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DEFECTS INVESTIGATION
RECALL MGMT DIV.



April 19, 2007

07V-201
(23 pages)

Mr. Daniel C. Smith
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20590

Re: Defect Information Report; Vehicles Equipped with
Certain Refrigerators Manufactured by Dometic Corporation

Dear Mr. Smith:

Pilgrim International has been advised by Dometic Corporation that certain Dometic refrigerators installed as original equipment in some of Pilgrim International's recreational vehicles may contain a defect that relates to motor vehicle safety because they may experience a leak of pressurized coolant solution which can result in a vehicle fire under certain specific circumstances. On the basis of that Dometic determination, Pilgrim International has decided that there may be a potential safety defect in its vehicles equipped with the identified refrigerators, and we are therefore submitting the enclosed Defect Information Report pursuant to 49 CFR Part 573.

If you have any questions, please do not hesitate to contact the undersigned at (574)825-8686 ext. 166.

Sincerely,

David J. Hilliker
Warranty Manager

DH/tlh

Enclosure

Pilgrim International, Inc.

14489 U.S. 20 Middlebury, IN 46540 Office: (574) 825-8686 Fax: (574) 825-8166

www.pilgrimintl.com

Safety Defect and Noncompliance Report Guide for Vehicles
PART 573 Defect and Noncompliance Responsibility and Reports¹

On FEBRUARY 22, 2007, PILGRIM INTERNATIONAL [MFR] decided that (a defect which relates to motor vehicle safety)(a noncompliance with federal Motor Vehicle Safety Standard No. N/A) exists in the motor vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 **Defect and Noncompliance Responsibility and Reports**.

Date this report was prepared: APRIL 19, 2007

Furnish the manufacturer's identification code for this recall (if applicable):

1. Identify the full corporate name of the fabricating manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name and **mailing address** of the designated agent as prescribed by 49 U.S.C. §30164.

PILGRIM INTERNATIONAL, INC.

Identify the corporate official, by name and title, whom the agency should contact with respect to this recall.

DAVID HILLIKER - WARRANTY MANAGER
(ALTERNATIVE CONTACT - TAMMY HILLIKER)

Telephone Number: 574.825.8686 Fax No.: 574.825.6168

Name and Title of Person who prepared this report.

DAVID HILLIKER
WARRANTY MGR.

Signed:

DAVID HILLIKER

¹ Each manufacturer must furnish a report, to the Associate Administrator for Enforcement, for each defect or noncompliance condition which relates to motor vehicle safety.

This guide was developed from 49 CFR Part 573, "Defect and Noncompliance Responsibility and Reports" and also outlines information currently requested. Any questions, please consult the complete Part 573 or contact Mr. George Person at (202) 366-5210 or by FAX at (202) 366-7882.

I. Identify the Vehicle Models Involved in the Recall

2. Identify the Vehicles Involved in the Recall, for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), provide:

Make(s): OPEN ROAD Model Years Involved: 2003-04 Model(s): SEE ATTACHED
Production Dates: Beginning: 12/02 Ending: 7/03
VIN Range: Beginning: 1P9TM302431457⁰⁰¹ Ending: 5L4FM322741002125
Vehicle Type: TLR Bodystyle: N/A

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

REFRIGERATORS WITH A 354 WATT HEATING ELEMENTS PRODUCED BETWEEN
APRIL 1997 AND MAY 2003.

Make(s): _____ Model Years Involved: _____ Model(s): _____
Production Dates: Beginning: _____ Ending: _____
VIN Range: Beginning: _____ Ending: _____
Vehicle Type: _____ Bodystyle: _____

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Make(s): _____ Model Years Involved: _____ Model(s): _____
Production Dates: Beginning: _____ Ending: _____
VIN Range: Beginning: _____ Ending: _____
Vehicle Type: _____ Bodystyle: _____

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents. For example, if the recall involved Widgets equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Widgets of all Widgets manufactured during that time period. 100%

OPEN ROAD UNITS FROM PILGRIM INTERNATIONAL BY MODEL INVOLVING
DOMETIC REFRIGERATOR RECALL

272 RBS
298 RLS
312 RBHS
316 RLS
318 RLDS
319 FKS
319 FKDS
321 RBHS
329 RBHS
336 RLD
340 RBHS
357 RLD
360 RKDS
369 RBHS

Respectfully submitted,

David Hilliker
Pilgrim International Warranty
April 19, 2007

II. Identify the Recall Population

3. Furnish the total number of vehicles recalled potentially containing the defect or noncompliance.

Vehicles Model	Year	Number of Potentially Involved
-------------------	------	--------------------------------------

SEE ATTACHED

Total Number Potentially Affected by the
Recall:

1000

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: 100% Based on info.

Identify and describe how the recall population was determined--in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled vehicles:

SEE ATTACHED FROM DOMETIC

III. Describe the Defect or Noncompliance

5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.

SEE ATTACHED DOCUMENTS

Describe the cause(s) of the defect or noncompliance condition.

SEE ATTACHED

Describe the consequence(s) of the defect or noncompliance condition.

SEE ATTACHED

Identify any warning which can (a) precede or (b) occur.

SEE ATTACHED

If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.

SEE ATTACHED

Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:

IV. Provide the Chronology in Determining the Defect/Noncompliance

If the recall is for a defect, complete item 6, otherwise item 7.

6. With respect to a defect, furnish a chronological summary (including dates) of all the principle events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims. SEE ATTACHED

7. With respect to a noncompliance, identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.

SEE ATTACHED

V. Identify the Remedy

8. A description of the manufacturer's program for remedying the defect or noncompliance. This program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of the manufacturer's notification of owners, purchasers and dealers, in accordance with §573.13 of this part. A manufacturer's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by §573.13 that is not in a general reimbursement plan shall be submitted in the manufacturer's report to NHTSA under this section. If a manufacturer submits one or more general reimbursement plans, the manufacturer shall update each plan every two years, in accordance with §573.13. The manufacturer's remedy program and reimbursement plans will be available for inspection by the public at NHTSA headquarters.

SEE ATTACHED

9. Furnish a description of the manufacturer's remedy for the defect or noncompliance. Clearly describe the differences between the recall condition and the remedy.

SEE ATTACHED

Clearly describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.

SEE ATTACHED

Identify and describe how and when the recall condition was corrected in production. If the production remedy was identical to the recall remedy in the field, so state. If the product was discontinued, so state.

SEE ATTACHED

VI. Identify the Recall Schedule

10. Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please, identify any foreseeable problems with implementing the recall.

Provided By STERICYCLE
317.860.1163

VII. Furnish Recall Communications

11. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification. *A DRAFT copy of the notification documents should be submitted to this office by Fax (202-366-7882) for review prior to mailing.*

Note that these documents are to be submitted separately from those provided in accordance with Part 579.5 requirements.



Dear Valued Customer:

**IMPORTANT RECALL INFORMATION
PLEASE RESPOND IMMEDIATELY
RECALL CAMPAIGN NO. 06E-076**

I am writing to inform you of a recall campaign with respect to a potential safety-related defect in certain two-door refrigerator units manufactured by Dometic Corporation ("Dometic") between April 1997 and May 2003 and to advise you of what Dometic will do and what you should do with respect to this recall.

Dometic has created a program that minimizes the strain on your organization's resources and personnel, minimizes your administrative costs, and creates a closed-loop data flow. We have retained recall expert Stericycle Incorporated ("Stericycle") to conduct this campaign on behalf of original equipment manufacturers that used the affected refrigerators, all at Dometic's cost. Information regarding Stericycle is enclosed with this letter (Enclosure No. 1). Information regarding this election is set forth below.

Covered Products:

The following is a list of the specific model numbers of the refrigerators covered by this recall. Our records indicate that some of those refrigerators may have been installed as original equipment in recreational vehicles manufactured and sold by your company. See the serial number/valve instruction sheet for information on location of serial numbers (Enclosure No. 2). **Please note that none of the refrigerators manufactured after May 2003 contain this defect.**

The refrigerators being recalled have one of the following model numbers as well as one of the following serial numbers:

Model Numbers:

NDR1062, RM2652, RM2662, RM2663, RM2852, RM2862,
RM3662, RM3663, RM3862, RM3863

Serial Numbers:

713xxxxx through 752xxxxx
801xxxxx through 852xxxxx
901xxxxx through 952xxxxx
001xxxxx through 052xxxxx
101xxxxx through 152xxxxx
201xxxxx through 252xxxxx
301xxxxx through 319xxxxx

Problem Description:

After some period of use, a fatigue crack may develop in the boiler tube of the covered refrigerators that may release a sufficient amount of pressurized coolant solution into an area where an ignition source may be present. If this were to occur under certain conditions, the coolant could ignite and result in a fire. On the basis of these facts, Dometic has determined that the refrigerators may contain a defect that relates to motor vehicle safety. We have notified the National Highway Traffic Safety Administration (NHTSA) of this determination, and we will be conducting a recall of the covered items pursuant to Campaign No. 06E-076. A copy of Dometic's report to NHTSA is enclosed (Enclosure No. 3).

What We Will Do:

Dometic will offer to provide owners of all covered refrigerators a rework for the potential defect at no charge for parts or labor. We have developed a rework, and the necessary parts should be available on April 16, 2007. The rework consists of a secondary burner housing, a thermal fuse and a melt fuse. Information regarding data collection and payment for the rework is included with this letter (Enclosure No. 4). However, as explained below, we will need your assistance in identifying the current owners of the vehicles in question.

What You Need to Do:

First, in the unlikely event that you have any new vehicles equipped with the covered refrigerators in your inventory, you should not sell them until you have implemented the rework.

Pursuant to NHTSA regulations, 49 CFR 573.3(f), within five days of your receipt of this letter, you must submit a Defect Information Report to NHTSA covering all of the vehicles that you manufactured with one of the covered refrigerators as original equipment. This duty applies even though Dometic has already submitted its own Defect Information Report. For your convenience, we have enclosed a sample version of the required report and cover letter (Enclosure No. 5). If any of your vehicles with these refrigerators were sold in Canada, you should also submit a similar report to Transport Canada.

As the manufacturer of vehicles equipped with the potentially defective refrigerators, you are also required to notify owners and purchasers of the affected refrigerators of the defect and to assure that they are provided with the opportunity to receive a free rework.

However, Dometic recognizes that product recalls can put a strain on an organization's resources and personnel, and that your company may not have much, or any, experience in conducting vehicle recalls. Therefore, as authorized by NHTSA Regulations, Dometic is offering – at no charge – to manage the administration of the forthcoming recall as it applies to the vehicles manufactured by each of our OEM customers. We recommend that you authorize Dometic to conduct the recall of your vehicles – including, but not limited to, the notification of vehicle owners, the implementation of the rework program, the maintenance of relevant records, and the reporting to NHTSA of the progress of the recall – by checking the appropriate box on the Election Form (Enclosure No. 6) enclosed with this letter and returning it to Stericycle, the firm that Dometic has employed to help it conduct this recall, no later than **ten (10) days after receipt of letter**. By authorizing Dometic/Stericycle to conduct the recall, you will not only not have to pay for what will be a large campaign, but you will also ensure a smooth flow of data

collection integral to the effective completion of the recall. Additional information is included on the Election Form on how Stericycle and Dometic will take care of the recall campaign for you.

Whether you elect to have Dometic conduct the recall, or you intend to conduct it yourself, you will need to provide Stericycle with a list of the vehicle identification numbers (VIN) of all of your vehicles equipped with the covered Dometic refrigerators, as well as a list of the names and addresses of the purchasers of those vehicles, organized by VIN. This information will enable Dometic to assure notification of all affected owners. Please provide the vehicle information electronically as an Excel or text delimited file. If you are not certain whether a particular vehicle was equipped with one of the recalled refrigerators, please include it on your list, since we would rather be over-inclusive than under-inclusive. **We assure you that this list will be used only for the purposes of this recall.** Please provide the list to Stericycle as soon as possible, but in any event no later than **10 days after receipt of letter.** Even if you decide to conduct the recall yourself, please complete and return the Election Form to Stericycle, so we will know how you have decided to proceed.

Please note that regardless of which option you choose, you still are required to submit a Defect Information Report to NHTSA. If you have any questions about NHTSA requirements, you may contact Ms. Kelly Schuler of NHTSA's Recall Management Division at (202) 366-5227 or by e-mail at kelly.schuler@dot.gov.

If you have any other questions about this recall, please contact Brad Sargent at Dometic by telephone at (574) 294-2511, or by e-mail at brad.sargent@dometicusa.com.

We regret the inconvenience and effort that this recall will cause you. However, the safety of the users of our products is of paramount importance.

Very truly yours,

Patrick N. McConnell
Director of Engineering, Product Safety and Standards
Dometic Corporation

Enclosures:

Enclosure No. 1	Stericycle Information
Enclosure No. 2	Serial Number/Valve Instruction
Enclosure No. 3	Copy of NHTSA Notification Letter
Enclosure No. 4	Information Regarding Data Collection and Payment for the Rework
Enclosure No. 5	Sample of OEM Defect Information Report to NHTSA and Cover Letter
Enclosure No. 6	Recall Management Election Form

DEFECT INFORMATION REPORT

1. Manufacturer's name/address:

The manufacturer of the vehicles covered by this Report is:

Manufacturer's Name
Manufacturer's Address

2. Vehicles Involved:

The vehicles covered by this Report are recreational vehicles that were equipped with certain models of refrigerators manufactured by Dometic Corporation between April 1997 and May 2003. The vehicle models in question are as follows: _____.

The vehicles were manufactured during the period from April 1997 through _____ [because it is likely that there was a lag between the time refrigerators were manufactured and the time that they were installed in vehicles, Dometic recommends that you insert "July 2003" or "August 2003" unless you have specific information regarding the dates of manufacture of the last vehicles equipped with the covered refrigerators.]

3. Total number of vehicles:

The total number of vehicles covered by this Report is _____.

4. Approximate percentage of vehicles estimated to actually contain the defect:

Based on information received from Dometic, [Manufacturer] believes that approximately .06 percent of these vehicles actually contain the defect.

5. Description of the defect:

Under some circumstances, a fatigue crack can develop in the boiler tube of the covered 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.

6. Chronological summary of events leading to this determination:

Dometic advised [Manufacturer] of its defect determination by letter dated _____. [Manufacturer] is not aware of any fires in its vehicles that appear to be related to this defect. [or "[Manufacturer] is aware of only _____ fires in its vehicles that appear to be related to this defect."] Nevertheless, after reviewing the matter, [Manufacturer] decided to submit this defect report.

7. Program for remedying the defect:

Dometic has arranged to conduct a recall to remedy the potential defect in **[Manufacturer's]** vehicles at no charge to vehicle owners. See Recall No. 06E-076. Pursuant to 49 CFR 573.6(c)(8)(i) and 573.13, owners will be advised that Dometic will reimburse them if they have incurred costs to obtain a remedy for a refrigerator containing such a defect prior to their receipt of the notification.

NAME
TITLE



**Dometic Refrigerator Safety Recall
Recall Management Election Form**

Dometic Corporation realizes that product recalls can put a strain on an organization's resources and personnel, and that your company may not have much, or any, experience in conducting vehicle safety recalls. Therefore, Dometic is offering – at no charge – to manage the administration of the forthcoming recall to address a safety-related defect in Dometic refrigerators that were installed as original equipment in your company's vehicles. We recommend that you authorize Dometic to conduct the recall of your vehicles – including the notification of vehicle owners, the implementation of the remedy, and the reporting to the National Highway Traffic Safety Administration (NHTSA) of the progress of the recall – by checking the appropriate box below and returning this form to Stericycle Incorporated ("Stericycle"), the firm that Dometic has employed to manage this recall. Stericycle will manage all notifications, assist with locating dealerships or service centers to assist with the repair and provide assistance with scheduling of appointments.

The benefits of working with Stericycle include the following:

- Cost of notifying customers is paid for directly by Dometic Corporation
- For all failed notifications, documentation will be available to prove sufficient efforts were made to communicate with the customer
- More timely reimbursement for repairs
- Secure management of customer information

Stericycle will manage your customer's information under complete confidentiality and is willing to enter into a non-disclosure agreement to ensure proper handling of that information. Stericycle has worked with the largest manufacturers in the world in managing recalls and will provide a seamless experience for your customers.

In order to allow us to notify the owners of your vehicles in which the potentially defective refrigerators were installed and to offer them a free remedy, you will need to provide Stericycle with the vehicle identification numbers (VIN) of all of those vehicles, as well as a list of the names and addresses of the purchasers, organized by VIN. This information should be provided electronically as an Excel or text delimited file.

Even if you decide to conduct the recall yourself, please complete and return this form to Stericycle, so we will know how you have decided to proceed. If you have any questions regarding the election, please contact Brad Sargent by telephone at (574) 294-2511, or you may send e-mail at brad.sargent@dometicusa.com.

Please note that even if you elect to have Dometic conduct the recall campaign, as a manufacturer of vehicles that contain a safety-related defect, your company has certain reporting obligations, including the duty to notify NHTSA of the defect and perhaps notify Transport Canada.

Please return this signed and completed document within 10 business days from receipt to Stericycle in one of the following ways:

By Fax: **1-866-696-7639**

By mail: **Stericycle**

Attn: Chandra Sales

2670 Executive Drive

Suite A

Indianapolis, IN 46241

As a pdf attachment to an e-mail: csales@stericycle.com

We elect to have Dometic Corporation administer the recall of our vehicles that contain defective Dometic refrigerators. We will provide a list of the vehicles containing those refrigerators, by VIN, as well as the names and addresses of the purchasers of those vehicles, to Stericycle Incorporated, no later than within 10 business days from receipt. We understand this list will be used only for the purposes of this recall.

Thank you, but we elect to administer the recall campaign using our own personnel and resources. We will provide a list of the vehicles containing those refrigerators, by VIN, as well as the names and addresses of the purchasers of those vehicles, to Stericycle Incorporated, no later than within 10 business days from receipt.

Signature: DAVID HILLIKER

Date: 3.7.07

Printed Name: DAVID HILLIKER

Title: WARRANTY MGR

POTENTIAL DEFECT NOTIFICATION

Dometic Corporation ("Dometic"), a supplier of original equipment for the manufacturers of recreation vehicles has determined during the week of August 18, 2006 that a potential defect may exist in the items of motor vehicle equipment listed below. Dometic is submitting this notification of a potential defect to the National Transportation Safety Administration in accordance with the applicable provisions of 49 CFR Part 573.

Dometic Corporation is a Delaware corporation with its principal place of business at 2320 Industrial Parkway, Elkhart, Indiana 46515. The Dometic products affected by this notice were manufactured by Dometic AB, a Swedish company. The registered agent for Dometic Corporation and Dometic AB is Corporation Service Company, 2711 Centerville Road, Suite 400, Wilmington, Delaware 19808.

The affected Dometic products which may contain the potential defect are two-door refrigerators manufactured between April 1997 and May of 2003. The potentially affected refrigerators have the model designations set forth below:

NDR1062
RM2652
RM2662
RM2663
RM2852
RM2862
RM3662
RM3663
RM3862
RM3863

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

713xxxxx through 752xxxxx
801xxxxx through 852xxxxx
901xxxxx through 952xxxxx
001xxxxx through 052xxxxx
101xxxxx through 152xxxxx
201xxxxx through 252xxxxx
301xxxxx through 319xxxxx.

The potential defect is associated with cooling unit at the back of the refrigeration cabinet.

A fractional percentage of the potentially affected refrigerators have experienced a fatigue crack that may develop in the boiler tube in the area of the weld between the boiler tube and the heater pocket. A fatigue crack may release a sufficient amount of pressurized coolant solution into an area where an ignition source (gas flame) is present. Dometic's investigation has shown that a simulated release of cooling solution (refrigerant) in the area of the boiler, under certain conditions, could be ignited by the presence of an open flame. A boiler fatigue crack with the loss of cooling solution without ignition would result in a non-operational refrigerator that is not a safety issue. Under certain conditions, the released coolant could ignite and result in a fire. In order to have a fire, at a minimum, all of the following conditions must exist:

1. The refrigerator must be on and normally operating and gas burner must be lit;
2. There must be an oversized heating element in the refrigerator;
3. The boiler tube must develop a throughway fatigue crack of a specific size;
4. There must be a release of the cooling solution at a rate which will allow the accumulation of the cooling solution at a concentration within its range of flammability; and

5. There must be ignition source (gas flame) present.

If any of these conditions are not present, a release of the cooling solution will not result in a fire.

In April of 1997 Dometic modified the design of the affected refrigerators by increasing the wattage of the heating element from 325 watts to 354 watts. All production of the affected units from April 1997 through May of 2003 utilized the 354 watt heating element. In May of 2003, in order to improve the operating life of the refrigerators, Dometic returned to the use of the 325 watt heating element which it continues to use today. It is now believed that the use of the higher wattage heater contributed to abnormal fatigue in the boiler tube.

The products in question are all refrigerators used in the original manufacture of recreation vehicles or as replacement equipment for recreation vehicles. The total population of refrigerators potentially containing the defect is 926,877. Dometic estimates a potential maximum incident rate of 0.01% related to boiler fatigue cracks that leak and may result in a fire. There have been no incidents of injury or death related to the affected population of Dometic refrigerators.

Dometic became aware of the occurrence of fires which may have involved their products and retained an independent engineering testing laboratory to fully evaluate and investigate any potential defect in their refrigerators which might result in a fire. A number of returned units were analyzed and microscopic fatigue cracks which could release coolant into the area of the burner were identified in the boiler tube metal in the area of the weld between the heater pocket and boiler tube. Tests simulating the cracks were conducted the week of August 18, 2006 and confirmed a possible cause of fire in

the refrigerators under certain conditions. These test results prompted the preparation of this notice.

Dometic continues to gather information on the potential defect and will forward additional relevant information as it becomes available.

Dometic has not yet identified a proposed remedy for the potential defect. Dometic will continue a testing program designed to identify and evaluate possible remedies. This evaluation will take place both in the United States and in Sweden. Once a remedy has been identified, Dometic will initiate or participate in a remedy campaign initiated by the original equipment manufacturers and aftermarket suppliers who have purchased, sold, and distributed these products. A list of original equipment manufacturers and aftermarket suppliers to whom Dometic has sold the potentially defective refrigerators is being prepared and will be provided to the NHTSA upon its completion.

This notice was prepared by and inquiries should be sent to:

Mr. Patrick N. McConnell, Director
Engineering, Product Safety and Standards
Dometic Corporation
509 South Poplar Street
LaGrange, IN 46761
Phone: 260/463-2191
Fax: 260/463-4179

DATED this 28th day of August, 2006

Dometic Corporation

By:



Patrick N. McConnell, Director
Engineering, Product Safety and Standards



IMPORTANT

Dometic Recall Information

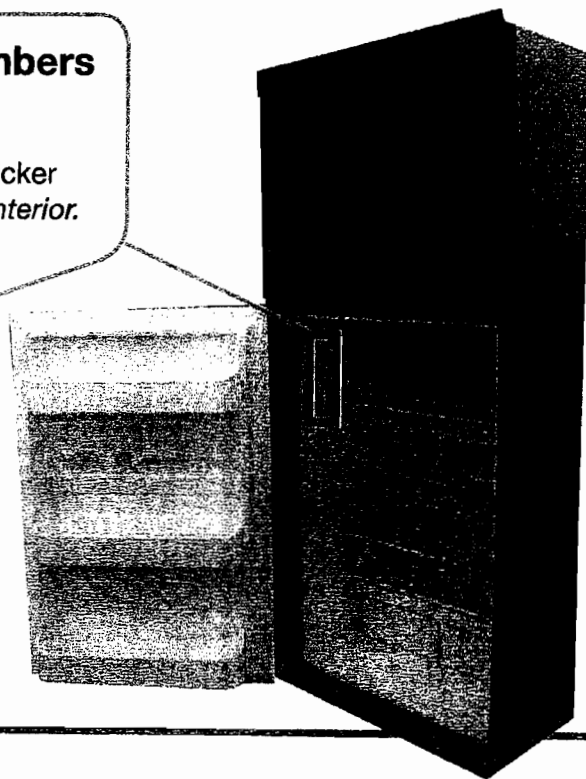
SERIAL NUMBER/GAS VALVE INSTRUCTIONS

RECALL 06E-076

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

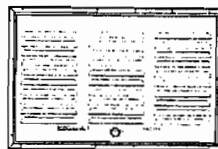
The serial and model numbers are both located on a sticker inside the fridge door. *It could be on either side of the interior.*

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



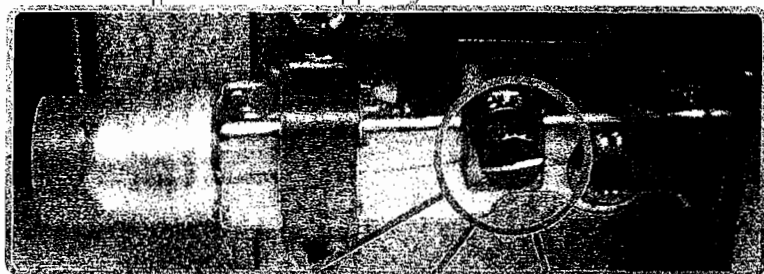
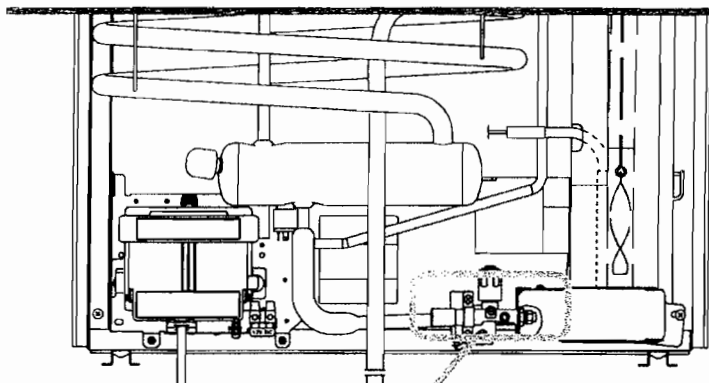
How to close the gas valve on your Dometic refrigerator

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 vent will look like one of the two following illustrations:



The gas valve is opened and closed by adjusting a screw. To close the valve, use either your fingers or a flat-head screw-driver to turn the screw 1/4 turn clockwise.

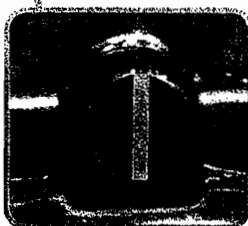
The valve is closed if the flathead slot in the screw runs up and down. The valve is still open if the flathead slot in the screw runs side to side.



Open



Turn Clockwise



Closed



IMPORTANT Dometic Recall Information

DATA COLLECTION AND PAYMENT

RECALL 06E-076

It is essential to all parties that every rework installation associated with this recall be thoroughly documented. **Included in the box with each rework kit** Dometic sends out will be a Service Claim Card. A copy of that card is seen below.

Customer Information		Dealer/Repair Center Information	
Name		Dometic Dealer #	
Address		Name	
City and State		Address	
Zip		City and State	
		Zip	
		Work Order #	

Recalled Unit Information		Recreational Vehicle Information	
Model #		VIN #	
Serial #		Manufacturer	
Repair Date			

*This card must be thoroughly completed and returned within 2 days of completion of repair service to expedite reimbursement *

FORM NO 331 1232.000

Dometic has ordered hundreds of thousands of the above sheets. As the cards are collected, monthly statistical reporting will be available to you. Allowing Dometic and Stericycle to handle this recall program for your company will greatly minimize your administrative costs.

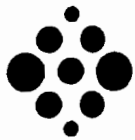
Below is the card information that was provided to the dealer/service center network:

DETAILS

- This is the sole information gathering piece that Dometic and Stericycle will use with this recall.
- We are required by federal law to submit complete information. Therefore, for each and every rework kit install, this card **MUST be filled out completely**. Payment will not be given for the installation unless every box on the card is completely and legibly filled in.
- The card features pre-paid postage on the reverse side, as well as the address that it must be mailed to. That address is:

Stericycle, Inc.
2670 Executive Drive, STE. A
Indianapolis, IN 46241

- The card must be mailed no later than 48 hours after the rework.



Stericycle®
expertRECALL™

 **Dometic®**

**Consumer
Products**

Available Services

Dealer and Consumer Notification

Delivery to dealers and service centers with physical addresses

- UPS Ground Service
- US First Class Mail Service

800# /Automated Recall Hotline

Automated, Interactive Voice Response (IVR) system and 800# provide:

- Product recall details
- Support questions
- Confirmation of affected unit
- Capture non-affected responses
- Transfer to dedicated agent for dealer locator assistance

Call Center Services

Dedicated agents available 8:00 am to 5:00 pm (M-F) to facilitate dealer support for customers and to offer general assistance

Reply Card & Claim Processing

Includes receiving, processing and data capturing of both non-affected and affected customer unit information

Reporting

All data necessary for internal and governmental reporting is provided

The Value

Dometic Corporation has announced a voluntary recall of two-door refrigerator units manufactured between April 1997 and May 2003. In order to ***minimize potential costs and inconveniences*** for your company, Dometic has contracted with Stericycle expertRECALL to assist in managing this event.

Stericycle expertRECALL's proven experience brings value added solutions to every recall situation:

- Stericycle recall services will be billed to and paid directly by Dometic Corporation.
- Manufacturer's notification templates have been created in NHTSA approved formats. These templates help to reduce turnaround time, work effort and the impact on normal business practices.
- The 800# for this recall assures that all customers receive a common and correct message regarding the recall.
- Customer notifications and their responses (or lack of response) are tracked and documented in Stericycle's web-accessible system. The data collected will help to prove the effectiveness of the recall and will be valuable in helping to mitigate the risk associated with product liability actions.
- Timely reimbursement for repairs increases dealer satisfaction and helps you to maintain quality relationships.

Should your company need assistance, let Stericycle expertRECALL guide you through the entire recall process to protect the public, protect your brand and efficiently close out your event while limiting liability and risk.

For additional information please contact:

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