

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

On _____, 2006, _____ [MFR] decided that (a defect which relates to motor vehicle safety)(a noncompliance with Federal Motor Vehicle Safety Standard No. _____) 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: June 8, 2007

Furnish the manufacturer's identification code for this recall (if applicable): 06E-076

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.

Glendale RV, 145 Queen St. Strathroy, ON N7G 3J6

Phone 519-245-1600

Fax 519-245-5129

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

Greg Scimmi

Telephone Number: (519)245-1600 **Fax No.:** (519)245-5129

Name and Title of Person who prepared this report.

Greg Scimmi

Service Manager

Signed:

RECEIVED

2007 JUNE 13 P 2:30

DEFECTS INVESTIGATION
RECALL MGMT DIV.

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): Golden Falcon, Travelaire, Royal Classis, Titanium_ **Model Years**

Involved:2002-2004__**Model(s):**24E39, 26E31DS, 28E33, 28E33B, 28E33SB, 29E34, 29E34MS, 29E34RL, 29E34TS, 30E35RB, 30E35DS, 31E36MK, 32E37, 32E37DS, 33E38TS, 33E38DS, 28RKS, 28RLG, 31FLS, 31FKS, 31RLS, 340PA, 356PA, 364PA, 390C, 380PA, 382PA, 34C, 391PA, 399C, 280RC, 310RC, 30E35DS, 29RLDS, 36TKS, 35RLTS, 32RG

Production Dates: Beginning: April 1997 _____ **Ending:** May 2003

VIN Range: Beginning: 2GRFW35T62S023401____ **Ending:** 2GRFW33T94S044640__

Vehicle Type: Recreational Vehicles_ **Bodystyle:** 5th wheel, Motor Homes, Cottagers, Travel Trailers

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:

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.

II. Identify the Recall Population

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

Number of Vehicles

Model

<u>Year</u>	<u>Potentially</u>
2002	<u>473</u>
2003	<u>626</u>
2004	<u>587</u>

Total Number Potentially Affected by the
Recall: 1686

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance:

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:

Units manufactured with fridges built by Dometic between April 1997 to May 2003

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.

After some period of time a fatigue crack may develop in the biler tube of the covered reffridgerator, that may release a sufficient amount of pressurized coolant solution into an area where an ignition source may be present

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

See Dometic recall 06-E076

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

Pressurized coolant solution may leak and ignite and result in fire

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

No warning

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

Dometic Corp

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

See Dometic Recall 06E-076

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.

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 Dometic Recall 06E-076

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 Dometic Recall 06E-076

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 Dometic Recall 06E-076

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

See Dometic Recall 06E-076

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 Dometic Recall 06E-076

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.

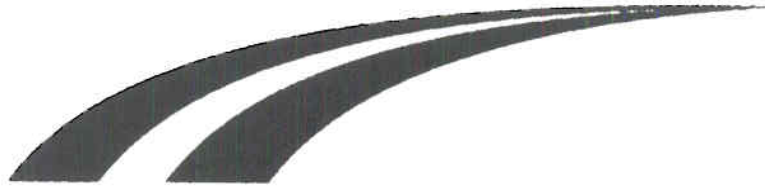
See Dometic Recall 06E-076

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.

GLENDALE RV



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 Valued Customer:

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

Dometic Corporation has decided that a defect which related to motor vehicle safety exists on some of the refrigerators that it manufactured between April 1997 and May 2003 for installation in recreational vehicles.

Glendale RV has been advised by Dometic Corporation that certain Dometic refrigerators installed as original equipment in some of **Glendale RV** 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, **Glendale RV** 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 1-888-446-5157.

Sincerely,

Glendale RV

	Stericycle Quality Approval		
	Pre QC	Client	Post QC
Initials	HH		
Date	6-13-07		



RE: Dometic Refrigerator Recall

Dear Valued Customer:

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

Dometic Corporation has decided that a defect which related to motor vehicle safety exists on some of the refrigerators that it manufactured between April 1997 and May 2003 for installation in recreational vehicles.

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 Units:

The potentially affected refrigerators have the following model numbers:

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

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

713xxxxx through 752xxxxx

801xxxxx through 852xxxxx

901xxxxx through 952xxxxx

001xxxxx through 052xxxxx

101xxxxx through 152xxxxx

201xxxxx through 252xxxxx

301xxxxx through 319xxxxx

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	Pre QC	Client	Post QC
Initials	HH		
Date	6-13-07		

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

How Do I Know If My Refrigerator Is Being Recalled?

- 1) Find your refrigerator's 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.DometicUSA.com to confirm if your refrigerator is affected by the recall.

Insert 2 Side B Duplex

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Initials	HH		
Date	6-13-07		

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.

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. 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 will be available on April 16, 2007. At that time, 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 from us. 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, 400 Seventh Street, SW, 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 Refrigerator:

If you are no longer the owner of the affected refrigerator, 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, Dometic and the original manufacturer of your RV 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.

On a Personal Note:

We sincerely apologize for any inconvenience this may cause. We are continually committed to developing innovative products to meet your needs and enhance your RV travels, keeping your safety at the top of our priority list.

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

RECALL 06E-076

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Initials	HH		
Date	6-13-07		

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IMPORTANT

Dometic Recall Information

SERIAL NUMBER/GAS VALVE INSTRUCTIONS

RECALL 06E-076

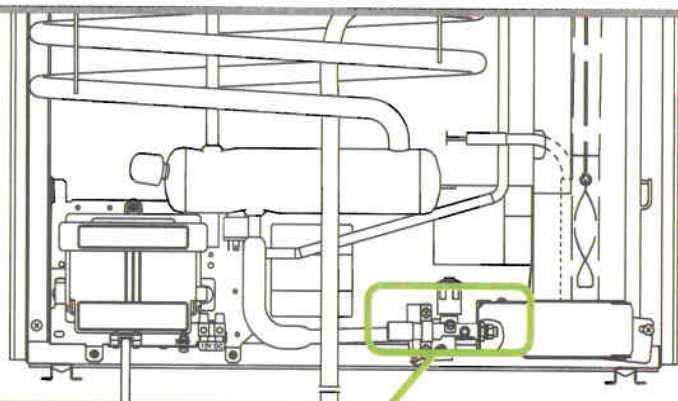
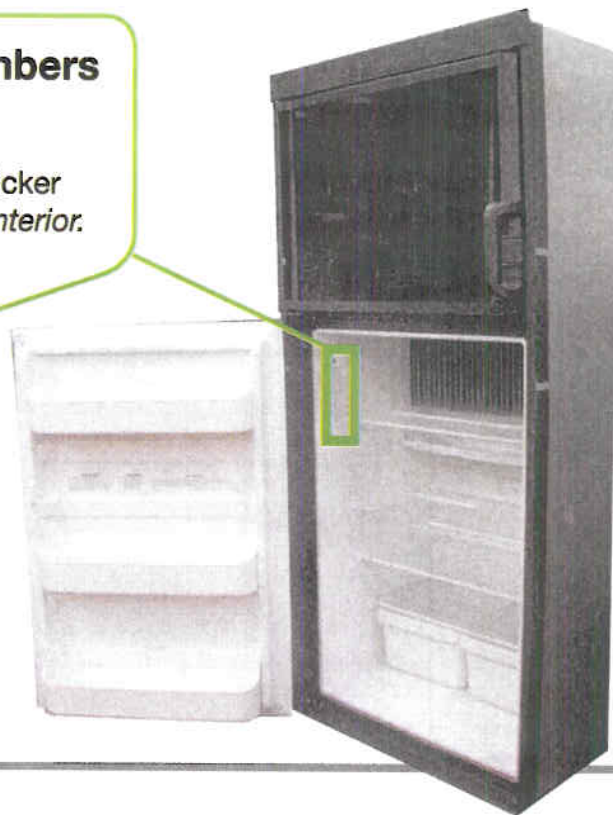
Where to find the serial and model numbers on your Dometic refrigerator

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.

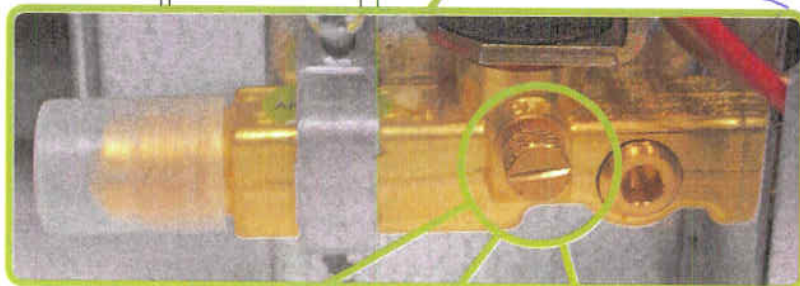
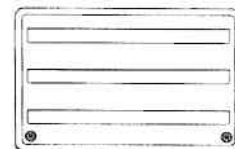
Green

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Date	6-13-07		



How to close the gas valve on your Dometic refrigerator

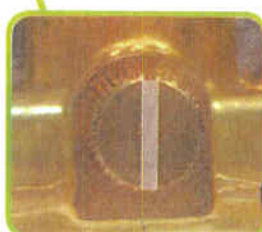
The manual gas valve is located at the back of your refrigerator near the floor as seen in the diagram to the left. Access the back of your refrigerator by removing the vent on the side of your coach. The vent will look like one of the two following illustrations:



Open



Turn Clockwise



Closed

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.

Green

Insert S Side B Simplex

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	Pre QC	Client	Post QC
Initials	HH		
Date	6-13-07		

DOMETIC / STERICYCLE
2670 EXECUTIVE DR STE A
INDIANAPOLIS, IN 46241

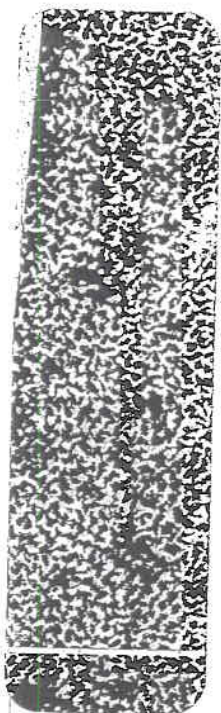


N15460475D1668-202729

ANY BUSINESS NAME
ATTN: VALUED CUSTOMER
ANY STREET
ANY CITY, XX 12345

	Stericycle Quality Approval		
	Pre QC	Client	Post QC
Initials	HH		
Date	6-13-07		

#penelope



SAFETY RECALL NOTICE

