



ENTEGRACOACH
A Jayco Company

903 SOUTH MAIN STREET • P.O. BOX 460 • MIDDLEBURY, IN 46540 • PHONE: 800-945-4787 • WWW.ENTEGRACOACH.COM

January 25, 2011

11533271 10E 049
Raymond Heller
7820 Enchanted Hills Blvd NE Ste A
Rio Rancho, NM 87144-8644

VEHICLE SAFETY DEFECT SERVICE BULLETIN

IMPORTANT

- Your Entegra Coach Recreational Vehicle is involved in a safety recall.
- Schedule an appointment with your Entegra Coach dealer or a Norcold Service Center (800-767-9101).
- This service will be performed for you at no charge.

NHTSA Recall Campaign # 10V-650

Dear Entegra Coach Owner:

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

Entegra Coach has decided that a defect, which relates to motor vehicle safety, exists in specific Model Year 2010 Entegra Coach Aspire Class A Motorhomes, series 40DRQ, 40SKT, 42RB, Model Year 2010 Anthem Class A Motorhomes, series 42RB, Model Year 2011 Aspire Class A 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, 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 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. This repair will be done at no charge to you. If you have had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information or if you are unable to have this repair performed, please contact Norcold at 800 767-9101 for assistance.

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 [norcoldrecall.com](http://www.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. You may submit a written complaint to the Associate Administrator for Enforcement, Department of Transportation, National Highway Traffic Safety Administration Office of Enforcement NVS-200 Room W45-306 1200 New Jersey Avenue S.E., 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 help us locate the new owner by completing the enclosed postage paid reply card and returning it to us.

Federal regulations require that any vehicle lessor receiving this notice must forward a copy of this notice to the lessee within **ten days**.

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.

Sincerely,

Entegra Coach