U.S. Department of Transportation

National Highway Traffic Safety Administration

ODI RESUME

OFFICE OF DEFECTS INVESTIGATION
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Investigation: EQ 10-006
Prompted by: 10V-201
Date Opened: 06/22/2010 **Date Closed:** 03/28/2011
Investigator: Alexander Ansley
Approver: Jennifer Timian
Subject: Dimplex Fireplace Remote Control Kits

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: DIMPLEX NORTH AMERICA LTD.
Products: MODELS # 47-1001, 47-1010-R, APT-135 made 1/1998 - 12/2008
Population: 700,000 (Estimated)

Problem Description: Certain Dimplex fireplace remote control modules can overheat and cause a fire.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	0	0	0
Crashes/Fires:	0	0	0
Injury Incidents:	0	0	0
Fatality Incidents:	0	0	0
Other*:	0	0	0

***Description of Other:**

ACTION / SUMMARY INFORMATION

Action: Close EQ

Summary:

On May 11, 2010, Skyline Corporation notified the NHTSA that it had decided certain model year 2004-2007 Skyline Park Model trailers contain a safety related defect. Skyline stated that certain trailers were originally equipped with Dimplex electric fireplaces containing a plug-in remote control receiver that can overheat, possibly causing a fire. NHTSA assigned recall number 10V-201 to this matter. In early May 2010, Thor Industries contacted the Recall Management Division (RMD) regarding the use of these Dimplex fireplaces in several of its recreational vehicles.

Upon initial contact with Dimplex, it was learned that these fireplaces were sold through a distributor that may sell them to many other recreational vehicle manufacturers to be installed as original equipment. Dimplex issued a recall with the U.S. Consumer Product Safety Commission (#10-167) for 700,000 units. In May 2010 RMD informed Dimplex of its responsibilities under 49 CFR 573 as to its obligations to conduct a safety recall for the original equipment used in motor vehicles by more than one vehicle manufacturer.

Dimplex submitted its Part 573 Report (10E-027) on June 6, 2010, identifying a total 25,000 defective units sold to its distributor, WESCO International, Inc. (WESCO). On July 6, 2010, RMD mailed WESCO an Information Request (IR) letter requesting a full list of customers that were sold these recalled fireplaces. WESCO responded on July 23, 2010, with a listing of 162 companies that were further sold this equipment. After parsing out closed companies from the list and those known to RMD not to further distribute motor vehicle equipment or manufacture vehicles, RMD contacted a total of 40 companies with IR letters mailed on August 31, 2010.

On November 1, 2010, RMD mailed a second round of IR letters to 14 companies that had not yet responded to the first letter. By the end of December 2010, another 2 IR letters were mailed to Wray Brothers and Rexhall Industries, as they had still not responded to RMD's letters. As of the closing of this EQ, despite multiple phone calls, e-mail exchanges, and IR letters, these two companies have still not filed an official response with RMD regarding this

matter. RMD will refer this matter to the Office of the Chief Counsel (NCC) for further enforcement activity as appropriate.

Of the remaining 38 companies RMD contacted, their responses break down as follows:

- 23 vehicle manufacturers filed a Part 573 Report with NHTSA and contacted their affected customers.

- 6 letters were returned as those companies are no longer operating.

- 4 companies only used the units for samples/prototypes and did not retail them to the public.

- 3 companies either did not receive any affected units or only sold their units outside the U.S. market.

- 1 company, R-Vision, responded that their company filed bankruptcy and they no longer possessed customer records for those vehicles affected by the Dimplex equipment.

- 1 company, Custom Campers, is owned by NuWa Industries and their affected units were included in NuWa's Part 573 report to NHTSA.

For detailed responses, please see the attached spreadsheet outlining each company's response to NHTSA's IR letters.

This EQ is closed.

EQ10-006 Dimplex Fireplace Remotes

IR Letter Mailed Certified: 8/31/2010
2nd IR Mailed Certified: 11/1/2010

OEM	Addressee	ST 2	City	State	Zip	Status	573#
Dimplex						Filed 573. Mailed IR letter to WESCO Distributor on 7/6/2010.	10E-027
Mfr	**Addressee**	**Street**	**City**	**State**	**Zip**	**Status**	**573#**
Thor Industries / Airstream	Mr. David Mihalik	419 West Pike St	Jackson Center	OH	45334-0629	Filed 573.	10V-415
Allen Campers	Warranty / Compliance Dept.	Route 1 Box 16	Allen	OK	74825	Tanya emailed me on 11/9. One unit was shipped to Scotland. Sending letter. Received on 11/9. No 573 needed.	-
Carriage Inc.	Warranty / Compliance Dept.	P.O. Box 246	Millersburg	IN	46543	Filed 573.	10V-484
Coachmen RV Company, LLC	Mr. William Conway	P.O. Box 1000	Middlebury	IN	46540	Forest River replied on 9/9 stating they purchased only Coachmen's bus assets and have no liability for its safety issues. Not filing 573. Mailed an IR to new bus assets owner, All American Group, on 1/25. Filed via email on 1/31. I sent to rmd.odi	11V-066
Thor Industries / Komfort RV	Mr. David Mihalik	419 West Pike St	Jackson Center	OH	45334-0629	Daivd emailed on 9/10. Komfort did not purchase any of the fireplaces. Not filing 573.	-
Custom Campers	Warranty / Compliance Dept.	3701 Johnson Road	Chanute	KS	66720	Units counted in NuWa's 573. Additional 573 is not needed.	-
Thor Industries, Damon RV	Mr. David Mihalik	419 West Pike St	Jackson Center	OH	45334-0629	David sent in 573 on 9/20 to RMD.ODI for Breckenridge. Damon's parent company.	10V-437
Double Tree RV	Ms. Deborah Baker	1000 Interchange Drive	Howe	IN	46746	Deb called from DRV (new name). Doesn't believe they purchased any units. I gave her Wesco's contact info. She is researching. Deb filed via email on 9/29. Forwarded to rmd.odi on 9/29.	10V-456
Thor Industries / Dutchmen Mfg, Inc.	Mr. David Mihalik	419 West Pike St	Jackson Center	OH	45334-0629	David sent in 573 on 9/20 to RMD.ODI.	10V-428
Forest River	Mr. Dan Evans	1710 Edison Rd	South Bend	IN	46617	Filed 573 on 10/1 to rmd.odi	10V-454
Thor Industries / Crossroads RV	Mr. David Mihalik	419 West Pike St	Jackson Center	OH	45334-0629	David filed 573 via email on 10/15	10V-505
Glendale RV	Mr. Greg Scimmi	145 Queen St	Strathroy, Ontario	Canada	N7G 3J6	Returned letter on 9/23. Emails bouncing back. Phone disconnected. Out of business?	-
Gulf Stream Coach	Mr. Scott Pullen	503 S. Oakland Ave	Nappanee	IN	46550	Scott emailed 573 late on 9/10. I forwarded to RMD on 9/13.	10V-406
Heartland RV, LLC	Mr. James A. Fenner	1330 Wade Dr	Elkhart	IN	46514	Jim called on 9/8. Only purchased the remotes, not receivers. Checking with Wesco and will send in response. Filed 573 with Rmd.Odi on 9/14.	10V-420
Hy-Line Enterprises	Mr. Steve Siewert	21674 Beck Dr	Elkhart	IN	46516	12/3. Website down and phone disconnected. Out of business?	-
J & J Enterprises	Mr. John Veenstra	708 S Division St	Bristol	IN	46507	Returned on 9/8 Not Deliverable as Addressed. No other address found.	-
Jayco Inc	Mr. Joseph Resil	P.O. Box 460	Middlebury	IN	46540	Joe called on 9/10. Had several questions. Sending in 573.	10V-424
Thor Industries / Keystone RV	Mr. David Mihalik	419 West Pike St	Jackson Center	OH	45334-0629	10/15- David said they are working on response. 573 filed.	10V-521
King Of The Road	Mr. David Ostdiek	P.O. Box 2078	Grand Island	NE	68802	Submitted 573 to me via email on 11/5. Forwarded to rmd.odi	10V-557
Thor Industries / Four Winds Int.	Mr. David Mihalik	419 West Pike St	Jackson Center	OH	45334-0629	David emailed response on 10/15. Used for research purposes only. No 573 needed.	-
KZRV, L.P.	Mr. Tim J. Cain	0985 N. 900 West	Shipshewana	IN	46565	Filed 573 on 11/5.	10V-559

Lakota Corporation	Ms. Michelle Schmidt	4 Stoutco Drive	Bristol	IN	46507	Fax received on 9/17. One sample unit only. Was returned to WESCO. No 573 needed.	-
Monaco RV LLC	Ms. Angela Brooks	91320 Coburg Industrial Way	Elkhart	OR	97408	Rick Van Laar called on 9/22. Working on 573 for 8 Monaco units. 573 filed.	10V-455
New Horizons RV	Mr. Philip M. Brokenicky	2401 Lacy Dr	Junction City	KS	66441	Jim called on 9/13. I emailed him old 573 New Horizons templates. Filed 573.	10V-443
Newmar Corporation	Mr. Ryan A. Lehman	355 N Delaware St	Nappanee	IN	46550	Filed 573.	10V-434
Northwood Inv	Mr. Matt Turley	59948 Downs Rd	Lagrande	OR	97850	Letter received 9/15. Used only for prototypes. No 573 needed.	-
NRC Modifications	Ms. Rhonda Albano	51045 Greenfield Pkwy	Middlebury	IN	46540	Rhonda called on 9/8. Contacting Wesco for info. Filed 573.	10V-422
Nu-Wa Industries	Warranty / Compliance Dept.	3701 Johnson Road	Chanute	KS	66720	Faxed 573 on 9/13.	10V-419
Peterson Ind.	Warranty / Compliance Dept.	616 E. Hwy 36	Smith Center	KS	66967	Lacy called on 9/21. She is checking with Wesco to see if any product was purchased. Lacy emailed on 11/12 and she is waiting on Dimplex. I emailed Lacci on 12/3, 12/14. 573 filed.	10V-653
Pilgrim International	Mr. Bill Hughes	14489 US 20	Middlebury	IN	46540	Returned on 9/15. Out of business since 8/2008.	-
Playmaker RV	Warranty / Compliance Dept.	25810 Miner Rd	Elkhart	IN	46514	Returned on 9/15. "Return to Sender. No Such Number" No other address found.	-
Rexhall Industries	Mr. Mark Santiago	46147 Seventh St W	Lancaster	CA	93534	661-726-0565 ask for Nellie. Called and spoke to Holly on 12/3 and emailed her blank 573. Emailed her again on 12/14. Final letter mailed on 12/28/2010. No response received.	-
R-Vision	Ms. Angela Cox	2666 S. Country Club Rd	Warsaw	IN	46580	Called Angela on 9/23. Rick Van Laar filing Monaco + Rvision. Emailed Ric on 10/7 to see if he is filing for R-Vision. Rick responded on 10/7 that R-Vision is bankrupt and there are no reliable records. Not filing 573.	-
Sierra Motor Co	Warranty / Compliance Dept.	19224 County Rd Rd Nbr 8 West	Bristol	IN	46507	John called on 11/15. Forwarded 573 to RMD on 12/3	10V-615
Sunnybrook RV	Mr. Sheldon Troyer	201 14Th Street	Middlebury	IN	46540	Filed 573 via email on 10/25	10V-520
Teton International	Mr. Nick Keller	3283 N. 9 Mile Rd	Casper	WY	82604	2nd letter returned on 11/18 marked Company Out of Business-Return to Sender- Phone disconnected.	-
Tiffin Motor Homes	Ms. Liz Jones	105 2Nd St Nw	Red Bay	AL	35582	Liz called on 9/8. Working on 573. Liz emailed 573 in on 9/14. I forwarded to Rmd.Odi.	10V-417
Triple E RV	Mr. Brad Wall	P.O. Box 1230	Winkler, MB	Canada	R6W 4C4	Emailed on 11/8. All Canadian units. No 573 needed.	-
Winnebago Industries	Mr. Ronald W. Post	P.O. Box 152	Forest City	IA	50436	Letter received 11/15. Original letter was emailed on 9/8. One unit used in a prototype but never retailed. No 573 needed.	-
Wray Bros.	Warranty / Compliance Dept.	296 CR 861	Crane Hill	AL	35053	Micahel Wray emailed me on 11/29 explaining only one installed unit contained the remote control. I emailed back on 11/30 and again on 12/14. Final letter mailed on 12/28/2010. No response received. Emailed me on 2/2. Sending official response. No Response Received.	-