

May 31, 2011

Ford's RV Service
1746 Big Bear Hwy
Benton, KY 42025
270-354-9239
fordrv@rvrefrigeration.com
www.rvrefrigeration.com

Norcold Recall Department
Attention: **Kevin Phillips**
600 S. Kuther Rd.
Sidney, OH 45365

Subject: Norcold RV Absorption Refrigerator Recalls

Through the vast increase in sales from our first two books, we have found that RV owners, RV technicians, and many from the HVAC & Appliance repair industries are hungry for the information we offer them, especially when it comes to RV absorption refrigerators. Many RVer's from across the nation are contacting us and our RV Refrigeration Network (RVRN) Association member's about the recall on their Norcold refrigerators. Many of them report that they received no notice that their refrigerator was a fire hazard and are very unhappy about the situation. This has given them a very bad impression of the RV industry and has led them to ask many questions. Since we service hundreds of RV refrigerators each year, we feel a responsibility to provide answers to these questions and are very passionate about doing so. Therefore, we are writing our third book which will be about the RV refrigerator recalls. It will include information from RV owners, RV refrigerator manufacturers, our Service Center, our Network members, Insurance companies, fire investigators, media reports, RV manufacturers, etc. We are giving you the opportunity to answer the questions we are asked. This letter, the answers to the questionnaire, and a list of who it was sent to will be included in the book so that our readers will see that the RV industry really does care about them.

To include your answers in our book, we need them returned to the address below by June 21, 2011. (*NOTE) A requested extension was given to this company.

Sincerely,

Roger D. & Onna Lee Ford

RV Refrigerator Recall Questionnaire

This questionnaire pertains to the Norcold absorption RV refrigerator recall. Please be specific with your answers.

Contact information

Your Company Name _____

Name & Title of person filling out questionnaire _____

Address _____ City _____ State _____

Company Phone # _____ Email _____

Web site _____

- 1.) How many Norcold RV refrigerators have any type of recall? _____
 - 2.) How many Norcold RV refrigerators are on recall because of a fire hazard? _____
 - 3.) How many RV fires have been reported to Norcold that stemmed from a Norcold refrigerator?

 - 4.) How many people _____ or pets _____ have been injured because of a Norcold refrigerator fire? How many people _____ or pets _____ have died?
 - 5.) Do you expect more Norcold refrigerators to be added to this recall? ___ Yes ___ No If so, how many and when? _____
 - 6.) This recall has been evident for many years now. Has the problem that caused this recall been corrected? ___ Yes ___ No If yes, why are recall kits still being installed on new cooling units and refrigerators? _____

If no, why not? _____

 - 7.) Will Norcold's recall kit prevent a refrigerator fire from starting when the unit is operating and a leak develops in the boiler? ___ Yes ___ No. If the answer is no, will the recall kit extinguish the fire? ___ Yes ___ No
 - 8.) How many reports have you received that a Norcold refrigerator with the recall kit installed has caught fire? _____
 - 9.) What methods has Norcold used to inform all RV owners about Norcold's RV refrigerator recalls? _____

 - 10.) Why is there now a recall on the original recall parts? _____

- This final question is directed to you from Ford RV.
- 11.) How can you assist us in our efforts to educate your customers? _____
