



# Forest River, Inc.

55470 County Road 1, P.O. Box 3030, Elkhart, Indiana 46515-3030 • 574-389-4600 • Fax 574-296-7558

03/03/2011

## DEALERS AND SERVICE CENTERS SAFETY NOTIFICATION:

**Subject:** Norcold recall for all 1200, 1201, 1210 and 1211 refrigerators with serial numbers from 315525 to 13088811, non consecutively.

**Reference:** This recall supersedes previous Norcold recalls 02E-045, 08E-030, 09E-026 and 09E-027 and extends the affected population to include units 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.**

Forest River Inc. has decided that a defect which relates to motor vehicle safety exists in certain Norcold 1200, 1201, 1210 and 1211 model gas/electric refrigerators should be recalled. 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. 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 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 population also includes refrigerators that have been previously recalled to be retrofitted with a thermal switch. The safety enhancement being implemented is the response time of the sensing algorithm and the thermal switch. The remedy is to affix a thermocouple, with a faster response time, to all refrigerators equipped with a sensing algorithm or a thermal switch.

Therefore, the recall population will include all refrigerator models 1200, 1201, 1210 and 1211 with cooling unit with serial numbers from 700000 to 13085759, non consecutively, manufactured between December 1996 and October 6, 2010. These refrigerators should be retrofitted using Norcold part number #634737 RECALL KIT - HTS. Kits can 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 should the unit fail in operation. 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.**

"The Two Forests of Forest River... Forming Relationships with Nature"



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## 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 #634737 RECALL KIT – HTS kits for retrofitting your vehicle inventory, call Norcold at 800 444-7210.** 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 "Retrofitting 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.

**Consumers with a model 1200, 1201, 1210 or 1211 having a cooling unit serial number within the range of 700000 and 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** and order a #634737 RECALL KIT – HTS call Norcold at 800 444-7210, with the owner's refrigerator and cooling unit serial number and vehicle information.

All #634737 RECALL KIT – HTS kits required under this specific recall program will be shipped direct to you from Norcold at no charge. Total time allowance for installing a #634737 RECALL KIT – HTS is ½ hour. Upon receipt of the claim form, complete with owner information, you will be reimbursed for the appropriate time listed above at your standard hourly labor rate.

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

Owner notification is expected to begin about mid November 2010. Owners will be instructed to contact their RV dealer or a Norcold authorized service center to arrange a service date. If you have questions regarding this recall call Norcold at 800 444-7210. You may also call Forest River Inc at (574) 295-2228

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

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 800 444-7210.**

Sincerely,

Randy House "The Two Forests of Forest River... Forming Relationships with Nature"