

Carriage

P.O. BOX 246 MILLERSBURG, IN 46543 PHONE: 574*642*3622 FAX: 574*642*4145 WWW.CARRIAGEINC.COM

March 2, 2011

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:

Carriage, Inc. 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. You can also check online at www.norcoldrecall.com to see if your cooling unit is under recall by clicking on the 'Check Status' button.

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,

Customer Service Department
Carriage, Inc.

Account Summary - MAR 01 2011 to MAR 15 2011

<u>Account</u>	<u>Pieces</u>	<u>Postage</u>	<u>Surcharge</u>	<u>Total</u>
11506.2	185	144.270	0.000	144.270
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Grand Total:	185	144.270	0.000	144.270
	End of Report			