



December 10, 2010

11424-03207  
Marcel Thiffault  
56, Rue Neilson  
Portneuf, QC G0A 2Y0  
Canada

**Subject: New Norcold Safety Recall Notice**

**This notice is sent to you in accordance with requirements of the Canada Motor Vehicle Safety Act.**

Dear RV owner:

Keystone RV Company has decided that a defect which relates to motor vehicle safety exists in certain Norcold 1200, 1201, 1210 and 1211 model gas/electric refrigerators with serial numbers from 315525 to 13088811, non consecutively, should be recalled. The refrigerator's serial number is located inside the fresh food compartment. These refrigerators may have cooling units with a cooling unit serial number between 700000 to 13085759. This is a new recall campaign to include all 1200, 1201, 1210 and 1211 models.

**Even if your refrigerator was repaired as part of a previous recall it is necessary to have it repaired again to minimize the risk of injury or death due to fire.**

**The installation of the High Temperature Sensor will be at no cost to you.**

**Owners of recalled refrigerators should NOT operate their refrigerator until it can be professionally repaired by your dealer or a Norcold authorized service center.**

**If you have one of the recalled refrigerators and you:**

**Currently reside in the RV, 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. Contact your dealer, a Norcold authorized service center or Norcold's Recall Center at 800 767-9101 as soon as possible to get assistance.**

**Do not currently reside in the RV, 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.**
- 4. Contact your dealer, a Norcold authorized service center or Norcold's Recall Center at 800 767-9101 as soon as possible to get assistance.**

**Failure to follow these instructions can result in a fire causing injury or death.**

To locate a service center nearest you, go to [www.norcoldrecall.com](http://www.norcoldrecall.com). You can also check online at [norcoldrecall.com](http://norcoldrecall.com) to see if your cooling unit is under recall by clicking on the 'Check Status' button.

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 or Keystone at 866-425-4369. If after contacting your dealer and Keystone Customer Service you are still not satisfied we have done our best to remedy this situation, you may also submit a written complaint to: Head of Recalls Road Safety and Motor Vehicle Regulation, Transport Canada - Road Safety, 80 rue Noël, Gatineau, Quebec J8Z 0A1. You may also call at 1-800-333-0510.

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.

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,

Keystone RV Company