

Safety Defect and Noncompliance Report Guide for Vehicles  
**PART 573 Defect and Noncompliance Report**<sup>1</sup>

07V-427  
(10 pages)

On Aug 18, <sup>2006</sup>199   , Domestic [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 Reports.

Date this report was prepared: 08-21-2007

Furnish the manufacturer's identification code for this recall (if applicable): EQ06-019

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.

Steelc Quality LLC DBA Quality Vans  
1865 S Indian Bend Rd  
Tempe Az 85281

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

Lee Miller - Purchasing

Telephone Number: 480 464-7007 Fax No.: 480-464-5999

Name and Title of Person who prepared this report.

Lee Miller  
Purchasing

Signed: Lee Miller

<sup>1</sup>Each manufacturer must furnish a report, to the Associate Administrator for Safety Assurance, for each defect or noncompliance condition which relates to motor vehicle safety.

This guide was developed from 49 CFR Part 573, "Defect and Noncompliance Reports" and also outlines information currently requested. Any questions, please consult the complete Part 573 or contact Mr. Jon White at (202) 366-5227 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): Freightliner Model Years Involved: 2002 Model(s): MT55

Production Dates: Beginning: \_\_\_\_\_ Ending: \_\_\_\_\_

VIN Range: Beginning: 5B4LP72G233 Ending: 360939

Vehicle Type: \_\_\_\_\_ Bodystyle: Step Van

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

Custom interior installed aftermarket per  
customers specifications

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.

<u>Model</u>	<u>Year</u>	<u>Number of Vehicles Potentially Involved</u>
MTSS	2002	1

Total Number Potentially Affected by the Recall: 1

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:

This was the only vehicle in which  
the selected models of recall was  
installed

### 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.

A Defect may occur at the rear of the unit. A Fatigue crack may develop

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

An increase in the heat element wattage from 325 to 354 watts

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

A fatigue crack may release pressurized coolant in an area where an open flame may be present

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

None that is known

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

509 S Poplar St.

La Grange IN 46261

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

Mr. Patrick W. McConnell, Director of Engineering

**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.**

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**V. Identify the Remedy**

**8. 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"*

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

*see attached*

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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.

no units were in production at  
time of recall

**VI. Identify the Recall Schedule**

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.

will send letter to our customer  
as of 8-30-07 to inform them  
of recall

**VII. Furnish Recall Communications**

9. 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 573.8 requirements.



RE: Dometic Refrigerator Recall

Dear Valued Customer,

Dometic Corporation has determined that some of the refrigerators that it manufactured between April 1997 and May 2003 for installation in recreational vehicles may contain a defect that relates to motor vehicle safety. A program has been put into place that makes part ordering, installation, data entry and payment quick and easy. Here is a rundown of the recall:

### **THE PROBLEM**

Under some circumstances, 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

If the refrigerator is not one of the identified models, or if its serial number is not within the range specified above, it is not covered by this recall.

If you have information regarding the identity of any individuals who purchased one of these refrigerators, please call us promptly at 1-888-446-5157 so we can contact those individuals directly to arrange to have their refrigerators repaired at no charge.

### **THE REWORK**

We have developed a rework for this potential defect, which involves the installation of a secondary burner housing and certain fuses that will prevent this condition from leading to a fire outside the burner area. The kit was created with ease of installation in mind, and a thorough installation guide including photos is included in every individual packet. All parts are included in the kit, and no unusual tools are necessary.

Dometic is providing two different rework kits for this recall: one for two-way refrigerators, and one for three-way refrigerators. Two-way refrigerators have model numbers ending in "2", such as the RM2662 or NDR1062. Three-way refrigerators have model numbers that end in "3", such as RM3663. To order the parts, call Dometic at 1-800-366-3842 if calling from the US. Canadian callers use 1-800-701-6922.

**For your ordering processes, the part number for the two-way kit is 3311145.000 and for the three-way kit the part number is 3311228.000.**

Rework kits will be available for installations on April 16, 2007.

## **PAYMENT**

In each rework kit there will be a Service Claim Card. **For each and every rework installation, this card must be filled out completely and mailed to the address on the back of the card.** The card features pre-paid postage and the address on the back side of it, so simply drop it into the mail. Payment will not be made until the completed card is received.

For more information on the Service Claim Card, please see the **Data Collection and Payment** sheet included in this mailing.

The rate for an installation will be a flat \$40. In-house and 3<sup>rd</sup> party testing, along with numerous field test installations, have gone into formulating the flat rate. In the unusual circumstance that the charge for an installation is more than \$40, you will need to receive authorization before it is billed by calling 1-888-446-5157.

## **OWNERS OF RECALLED REFRIGERATORS**

Dometic will contact hundreds of thousands of consumers that have recalled refrigerators. Below is a list of information points that owners of recalled refrigerators should know.

There are 7 action items that we are asking the customer to do if their refrigerator is indeed being recalled:

- 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 remedy 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.

Included in what the owner receives is a sheet highlighting where to find their model and serial number, as well as how to turn off the gas valve at the back of their refrigerator. A copy of that sheet is included in this mailing.

#### **POSTER AND INFO CARD**

Included in this mailing is a poster with contact information about the recall. We would greatly appreciate it if you would hang this poster inside of your building where customers might see it. Also included is a small information card with the recall contact info for use at your discretion.

**WHAT YOU CAN DO**

If you provided any of the refrigerators covered by this notification to independent distributors or dealers, you should transmit a copy of this letter, and the enclosed poster, to known distributors and retail outlets along the distribution chain within five days from its receipt.

If you still have any of the refrigerators covered by this notification in your possession or inventory, please contact us at 1-888-446-5157. You will be advised how to rework any of the affected units. Please note that it is a violation of Federal law to sell any of the items covered by this notification unless the defect is remedied.

We thank you for your help in this matter, and look forward to what we hope will be a seamless program.

Very truly yours,

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

RECALL 06E-076