

May 16, 2011

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Natalie Conner  
2662 W Vina Del Mar Blvd  
St Pete Beach, FL 33706-2733

**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:

Fleetwood RV, Inc., has decided that a defect which relates to motor vehicle safety exists in certain Norcold refrigerators installed in motor homes produced by Fleetwood RV, Inc., and should be recalled. This decision was based on information supplied by Norcold.

**WHAT IS THE PROBLEM?**

The Norcold refrigerators affected by this recall have sensing mechanisms with insufficient response times necessary to detect high temperatures and stop power to the refrigerator before a fire may occur. The affected refrigerators are gas/electric models 1200, 1201, 1210 and 1211, with serial numbers from 315525 to 13088811, non-consecutively, and with cooling unit serial numbers between 700000 to 13085759.

**WHAT SHOULD YOU DO?**

If you have one of these refrigerator models, please follow the procedures on the enclosed "Official Refrigerator Recall" documents provided by Norcold, or do the following:

1. Find and record the refrigerator model found on the identification panel on the inside, upper right corner of the fresh food compartment. If it is a Norcold model 1200, 1201, 1210 or 1211, go to step 2.
2. Find and record the refrigerator serial number. The serial number will be located on the same panel as the model number. If the refrigerator serial number falls in the range of 315525 and 3088811, go to step 3.
3. Find and record the cooling unit serial number. The cooling unit serial number can be found by removing the refrigerator's intake vent cover on the exterior of the vehicle (Figure 2). If the serial number falls in the range of 700000 and 13085759, go to step 4.
4. Call your motor home dealer or an authorized Norcold service center immediately to schedule service, or call Norcold at 800-767-9101. The repair will be at no cost to you. To locate an authorized Norcold service center nearest you, go to [www.norcoldrecall.com](http://www.norcoldrecall.com). You can also check online at [www.norcoldrecall.com](http://www.norcoldrecall.com) to see if your refrigerator's cooling unit is affected by the recall by clicking on the 'Check Status' button.

**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.**

**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:**

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| <ol style="list-style-type: none"><li>1. Set the refrigerator controls to "OFF".</li><li>2. Unplug the refrigerator through the service vent on the outside of the vehicle.</li><li>3. Contact your motor home dealer, a Norcold authorized service center or Norcold's Recall Center at 800 767-9101 as soon as possible to get assistance.</li></ol> |
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**Do not currently reside in the RV, you should immediately:**

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| <ol style="list-style-type: none"><li>1. Set the refrigerator controls to "OFF".</li><li>2. Unplug the refrigerator through the service vent on the outside of the vehicle.</li><li>3. Disconnect from shore power.</li><li>4. Contact your motor home dealer, a Norcold authorized service center or Norcold's Recall Center at 800 767-9101 as soon as possible to get assistance.</li></ol> |
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**Failure to follow these instructions can result in a fire causing injury or death.**

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 Fleetwood RV at (800) 509-3418. 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 and mailing the enclosed postage paid business reply card.

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,

Fleetwood RV, Inc.