



**TO: ALL FLEETWOOD RV DEALER PRINCIPALS  
SERVICE MANAGERS  
AND PARTS MANAGERS**

**SUBJECT: NORCOLD REFRIGERATOR RECALL CAMPAIGN 10E-049**

Norcold recall for Models 1200, 1201, 1210 and 1211 refrigerators with a serial number between 315525 and 13088811, having a cooling unit with a serial number between 700000 and 13085759, and refrigerator manufactured dates January 1, 2003 through October 7, 2010.

**REFERENCE:** This recall supersedes previous Norcold recalls 02E-045, 08E-030, 09E-026 and 09E-027 and extends the affected population to include refrigerators manufactured as of October 7, 2010. It will involve retrofitting refrigerators of affected models with a new thermocouple high temperature sensing system.

**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.**

Fleetwood RV, Inc., has decided that a defect which relates to motor vehicle safety exists in certain recreational vehicles it manufactured equipped with a refrigerator supplied by Norcold, Inc. This decision was based on information provided by Norcold that a defect exists in some of the refrigerators that Norcold manufactured between January 1, 2003 and October 7, 2010

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 through December 2002. With the action taken with this letter, Norcold is voluntarily extending a recall of all 1200, 1201, 1210 and 1211 models to include units produced from January 1, 2003 through October 7, 2010.

The population of refrigerators affected by this recall contains 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 population also includes refrigerators that have been previously recalled to be retrofitted with a thermal switch. The recall remedy is to affix a thermocouple, with a faster response time, to all refrigerators equipped with a sensing algorithm or a thermal switch.

The population for Recall 10E-049 will include:

- All Norcold refrigerator Models 1200, 1201, 1210 or 1211 with a refrigerator serial number between 315525 and 13088811, having a cooling unit with a serial number between 700000 and 13085759.

These refrigerators should be retrofitted using NORCOLD RECALL KIT – HTS supplied by Norcold. Recall kits are to be ordered by calling Norcold at 800-444-7210.

It is important to implement this safety enhancement to prevent an unsafe elevation in the temperature of the cooling unit. This enhancement seeks to minimize the risk of injury or death due to fire.

**IMPORTANT: Some of the affected refrigerators may be in your new and used vehicle inventory. Federal law requires the corrective action to be completed on these refrigerators before retail delivery. You are prohibited from selling a product which has been identified by this corrective action campaign unless the product has first received the specified corrective action.**

**Identifying recalled product in your new and used vehicle inventory:**

- Models 1200, 1201, 1210 or 1211 refrigerators with a serial number between 315525 and 13088811, having a cooling unit with a serial number between 700000 and 13085759 are recalled. (The affected refrigerators were manufactured on or before 10/7/2010.)

**To order RECALL KIT – HTS for retrofitting your vehicle inventory:**

- Call Norcold toll-free at 800-444-7210 and specify how many vehicles, refrigerators or parts your dealership has to retrofit.

**Identifying non-recalled product in your inventory:**

- Refrigerators that have either a blue label mounted on the solution chamber of the cooling unit that reads “Equipped with thermal sensor #P-0xx” or a yellow tag, attached to the ground wire of the High Temperature Sensor that reads “Retrofitted with thermal sensor #R-0xx” are not affected by this recall and no further action is required.

**If you have one of the recalled refrigerators 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.

**IMPORTANT NOTE:**

- Consumers with a model 1200, 1201, 1210 or 1211 having a cooling unit serial number within the range of 700000 through 13085759 should be instructed NOT to operate their refrigerator until it can be properly repaired.

**To report a recalled refrigerator on behalf of an owner:**

- Call Norcold at toll-free phone number 800-444-7210.
- Provide Norcold the owner’s refrigerator serial number and cooling unit serial number.
- Provide Norcold the current owner’s vehicle serial number, chassis vehicle identification number (VIN), name, address, and phone number(s).

All Norcold recall kits required under this specific recall program will be shipped directly to you from Norcold at no charge. Total labor time allowance for installing a Norcold RECALL KIT – HTS is ½ hour and must be submitted to Norcold for warranty payment processing.

Upon receipt by Norcold of the completed claim form, you will be reimbursed for the appropriate time listed above at your standard hourly labor rate. Please note that all fields on the warranty claim form, including the owner’s vehicle and contact information, must be completed.

Owner notification is expected to begin in November 2010. Owners will be instructed to contact their RV dealer or a Norcold authorized service center to arrange a service date.

If you would like to check the status of a recalled unit or verify whether a cooling unit falls under this recall, please visit Norcold’s website at [www.norcoldrecall.com](http://www.norcoldrecall.com). Click on the ‘Check Status’ button to see if the refrigerator’s cooling unit serial number is affected by the recall.

All parts and labor to install a recall kit will be at no charge to the owner.

**If you have questions regarding this recall, please call Norcold toll-free at: 800-444-7210**

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.

Sincerely,  
Fleetwood RV, Inc.