



(Owner's name and address)

(Mailing Date)

SECOND NOTICE

Subject: Second Notice--New Norcold Safety Recall
Reference: 10E-049 recall

Dear RV owner:

Norcold began a recall in October 2010 to avoid a dangerous condition in ALL 12-cubic-foot refrigerators by retrofitting them with a new safety device. The recalled refrigerators include all 1200, 1201, 1210 and 1211 model gas/electric refrigerators. We are in the process of locating and retrofitting these refrigerators with the new safety device. We believe you own a recalled refrigerator.

Even if your refrigerator was retrofitted as part of a previous recall, it is necessary to have it retrofitted with the new safety device to minimize the risk of injury or death due to fire. (SEE BACK OF THIS LETTER FOR DETAILED VISUAL INFORMATION AND INSTRUCTIONS)

The installation of the new safety device will be at no cost to you.

Owners of recalled refrigerators should NOT operate their refrigerator until it can be professionally retrofitted with the new safety device 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 norcoldrecall.com to see if your cooling unit is under recall by clicking on the 'Check Status' button.

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,

A handwritten signature in black ink that reads "George Strasburg". The signature is written in a cursive style.

George Strasburg
Manager of Corporate Product Reliability

Rev 4/18/11 10E-049