

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

On 2/23, 2010, NHRV [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:

Furnish the manufacturer's identification code for this recall (if applicable):

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.

New Horizons RV Corp.

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

Kenneth Ullmer
Customer Service

Telephone Number: 785-238-7575 Fax No.: 785-238-4992

Name and Title of Person who prepared this report.

Kenneth Ullmer
Customer Service

Signed: Kenneth Ullmer

Reference
EQ10-010

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:

F37CK555C
Make(s): New Horizons Model Years Involved: 2005 Model(s): F37CK555C
Production Dates: Beginning: 9/1/04 Ending: 9/30/2005
VIN Range: Beginning: 1H9FN373051184652 Ending: 1H9FN37051184652 (1 Vehicle)
Vehicle Type: F. Std Wheel Bodystyle:
Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Make(s): N/A 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:

Make(s): N/A 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. 100%

II. Identify the Recall Population

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

<u>Model</u>	<u>Year</u>	<u>Number of Vehicles Potentially Involved</u>
F37CKSSC	2005	1

Total Number Potentially Affected by the Recall:

1

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:

VEHICLE WAS IDENTIFIED ACCORDING TO REFRIGERATOR SERIAL NUMBER PROVIDED BY HORLOND.

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.

Reference Norcold recall 10E-049

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

Norcold 10E-049

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

Norcold 10E-049

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

NORCOLD 10E-049

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

NORCOLD 10E-049

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

NORCOLD 10E-049

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.

NORCALD 10E-049

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.

NORCALD 10E-049

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.

NORCOLD 10E-049

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

NORCOLD 10E-049

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.

NORCOLD 10E-049

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.

NORCOLD 10E-049

VII. Furnish Recall Communications

NORCOLD 10E-049

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.ODK@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.

NORCALD 10E-049

SEE OWNER NOTIFICATION - ATTACHED

SEE DEALER NOTIFICATION - ATTACHED

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 Jennifer Timian at (202) 366-0209, by FAX at (202) 366-7882, or by E-Mail to RMD.ODI@dot.gov.

NOREGUL WILL PROVIDE INFORMATION FOR SIX QUARTERLY REPORTS BEGINNING 1ST QUARTER 2011.

New Horizons RV Corp.

Richard Berger
2508 Penpathlon Arch
Virginia Beach, VA 23445

Subject: New Norcold Safety Recall Notice

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

Dear RV owner:

New Horizons RV Corp. 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.

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 New Horizons RV Corp. You may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, 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.

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,

New Horizons RV Corp.