

ATTENTION: CL-10251336-4866NVS-200  
ADMINISTRATOR - NATIONAL HIGHWAY TRAFFIC  
10/28/08 SAFETY ADMINISTRATION

This letter is to let you know that the fumes, from the refrigeration system, in our 2004 Zinger travel trailer, made my family sick.

The refrigerator was working fine on our Labor Day camping trip to Pigeon Forge, Tenn. (9/2008) When we got home we turned off the refrigerator to clean it good and after that it quit cooling.

My husband called WSI in Greeneville, Tenn, where we bought the Camper, and the service department said it was still under warranty, so my husband gave them all the part numbers + serial numbers they asked for, to order the parts to fix it.

On 10/24/08, we were invited by some friends, to join them camping at the Eastman Campground. The campground is for employee's only and invited guests, so we were excited + said we'd go. (Tennessee Eastman Campground)

We knew our refrigerator wasn't working, but because this was a special invitation, we decided to pack coolers + go.

2008 DEC -4 AM 9:55

AA  
9:55  
12/4/08  
NVS

About 3:00 am, my husband woke up with a burning sensation in his nose and throat + he smelled a strong smell, a chemical smell like ammonia.

After checking around the camper he woke me up to see if I smelled the same thing and I did.

Our son had a football game early, 10/25/08, we had to be at the field at 9:15 am so we decided to lay back down for a little while longer.

We got back up about 7:30 am, 10/25/08, the smell was still there + my husband and I had a headache. We put on the coffee + started waking up our 9 yr old son, [REDACTED], to get him ready for the game. When we finally got him up he kept telling us he didn't feel good.

We got his football gear on and headed for the game. On the way we had to pull over for [REDACTED] to throw up. When we got to the stadium he continued to throw up + complained of a headache, no fever or anything.

I called my friend, [REDACTED], at the campground + told her to

wake up my daughter & open the camper windows, we were on our way back because [REDACTED] was unable to play his game.

My husband, and a couple of his friends, finally discovered where the smell was coming from. He opened the vent on the outside of the camper where the refrigeration parts are & the smell about knocked them down.

We think our son got sicker than the rest of us because he slept on the couch in the kitchen area.

We pulled the camper home on 10/26/08.

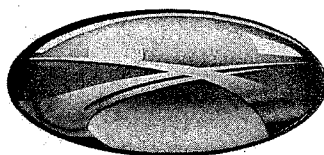
On 10/27/08 when I went to the mailbox we received the recall letter. My husband called WSI again, where we bought the camper, and told them about the recall letter.

We thank God for watching over us and keeping us safe! Things could have been much worse. Call [REDACTED] OR [REDACTED]

WORK [REDACTED]

Sincerely,  
[REDACTED]

COPY OF RECALL  
ATTACHED.



## **CrossROADS**

Subject: Crossroads Dometic Refrigerator Recall

Dear Valued Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

### **REASON FOR THIS RECALL**

Crossroads has decided that a defect which relates to motor vehicle safety exists in certain vehicles it manufactured equipped with Dometic refrigerators. This decision was based on information provided by Dometic Corporation that a defect exists in some of the refrigerators that Dometic manufactured between June 1, 2003 and September 30, 2006; for installation in recreational vehicles. Crossroads installed these refrigerators in vehicles that it manufactured from June 2003 to September 2006.

#### **The Problem:**

A fatigue crack can develop in the boiler tube of the identified refrigerators, which can permit the release of pressurized coolant solution. If this solution is exposed to an ignition source under certain specific circumstances, it can result in a vehicle fire.

#### **Affected Vehicle Models:**

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Model	Years Affected
Cruiser	2004, 2005, 2006, 2007
Paradise Pointe	2004, 2005, 2006, 2007
Silverado	2004
Zinger	2005, 2006, 2007
CrossTerrain	2005, 2006, 2007
BelAir	2006, 2007
CrossForce	2006, 2007
CrossFire	2006, 2007

#### **Affected Refrigerator Models:**

The potentially affected refrigerators have the following model numbers:

NDR1062, RM2652, RM2662, RM2663, RM2852, RM2862, RM3662, RM3663, RM3862

The possibly affected units have serial numbers beginning with the following combinations:

320XXXXX through 352XXXXX

401XXXXX through 452XXXXX

501XXXXX through 552XXXXX

601XXXXX through 639XXXXX

If you own one of the above units, it requires immediate service and continuing use could pose a potential safety hazard.

## WHAT WE WILL DO

Crossroads, in cooperation with Dometic, will provide owners of all covered refrigerators a rework for the potential defect at no charge for parts or labor. The rework consists of secondary burner housing, a thermal fuse and a melt fuse.

## WHAT YOU SHOULD DO

### How Do I Know If My Refrigerator Is Being Recalled?

- 1) Find your refrigerators' model and serial numbers by opening the refrigerator door and looking for the sticker attached to the side wall of the interior. See the photo instructions included in this mailing for the exact location of the sticker.
- 2) Call **1-888-446-5157** or go to **www.dometic.com/recall** to confirm if your refrigerator is affected by the recall.

### What to Do:

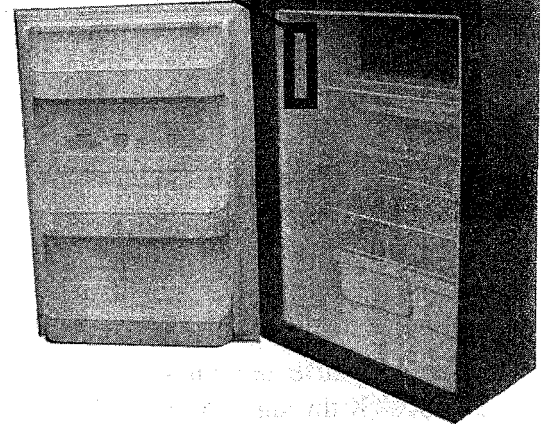
- 1) **Turn the refrigerator off immediately if you notice any of the following indicators:**
  - Leakage or staining at the back of the refrigerator.
  - Yellow residue at the back or sides of the refrigerator.
  - The smell of ammonia.
  - Refrigerator does not properly cool.

**Any unit found to have one or more of the characteristics mentioned above MUST be shut down and not operated until the unit is fixed and the recall rework administered.**

### Where to find the serial and model numbers on your Dometic refrigerator

The serial and model numbers are both located on a sticker inside the fridge door. It could be on either side of the interior.

Remember, the model number starts with RM or NDR, and the serial number is 8 digits long.



**HOW TO TURN OFF GAS SUPPLY**

**Open**                      **Turn clockwise to close**

The manual gas valve is located at the back of your refrigerator near the floor as seen in the diagram to the left. Access the back of your refrigerator by removing the vent on the side of your coach.

The gas valve is opened and closed by adjusting a screw. To close the valve, use either your fingers or a flat-head screwdriver to turn the screw 1/4 turn clockwise. The valve is closed if the flathead slot in the screw runs up and down. The valve is still open if the flathead slot in the screw runs side to side.

For any unit that does fall within the recall population, but does not exhibit any of the four indicators mentioned in #1, consider the following:

- 2) Do not operate your refrigerator on LP gas under **Any** circumstances. Switching to electric power lowers the incident rate associated with LP gas. If you own a 3-way refrigerator, running the unit on 12-volt power carries the least risk of all. 3-way refrigerators have model numbers that end in "3".

Dometic recommends that the unit not be operated on electric unless absolutely necessary until your unit has been serviced. **If you choose to operate your unit on electric prior to the recall rework, you must inspect the burner area weekly for any of the indicators referenced in number 1 above.**

- 3) Dometic recommends that you turn off the gas valve at the back of your refrigerator. **DO NOT**, however, attempt to disconnect the gas supply. Instructions on how to turn off the gas valve are included in this envelope.
- 4) If you must operate your refrigerator on electric, **DO NOT** operate your refrigerator while in transit or while occupants are asleep.

- 5) The rework kit is available. Please call your preferred service center to set up an appointment. For help in locating a service center, or for the most up-to-date recall information, call 1-888-446-5157.

**Please do not simply go to a dealer or service center without an appointment, since some facilities will not be performing this work, and the ones that are doing the work will need to obtain the appropriate parts. Please bring this letter with you at the time of your scheduled service.**

- 6) If the repair facility fails or is unable to rework this noncompliance without charge and within a reasonable time, please contact us at the number provided above so we can attempt to resolve the problem. You may also submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.
- 7) If you previously paid to repair or replace a Dometic refrigerator that failed due to this defect, you can be reimbursed for your costs pursuant to Dometic's Pre-Notification Reimbursement Program. To be eligible for reimbursement under that Program, you must complete and submit the required form and provide the necessary documentation. The Program and form can be obtained by calling 1-888-446-5157.

**If You No Longer Own This Recreational Vehicle:**

If you are no longer the owner of the recreational vehicle, we would greatly appreciate you furnishing us with the name and address of the new owner by calling 1-888-446-5157.

**You May Receive More Than One Mailing In Regards To The Recall:**

To reach as many customers as possible Crossroads and Dometic will each send notifications in regards to this recall. Be advised that though you may receive multiple notifications, all pertain to this same, single recall.

Your safety and satisfaction with your Crossroads product are important to us and we regret any inconvenience to you.

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Sincerely,

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Crossroads Customer Service