with owner information, you will be reimbursed for the appropriate time listed above at your standard hourly labor rate.

All parts and the labor to install a recall kit will be at no charge to the owner.

Owners will be instructed to contact their RV dealer or a Norcold authorized service center to arrange a service date. If you have questions regarding this recall call Norcold at 800 444-7210.

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.norcoldrecall.com. 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 integrity of our products for the satisfaction and safety of our customers.

If you should have any questions please call Norcold at 800 444-7210.

Thank you for your assistance.

Sincerely,

A handwritten signature in cursive script that reads "Joseph J. Resil". The signature is written in black ink and is positioned above the printed name and title.

Joe Resil
Regulatory Compliance Manager