

# NEWMAR CORPORATION

## WARRANTY DEPARTMENT

### TECHNICAL SERVICE BULLETIN

DATE ISSUED	MODEL YEAR(S) AFFECTED	MODEL(S) AFFECTED	TSB #										
09/20/2012	1997-2011	All Models	395										
BRAND			TYPE										
All <input checked="" type="checkbox"/>	American Star <input type="checkbox"/>	Mountain Aire <input type="checkbox"/>	All <input checked="" type="checkbox"/> T T <input type="checkbox"/>										
Cypress <input type="checkbox"/>	Dutch Star <input type="checkbox"/>	Kountry Aire <input type="checkbox"/>	FW <input type="checkbox"/> CA <input type="checkbox"/>										
Northern Star <input type="checkbox"/>	Kountry Star <input type="checkbox"/>	Essex <input type="checkbox"/>	DP <input type="checkbox"/> DB <input type="checkbox"/>										
Scottsdale <input type="checkbox"/>	King Aire <input type="checkbox"/>	London Aire <input type="checkbox"/>											
All Star ME <input type="checkbox"/>	Ventana <input type="checkbox"/>	Bay Star <input type="checkbox"/>											
<table><tr><td><input type="checkbox"/> Air Conditioning &amp; Heating</td><td><input type="checkbox"/> Electrical Components</td></tr><tr><td><input checked="" type="checkbox"/> Appliances &amp; Accessories</td><td><input type="checkbox"/> Exterior Components</td></tr><tr><td><input type="checkbox"/> Cabinets &amp; Furniture</td><td><input type="checkbox"/> Interior Components</td></tr><tr><td><input type="checkbox"/> Chassis Components</td><td><input type="checkbox"/> Plumbing &amp; Bath Components</td></tr><tr><td><input type="checkbox"/> Construction Components</td><td><input type="checkbox"/> Windows, Awnings, Vents, &amp; Doors</td></tr></table>				<input type="checkbox"/> Air Conditioning & Heating	<input type="checkbox"/> Electrical Components	<input checked="" type="checkbox"/> Appliances & Accessories	<input type="checkbox"/> Exterior Components	<input type="checkbox"/> Cabinets & Furniture	<input type="checkbox"/> Interior Components	<input type="checkbox"/> Chassis Components	<input type="checkbox"/> Plumbing & Bath Components	<input type="checkbox"/> Construction Components	<input type="checkbox"/> Windows, Awnings, Vents, & Doors
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DESCRIPTION OF PROBLEM													
<p>Norcold Inc. has decided that a defect which relates to motor vehicle safety exists in certain 1200, 1201, 1210 and 1211 model gas/electric refrigerators with serial numbers from 315525 to 13088811, non-consecutively, should be recalled. The refrigerator's serial number is located inside the fresh food compartment. These refrigerators may have cooling units with a cooling unit serial number between 700000 to 13085759.</p> <p>This is a new recall campaign to include all 1200, 1201, 1210 and 1211 models.</p> <p><b>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.</b></p>													
RECOMMENDED SOLUTION													
<p>What should you do? (NHTSA# 10E-049 )</p> <p><b><u>Identifying recalled product in your new and used vehicle inventory:</u></b></p> <ul style="list-style-type: none"><li>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.)</li><li>Service System Pack kits, with part numbers 632321, 632323 and 632326. (The affected kits have a pack date on or before 10/7/2010. The part number and pack date are visible on a label, outside of the carton. There is no need to unpack the kit.)</li></ul> <p><b>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.</b></p> <p><b><u>Identifying non recalled product in your inventory:</u></b></p> <ul style="list-style-type: none"><li>Refrigerators or system packs 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.</li></ul> <p><b>If you have one of the recalled refrigerators you should immediately:</b></p> <ol style="list-style-type: none"><li>Set the refrigerator controls to "OFF".</li><li>Unplug the refrigerator through the service vent on the outside of the vehicle.</li><li>Disconnect from shore power.</li></ol> <p><b>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.</b></p>													

If you have any questions regarding this T.S.B., please contact a Warranty Service Representative at Newmar Corporation.



(Mailing date)

**DEALERS AND SERVICE CENTERS SAFETY NOTIFICATION:**

**Subject:** Norcold recall, NHTSA assigned number 10E-049, 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.**

Norcold Inc. has decided that a defect which relates to motor vehicle safety exists in certain 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.

(backside of letter)

**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.)
- Service System Pack kits, with part numbers 632321, 632323 and 632326. (The affected kits have a pack date on or before 10/7/2010. The part number and pack date are visible on a label, outside of the carton. There is no need to unpack the kit.)

**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 or system packs 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.

**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.

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,



George Strasburg  
Manager of Corporate Product Reliability

11888-01355  
Service Manager  
Newmar Manuf Defect  
72185 County Road 3  
Nappanee, IN 46550



February 28, 2012

Our first priority is the safety of our customers.

**IMPORTANT SAFETY RECALL INFORMATION**  
**For Dealers and Service Centers**

**Reference: Norcold's current High Temperature Sensor ("HTS") recall  
NHTSA 10E-049 and the Enclosed Service Bulletin.**

This notice highlights warnings that you **MUST** follow when installing an HTS or servicing a Norcold refrigerator with an HTS.

**WARNING**

**If a customer brings in a refrigerator pursuant to a recall notice or if you identify a recalled refrigerator, immediately:**

- 1. Set the refrigerator controls to "OFF".**
- 2. Unplug the refrigerator through the service vent on the outside of the RV.**

*At least two service center fires have occurred because this warning was not followed.*

Next, to prevent a problem:

**WARNING**

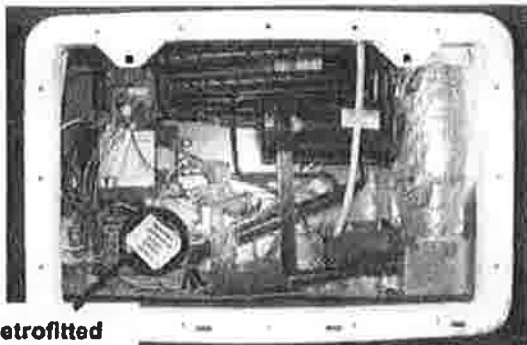
- 1. Insure the HTS is installed exactly according to the Kit's enclosed instructions.** Fires have resulted from the HTS thermocouple not being mounted properly – e.g., not attached directly on the boiler tube, too high or too low on the boiler tube.
- 2. Do not disconnect or bypass the HTS when servicing.** (See service bulletin.) Fires have occurred after the HTS has been disconnected or bypassed.

**Identifying Recalled Refrigerators**

Many originally-recalled refrigerators have already been retrofitted with the #634737 RECALL KIT. However, a significant number of refrigerators still must be retrofitted with the Recall Kit.

All Norcold 1200, 1201, 1210 and 1211 model four-door refrigerators installed in RVs with model year from 1997-2011 require installation of the #634737 Recall Kit. Nothing is required to be done if the refrigerator has a yellow tag, indicating the Recall Kit has already been installed, or if it has a blue sticker, which indicates that the HTS was factory installed. The pictures on the back of this page identify the location of the yellow tag or blue sticker.

See if the new Safety Device has already been installed



**Retrofitted  
with thermal  
sensor  
# R-010**  
(800) 767-0101

If your refrigerator has this Yellow Tag, the new Safety Device has already been retrofitted on your refrigerator.



If your refrigerator has this Blue Sticker, the new safety device was installed when originally manufactured.

**Equipped  
with thermal  
sensor  
# P-010**

### IMPORTANT

**When servicing a High Temperature Sensor refer to the enclosed Service Bulletin  
— 1200 & 1210 High Temperature Sensor (HTS) Service Instructions**

**To report a recalled refrigerator** and to order a #634737 RECALL KIT – HTS, call Norcold at 800-444-7210, with the owner's information, if applicable, the refrigerator and cooling unit serial numbers and vehicle information.

### Recall refrigerator identification details

- Affected population includes all 1200, 1201, 1210 and 1211 four-door models, 1996-2010.
- Refrigerator serial number range is from 315525 to 13088811.
- Cooling unit serial number range is from 700000 to 13085759.

### WARNING

**Refrigerators on Recall can cause a fire resulting in property damage, injury or death if this safety device is not installed.**

***All parts and the labor to install a Recall Kit are at no charge to the owner.***

We appreciate your cooperation and assistance in continuing to conduct this safety recall. If you have any questions, please call 800-444-7210.

Sincerely,

A handwritten signature in cursive script, reading "George Strasburg".

George Strasburg  
Manager of Corporate Product Reliability



P.O. Box 1285  
Ann Arbor, MI 48106

www.norcold.com

## Product Bulletin

### 634737 RECALL KIT - HTS DIAGNOSTIC PROCEDURES

**! WARNING!** Do NOT disconnect or bypass the HTS when servicing! Refrigerators can cause a fire resulting in property damage, injury or death if this HTS safety device is disabled.

**! WARNING!** Information provided is ONLY intended for professional technicians, trained and qualified in the safe repair practices and operation of AC (110V), DC electrical, and LP gas components.

Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage!

#### Purpose:

This service bulletin is intended to provide safe procedures and troubleshooting steps that provide diagnostic procedures to aide service personnel in identifying the root cause of:

- A BLANK DISPLAY (Refrigerator will not turn on) on 1200 model refrigerators fitted with a 634737 RECALL KIT - HTS.
- A LI oP error code on a 1200 model refrigerator fitted with a controls adapter kit and a 634737 RECALL KIT - HTS.
- A LI oP error code on 1210 model refrigerators fitted with a 634737 RECALL KIT - HTS and/or a factory installed kit.

#### Models Affected:

1200 and/or 1210 model refrigerators fitted with a field or factory installed HTS (High Temperature Sensor).

#### Tools Needed

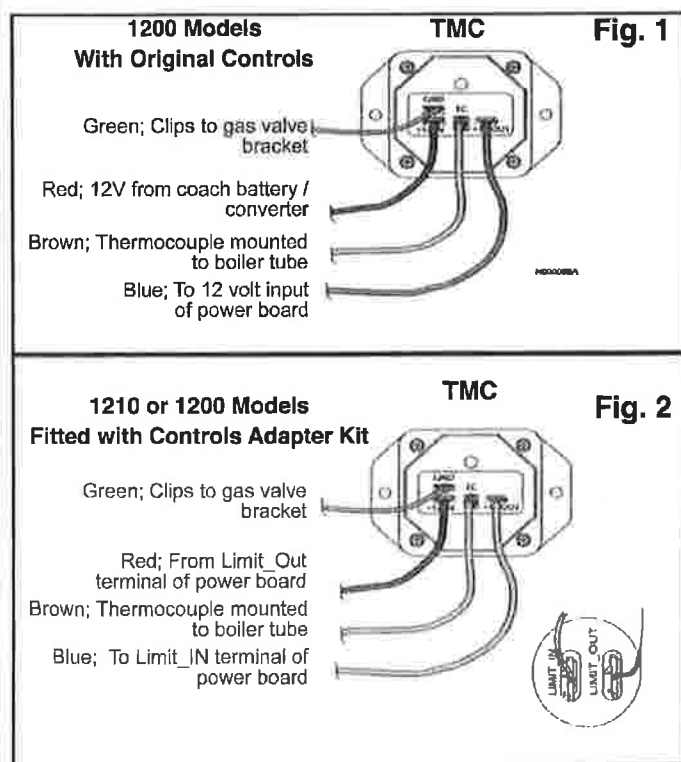
- Nut driver set
- Long Blade Razor Knife
- Volt Meter
- Litmus paper

#### Procedures:

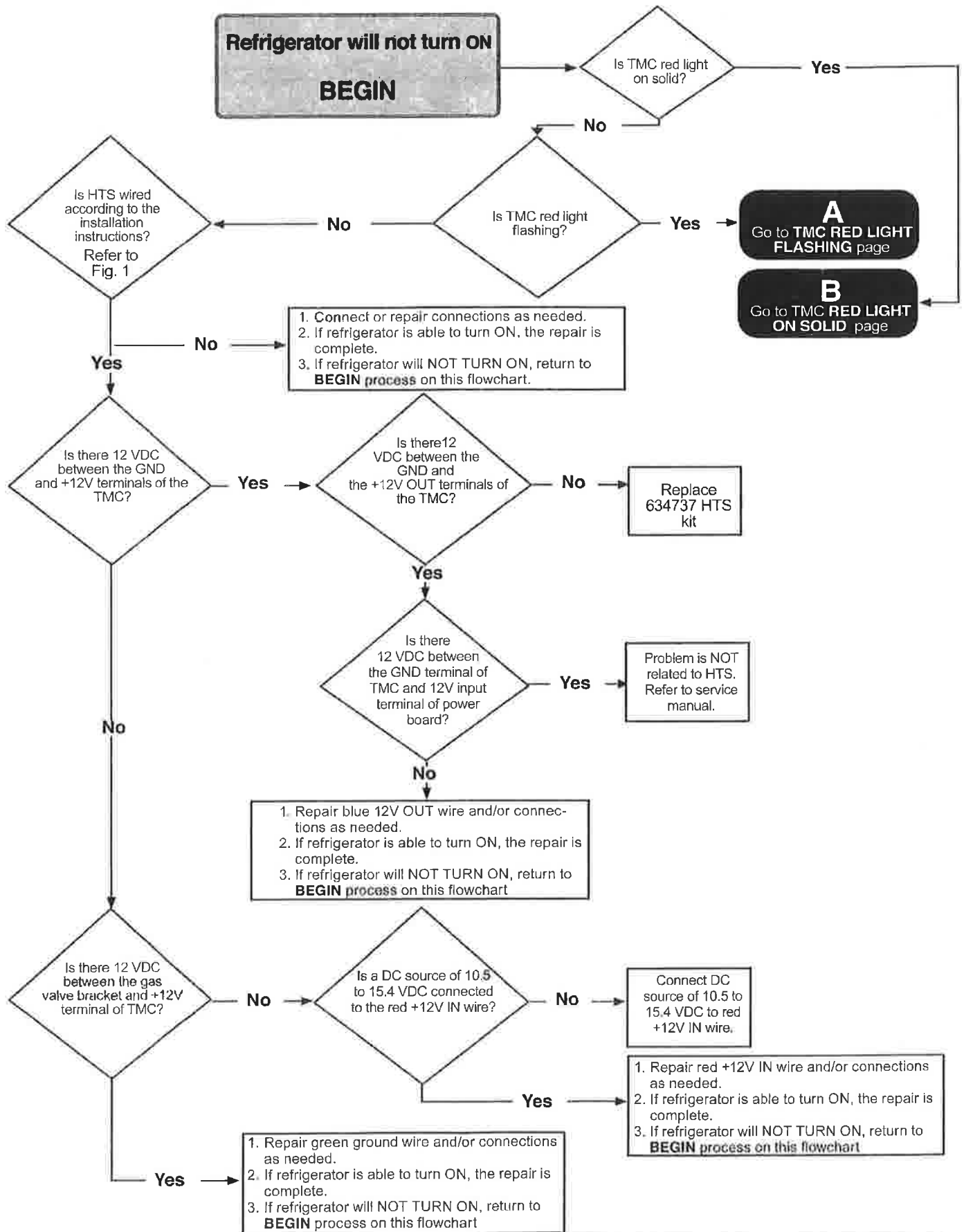
- **1200 Model Refrigerators With Blank Display**  
Follow the *1200 Blank Display - Refrigerator Will Not Turn On Diagnostic Flowchart* procedure. Refer to Fig. 1 for configuration.
- **1200 Model Refrigerators - With LI oP Display**  
Follow the *LI oP Error Code Diagnostic Flowchart* procedure. Refer to Fig. 2 for configuration.  
**NOTE:** If a 1200 model refrigerator displays the LI oP error, It is because the refrigerator has been retrofitted with a controls adapter kit.
- **1210 Model Refrigerators**  
Follow the *LI oP Error Code Diagnostic Flowchart* procedure. Refer to Fig. 2 for configuration.

#### Acronyms and Terms

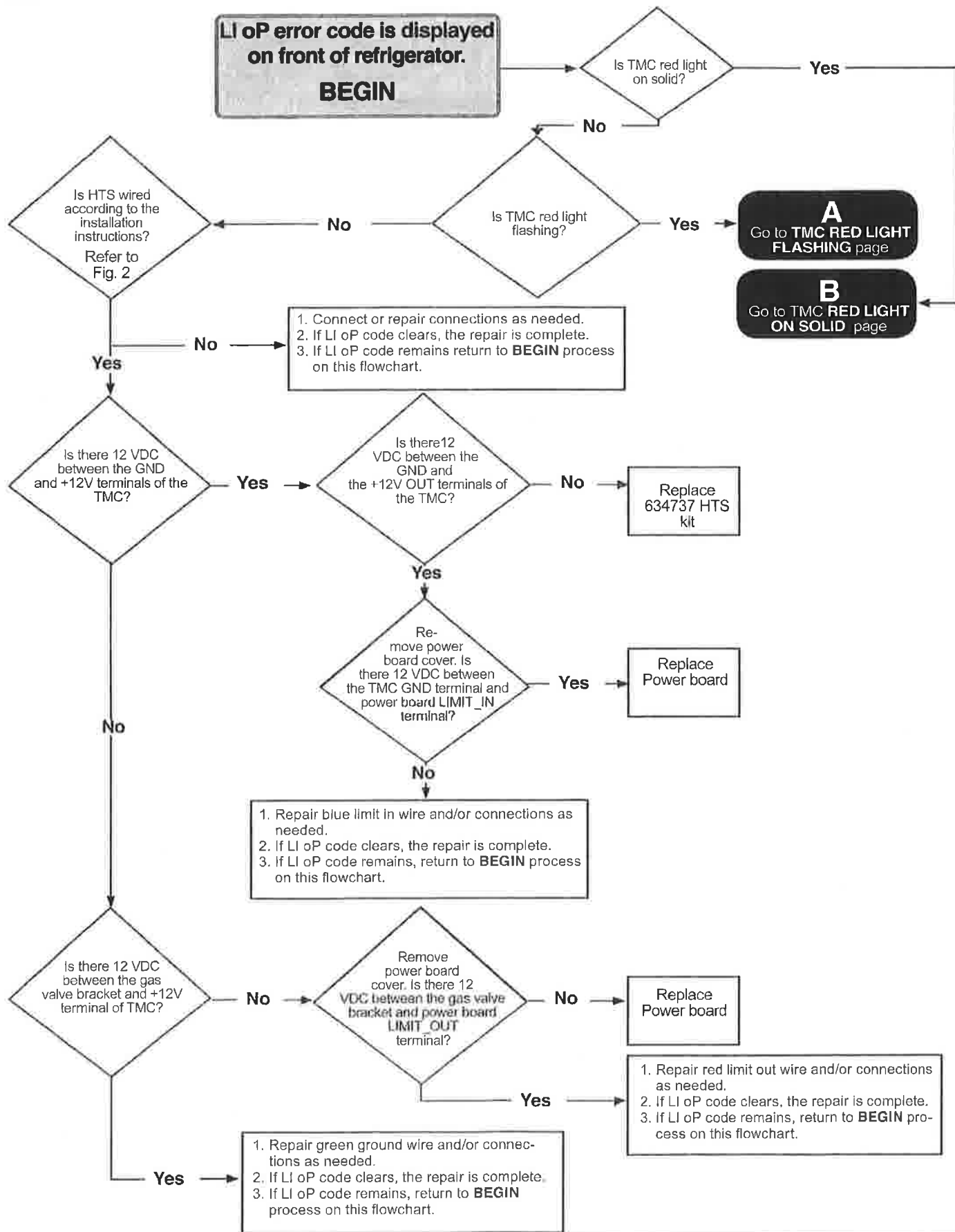
- **HTS (High Temperature Sensor):**  
Refers to the 634737 RECALL KIT - HTS and/or factory installed kit.
- **TMC (Temperature Monitoring Control):**  
Refers to the electronic control box ( "black-box" ) that is a part of the 634677 RECALL KIT - HTS and/or factory installed kit.
- **Thermocouple:**  
Refers to the temperature sensor (with muffler clamp) that is mounted to the boiler tube.



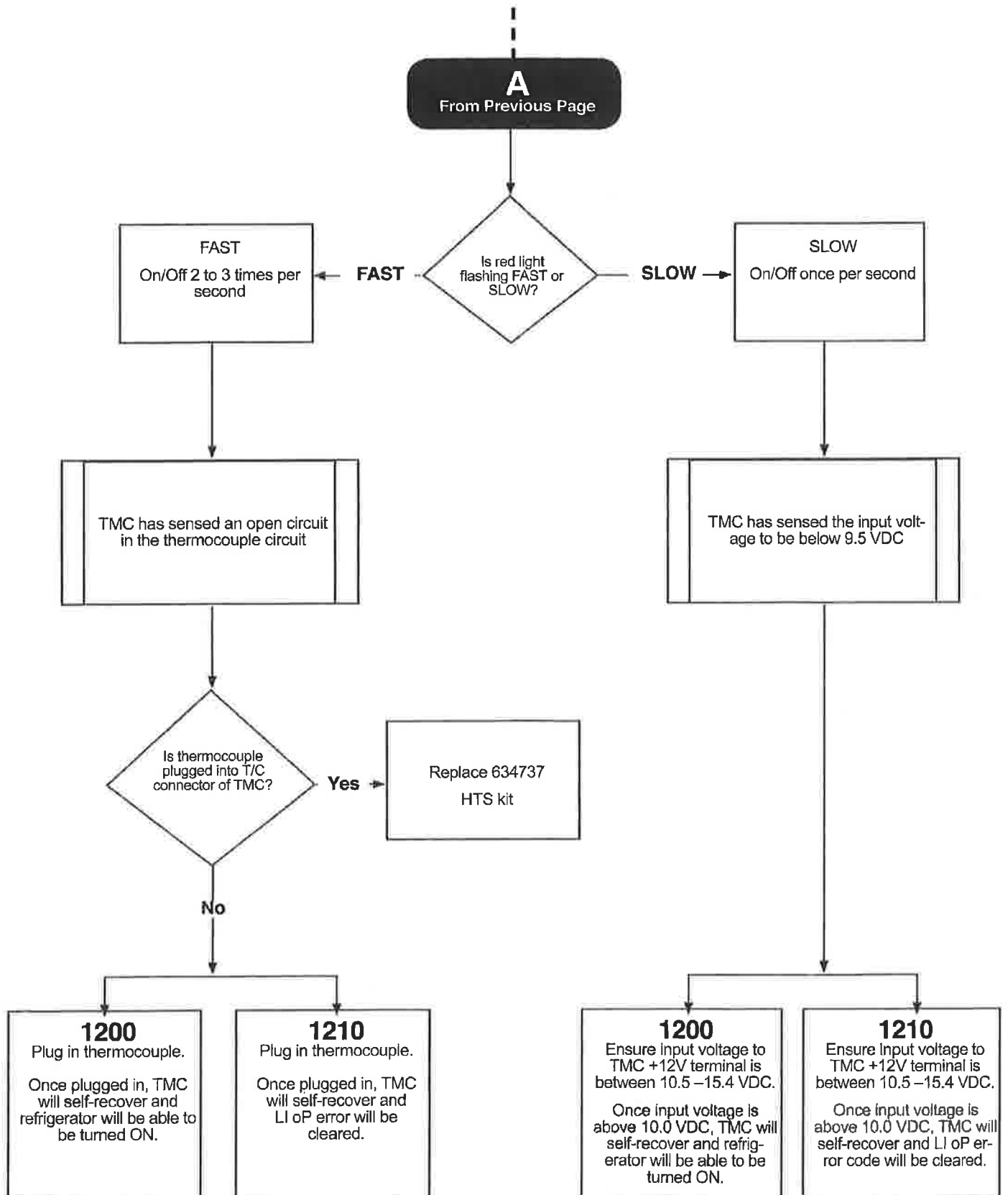
## 1200 Blank Display - Refrigerator Will Not Turn On Diagnostic Flowchart

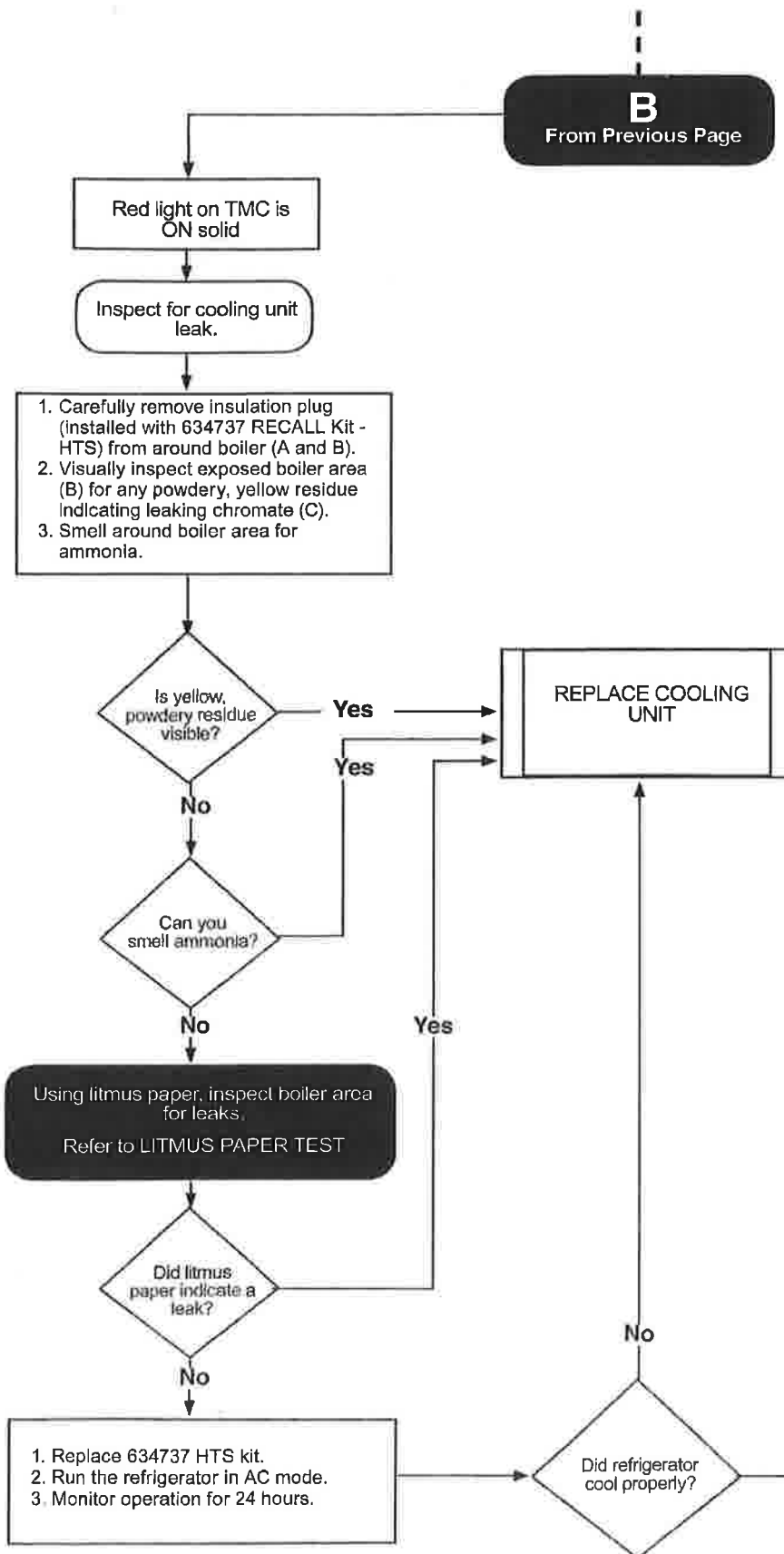


## LI oP Error Code Diagnostic Flowchart

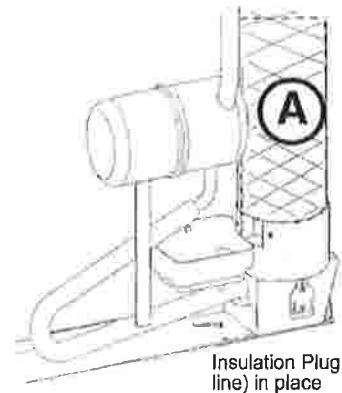


## TMC Red Light Flashing

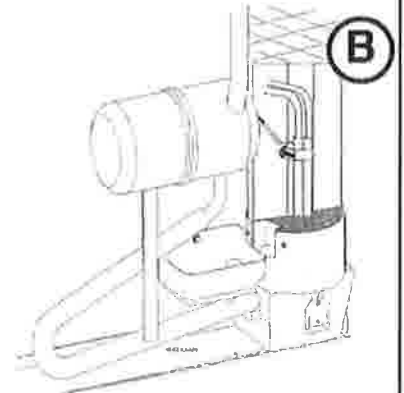




## Removing Insulation

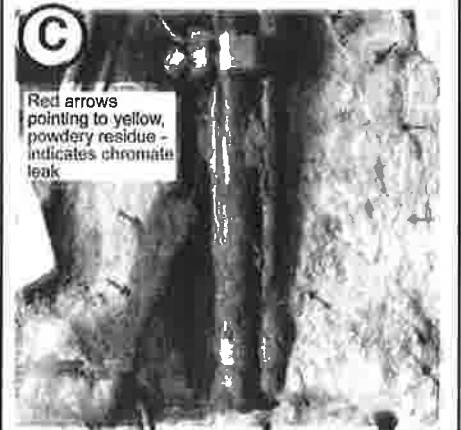


1. Remove - the system insulation (A) or remove the insulation plug.

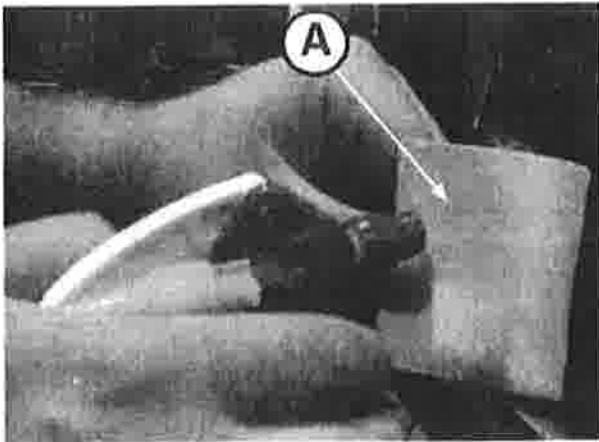


2. Inspect for powdery, yellow residue (B).

## Example Chromate Leaking

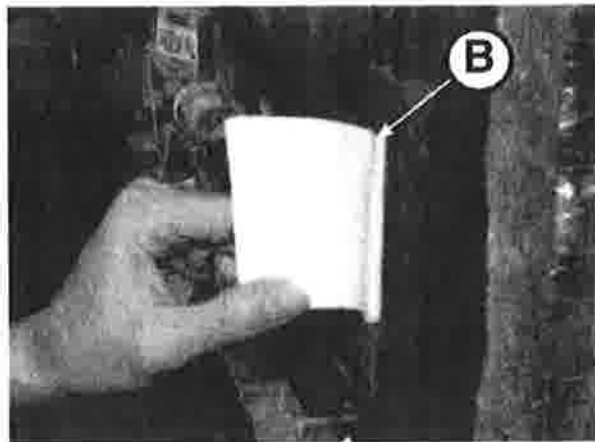


## Litmus Paper Test



1. Apply a light spray of water to the litmus paper (A).
2. Ensure that the litmus paper remains wet throughout test procedure.

3. Dab, press, wipe the litmus paper onto entire surface area of exposed boiler (B) to include:
  - boiler tube to flue tube welds
  - boiler tube to heater tube welds
  - weld between heater tubes
4. Closely examine the litmus paper.



5. ANY reddish / purplish color (C) appearing on the litmus paper indicates the presence of ammonia - the cooling unit is leaking and must be replaced!

**Questions? 1-800-543-1219**