



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

February 4, 2011

MR. GARY DUNCAN  
VP ENGINEERING  
COACHMEN MOTOR WORKS, LLC  
P.O. BOX 3300, 2831 DEXTER DRIVE  
ELKHART, IN 46515

NVS-215kjs  
11V-065

**SUBJECT: REFRIGERATORS/POSSIBLE FIRE/NORCOLD**

**DEAR MR. DUNCAN:**

This letter serves to acknowledge Coachmen Motor Works, LLC'S (Coachmen) notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall campaign which will be conducted pursuant to Federal law for the vehicles listed below.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

COACHMEN/AURORA/1997  
GEORGIE BOY/CRUISE AIR/2000-2002  
GEORGIE BOY/CRUISE MASTER/1999-2003  
GEORGIE BOY/LANDAU/1999-2002  
GEORGIE BOY/MAVERICK/1999-2002  
GEORGIE BOY/SUITE/2000-2002  
SPORTSCOACH/ELITE/2004-2009  
SPORTSCOACH/LEGEND/2008-2009

**NHTSA Campaign Number:** 11V-065      **Mfg's Report Date:** January 27, 2011

**Components:** EQUIPMENT

**Potential Number of Units Affected:** 888

**Summary:**

COACHMEN IS RECALLING CERTAIN RECREATIONAL VEHICLES EQUIPPED WITH 1200-SERIES NORCOLD REFRIGERATORS. THE POPULATION OF REFRIGERATORS BEING ADDRESSED CONTAINS EITHER A SENSING ALGORITHM OR THERMAL SWITCH TO SHUT OFF POWER TO THE REFRIGERATOR WHEN HIGH TEMPERATURES ARE DETECTED IN ORDER TO PREVENT A POTENTIAL FIRE. THE RESPONSE TIMES OF THE SENSOR ALGORITHM AND THERMAL SWITCH DEVICES TO STOP POWER ARE NOT SUFFICIENT.

**Consequence:**

THE SENSING ALGORITHM OR THERMAL SWITCH INSTALLED TO SHUT OFF POWER TO THE REFRIGERATOR WHEN HIGH TEMPERATURES ARE DETECTED DUE TO A POSSIBLE HYDROGEN GAS LEAK MAY NOT SHUT OFF IN SUFFICIENT TIME TO PREVENT A FIRE.

**Remedy:**

COACHMEN IS WORKING WITH NORCOLD TO IDENTIFY AND NOTIFY ANY AFFECTED OWNERS. OWNERS WILL BE INSTRUCTED TO CONTACT NORCOLD DEALERS TO RECEIVE THE REMEDY FREE OF CHARGE. PLEASE SEE NORCOLD'S DEFECT REPORT 10E-049 FOR ADDITIONAL INFORMATION. THE MANUFACTURER HAS NOT YET PROVIDED AN OWNER NOTIFICATION SCHEDULE. OWNERS MAY CONTACT NORCOLD AT 1-800-767-9101.

**Notes:**

CUSTOMERS MAY CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY: 1-800-424-9153); OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

The information in your defect report appears to satisfy the requirements of 49 CFR 573.6.

Please provide the following additional information and be reminded of the following requirements:

You are required to provide an estimated date including month, day, and year, when you will send notifications to owners, dealers, and distributors as soon as it becomes available. Please be reminded that it is expected owners will be notified of a safety defect in their vehicles within 60 days of a manufacturer's notification to NHTSA of a safety defect in those vehicles.

Please provide us with the beginning and ending dates for the build date range of vehicles affected by this recall.

We have reviewed your proposed owner letter and it meets the requirements of 49 CFR Part 577. Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in your report, Norcold will be handling the owner notification, remedy, and quarterly reporting for this campaign. However, please be advised that 49 CFR 573.6 provides that the vehicle manufacturer is responsible for any safety related defect or any noncompliance in the vehicle or any item of original equipment. If Norcold's campaign is not satisfactory, you may be required to conduct a follow-up notification.

Your contact for this recall will be Kelly Schuler, who may be reached by phone at 202-366-5227, by email at [Kelly.Schuler@dot.gov](mailto:Kelly.Schuler@dot.gov), or through the office email at [RMD.ODI@dot.gov](mailto:RMD.ODI@dot.gov). We look forward to working with you for the successful completion of this recall campaign.

Sincerely,

A handwritten signature in cursive script that reads "Kelly Schuler for".

Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement