



DIVISIONS OF TRIPLE E CANADA LTD.

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By Recall Management Division at 2:19 pm, Mar 01, 2011

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February 22, 2011

National Highway
Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, DC 20590

E-mail: Alexander.ansley@dot.gov

Re: Norcold Recall 10E-049
Investigation Identification EQ10-010

Dear Mr. Ansley:

Thank you for giving Triple E RV the opportunity to file Part 573 Defect and Noncompliance Report. As per letter which was received in our office on Jan. 13/2011, to follow are the requested forms completed.

Triple E RV will be sending letters & information to the retail customers and selling dealers.

If you require further information, please do not hesitate to contact myself at 1-877-992-9906 or 1-204-325-6506 or e-mail bwall@tripleerv.com

Sincerely,

Brad Wall
Customer Relations/Warranty Manager

BW/wcw

Attachments

Safety Defect and Noncompliance Report Guide for Vehicles
PART 573 Defect and Noncompliance Responsibility and Reports¹

On February 17, 2011, Triple E RV [MFR] decided that (a defect which relates to motor vehicle safety)(a noncompliance with Federal Motor Vehicle Safety Standard No. _____) exists in the motor vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 **Defect and Noncompliance Responsibility and Reports**.

Date this report was prepared: February 22/2011

Furnish the manufacturer's identification code for this recall (if applicable): 10E-049

1. Identify the full corporate name of the fabricating manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

Triple E RV
P.O. Box 1230 Winkler, MB R6W 4C4

Identify the corporate official, by name and title, whom the agency should contact with respect to this recall.

Brad Wall
Customer Relations / Warranty Manager

Telephone Number: 204-325-4361 Fax No.: 204-325-5241

Name and Title of Person who prepared this report.

Brad Wall
Customer Relations / Warranty Manager

Signed:

Brad Wall

¹ Each manufacturer must furnish a report, to the Associate Administrator for Enforcement, for each defect or noncompliance condition which relates to motor vehicle safety.

This guide was developed from 49 CFR Part 573, "Defect and Noncompliance Responsibility and Reports" and also outlines information currently requested. Any questions, please consult the complete Part 573 or contact Mr. George Person at (202) 366-5210, by FAX at (202) 366-7882, or by E-Mail to RMD.ODI@dot.gov.

I. Identify the Vehicle Models Involved in the Recall

2. Identify the Vehicles Involved in the Recall, for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), provide:

Make(s): EMPRESS Model Years Involved: 2006&2007 Model(s): A4002FB/A4004FGBW

Production Dates: Beginning: 08/2006 Ending: 08/2007

VIN Range: Beginning: _____ Ending: _____

Vehicle Type: MOTORHOME Bodystyle: CLASS A

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

ONLY THOSE UNITS BUILT WITH THE NORCOLD REFRIGERATOR

Make(s): INVITATION Model Years Involved: 2007 Model(s): A391Q

Production Dates: Beginning: 08/2006 Ending: 08/2007

VIN Range: Beginning: _____ Ending: _____

Vehicle Type: MOTORHOME Bodystyle: CLASS A

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

ONLY THOSE UNITS BUILT WITH THE NORCOLD REFRIGERATOR

Make(s): COMMANDER Model Years Involved: 2007 Model(s): A3710FB/A3712FGB/A3711FWB

Production Dates: Beginning: 08/2006 Ending: 08/2007

VIN Range: Beginning: _____ Ending: _____

Vehicle Type: MOTORHOM Bodystyle: CLASS A

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

ONLY THOSE UNITS BUILT WITH THE NORCOLD REFRIGERATOR

Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents. For example, if the recall involved Vehicles equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Vehicles of all Vehicles manufactured during that time period.

I. Identify the Vehicle Models Involved in the Recall

2. Identify the Vehicles Involved in the Recall, for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), provide:

Make(s): TOPAZ **Model Years Involved:** 2007 **Model(s):** FS34ORL

Production Dates: Beginning: 08/2006 **Ending:** 08/2007

VIN Range: Beginning: 2TP3402B.7W021183 **Ending:** 2TP3402B.7W021534

Vehicle Type: TOWABLE **Bodystyle:** 5TH WHEEL

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

ONLY THOSE UNITS BUILT WITH THE NORCOLD REFRIGERATOR

Make(s): TOPAZ **Model Years Involved:** 2008/2009 **Model(s):** FS34ORL/FS341GB

Production Dates: Beginning: 08/2007 **Ending:** 08/2008

VIN Range: Beginning: 2TP...21807 **Ending:** 2TP...22215

Vehicle Type: TOWABLE **Bodystyle:** 5TH WHEEL

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

ONLY THOSE BUILT WITH THE NORCOLD REFRIGERATOR

Make(s): _____ **Model Years Involved:** _____ **Model(s):** _____

Production Dates: Beginning: _____ **Ending:** _____

VIN Range: Beginning: _____ **Ending:** _____

Vehicle Type: _____ **Bodystyle:** _____

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents. For example, if the recall involved Vehicles equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Vehicles of all Vehicles manufactured during that time period.

II. Identify the Recall Population

3. Furnish the total number of vehicles recalled potentially containing the defect or noncompliance.

Model	Year	Number of Vehicles Potentially Involved
EMPRESS	2006	19 UNITS IN CANADA ONLY
EMPRESS	2007	40 UNITS IN CANADA ONLY
EMPRESS	2007	1 UNIT IN U.S.A.
INVITATION	2007	12 UNITS IN CANADA ONLY
COMMANDER	2007	7 UNITS IN CANADA ONLY
TOPAZ	2007	9 UNITS IN CANADA ONLY
TOPAZ	2008	21 UNITS IN CANADA ONLY

Total Number Potentially Affected by the Recall: _____

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance:

Identify and describe how the recall population was determined--in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled vehicles:

II. Identify the Recall Population

3. Furnish the total number of vehicles recalled potentially containing the defect or noncompliance.

Model	Year	Number of Vehicles Potentially Involved
TOPAZ	2008	1 UNIT IN U.S.A.
TOPAZ	2009	2 UNITS IN CANADA ONLY

Total Number Potentially Affected by the Recall: 112

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance:

Identify and describe how the recall population was determined--in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled vehicles:

ONLY UNITS WITH THE NORCOLD REFRIGERATOR INSTALLED IN CERTAIN MODELS
DURING CERTAIN YEARS.

III. Describe the Defect or Noncompliance

5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.

AS DESCRIBED IN INFORMATION PROVIDED BY NORCOLD INC.

Describe the cause(s) of the defect or noncompliance condition.

AS DESCRIBED IN INFORMATION PROVIDED BY NORCOLD INC.

Describe the consequence(s) of the defect or noncompliance condition.

AS DESCRIBED IN INFORMATION PROVIDED BY NORCOLD INC.

Identify any warning which can (a) precede or (b) occur.

AS DESCRIBED IN INFORMATION PROVIDED BY NORCOLD INC.

If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.

NORCOLD INC.

Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:

IV. Provide the Chronology in Determining the Defect/Noncompliance

If the recall is for a defect, complete item 6, otherwise item 7.

6. With respect to a defect, furnish a chronological summary (including dates) of all the principle events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims.

7. With respect to a noncompliance, identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.

AS DESCRIBED IN INFORMATION PROVIDED BY NORCOLD INC.

V. Identify the Remedy

8. A description of the manufacturer's program for remedying the defect or noncompliance. This program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of the manufacturer's notification of owners, purchasers and dealers, in accordance with §573.13 of this part. A manufacturer's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by §573.13 that is not in a general reimbursement plan shall be submitted in the manufacturer's report to NHTSA under this section. If a manufacturer submits one or more general reimbursement plans, the manufacturer shall update each plan every two years, in accordance with §573.13. The manufacturer's remedy program and reimbursement plans will be available for inspection by the public at NHTSA headquarters.

AS DESCRIBED IN INFORMATION PROVIDED BY NORCOLD INC.

9. Furnish a description of the manufacturer's remedy for the defect or noncompliance. Clearly describe the differences between the recall condition and the remedy.

AS DESCRIBED IN INFORMATION PROVIDED BY NORCOLD INC.

Clearly describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.

AS DESCRIBED IN INFORMATION PROVIDED BY NORCOLD INC.

Identify and describe how and when the recall condition was corrected in production. If the production remedy was identical to the recall remedy in the field, so state. If the product was discontinued, so state.

AS DESCRIBED IN INFORMATION PROVIDED BY NORCOLD INC.

VI. Identify the Recall Schedule

10. Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please, identify any foreseeable problems with implementing the recall.

LETTERS WILL BE SENT TO CUSTOMERS & DEALERS BY FEBRUARY 28/2011.

VII. Furnish Recall Communications

11. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification. A DRAFT copy of the notification documents should be submitted to this office by Fax (202-366-7882) or by E-Mail to RMD.ODI@dot.gov for review prior to mailing.

Note that these documents are to be submitted separately from those provided in accordance with Part 579.5 requirements.