



Contents for Identification #EQ08-010

08V-380
(23 pages)

1. Safety Defect and Noncompliance Report Guide for Vehicles
2. Heartland RV sample letter to retail customers
3. Dometic's Letter to Dealers
4. Dometic's OEM Notification Letter to NHTSA
5. Sample Envelope that will be used for the recall

HEARTLAND RV'S DEALER SERVICES – 1330 WADE DR – ELKHART, IN 46514
PHONE: 574-262-8030 – FAX 574-206-0910

RECEIVED
2008 AUG -1 A 10:35
DEFECTS INVESTIGATION
RECALL MGMT DIV.

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

On July 16, 2008, Heartland RV [MFR] decided that (a defect which relates to motor vehicle safety)(a noncompliance with Federal Motor Vehicle Safety Standard No. 308-010) 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: 7-30-08

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.

Heartland Recreational Vehicles LLC

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

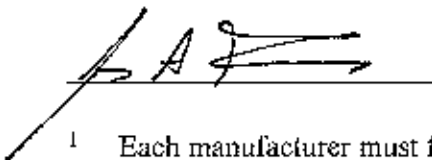
James A Fenner

Telephone Number: 574-246-3063 Fax No.: 574-246-0910

Name and Title of Person who prepared this report.

James A Fenner
Customer Service Manager

Signed:



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, by FAX at (202) 366-7882, or by E-Mail to RMD.ODI@dot.gov.

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): Hearstland Model Years Involved: 05'06'07'08 Model(s): Bighorn, LM, Cyclone, Razor, Sundance
Production Dates: Beginning: 5-17-04 Ending: 1-15-07 Trail Runner, Big Country
VIN Range: Beginning: 1N4L F3L275E459010 Ending: 55F6F32278E008105
Vehicle Type: FW, TT 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:

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 Vehicles equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Vehicles of all Vehicles 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>
Big Country	07', 08'	138
Landmark	05', 06', 07', 08'	650
Big Horn	05', 06', 07', 08'	2,745
Cyclone	07', 08'	750
Razor	07', 08'	46
Sundance	06', 07', 08'	896
Trail Runner	07'	777

Total Number Potentially Affected by the Recall: 6,002

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: 99%

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:

Heartland received order dates & invoices from Dometic. Heartland then applied those dates to production records & added an extra week to each end.

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.

Fatigue crack in the area of the welds between the boiler tubes + the heater pockets.

* Attached - domestic pictures + explanation

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

Fatigue crack due to weak weld

* attached - Domestic pictures + explanation

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

- may release coolant solution into an ignition area and result in a fire

* attached - Domestic pictures + explanation

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

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

Dometic

509 South Poplar

Lagrange, IN 46761

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

Patrick N. McConnell

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. *Dometic & Stericycle have been gathering all incident reports. Reports & claims have not gone thru Heartland*
- 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.

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.

Attached: customer letter & dealer letters

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.

Customers are to take the unit to the dealer. They are to quit using the Refrigerator until the defect is corrected. Dometic will send the parts & payments for the work to be done.

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

The kit includes a secondary burner housing installed with certain fuses that will prevent this condition from leading to a fire

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.

Dometic reconfigured their weld a production process

*attached Dometic form

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.

Heartland has opted to use the company Dometic has selected to perform the recall Staricycle Expert Recall

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) or by E-Mail to RMD.ODI@dot.gov for review prior to mailing.*

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



Subject: Heartland RV 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

Heartland RV 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. **Heartland RV** installed these refrigerators in vehicles that it manufactured from May 17, 2004 to January 15, 2007.

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:

Landmark—Golden Gate, Grand Canyon, Monticello, Mt. Rushmore, Shenedoah—2005 to 2008

Big Horn—2925RK, 2955RL, 3000RL, 3055RL, 3105BHS, 3200RL, 3400RL, 3500RL, 3600RL, 3655RD, 3670RL—2005 to 2008

Big Country—3075RL, 3250TS—2007 to 2008

Cyclone—3210, 3795, 3920, 4012—2007 to 2008

Razor—3212SB—2007 to 2008

Sundance—2500RS, 2700 RL, 2800BHS, 2800RLS, 2890BHS, 2900MK, 2900RK, 3200QE, 3200BHS, 3200ES, 3200RBH, 3300SK—2006 to 2008

Trail runner—T2500BS, T2700BHS, T2700FB, T2700RL, T2700TB, T2900RK, T3200QB, T3200SB—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

Heartland RV, 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:

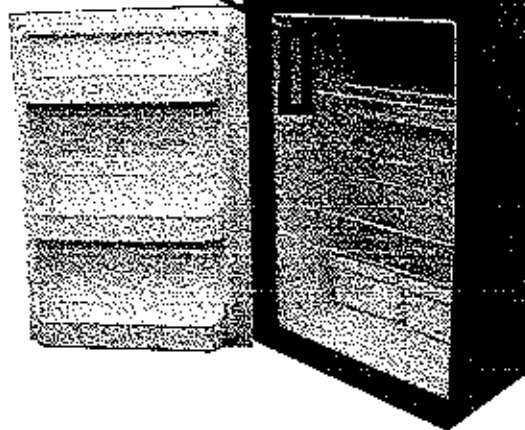
- 1) **Turn the refrigerator off immediately if you notice any of the following indicators:**
 - Leakage or staining at the back of the refrigerator.
 - Yellow residue at the back or sides of the refrigerator.
 - The smell of ammonia.
 - Refrigerator does not properly cool.

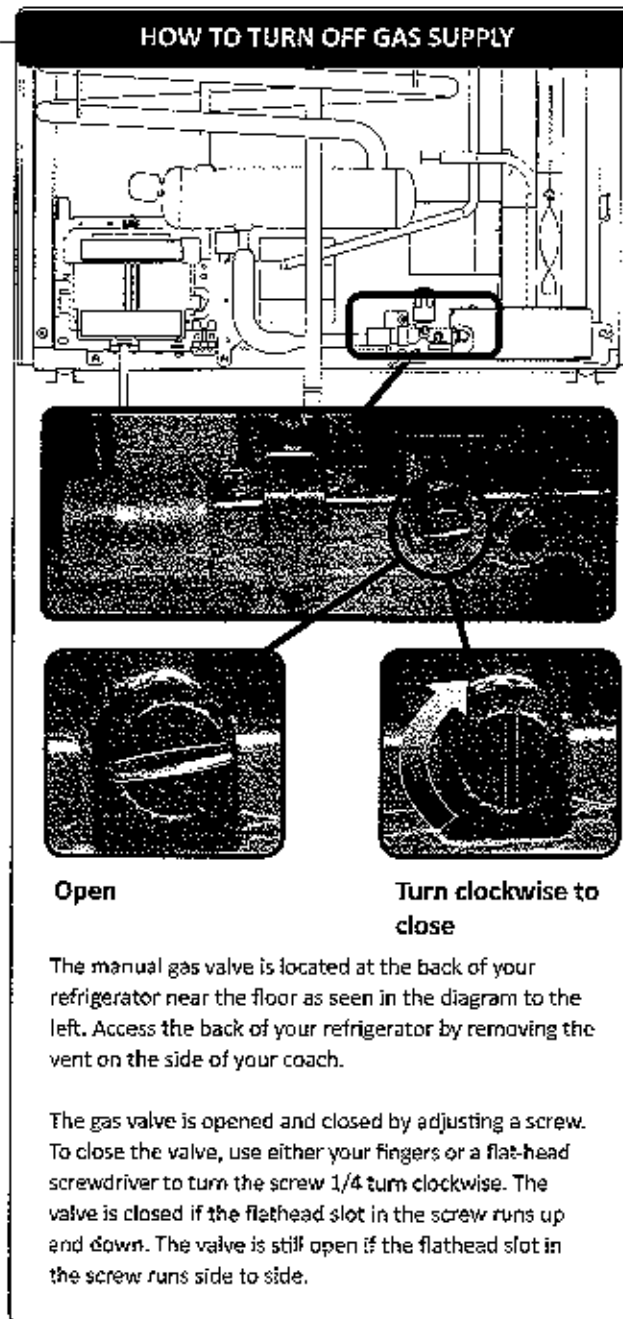
Any unit found to have one or more of the characteristics mentioned above MUST be shut down and not operated until the unit is fixed and the recall rework administered.

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.





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 Heartland RV 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 Heartland RV product are important to us and we regret any inconvenience to you.

Sincerely,

Heartland RV

RE: Dometic Voluntarily Expands Refrigerator Recall

Dear RV Dealer or Service Center:

Dometic has voluntarily expanded its recent refrigerator recall to include some of the two-door refrigerators that it manufactured between June 1 of 2003 and September 30 of 2006 for installation in recreation vehicles. These refrigerators may contain a defect that relates to motor vehicle safety. The program for parts ordering, installation, data entry and payment is exactly the same as the initial Dometic refrigerator recall which was announced in August of 2006. Here is a rundown of the recall:

THE PROBLEM

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. Potential ignition sources in this area include the refrigerator's propane burner and/or electric heating element. 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.

AFFECTED UNITS

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:

320xxxx through 352xxxx 401xxxx through 452xxxx
501xxxx through 552xxxx 601xxxx through 639xxxx

If the refrigerator is not one of the identified models nor one of the serial numbers specified above, it is not covered by this recall. For help in locating the model or serial number use the illustration to the right on this page.

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 Secondary Burner Housing (SBH) 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.

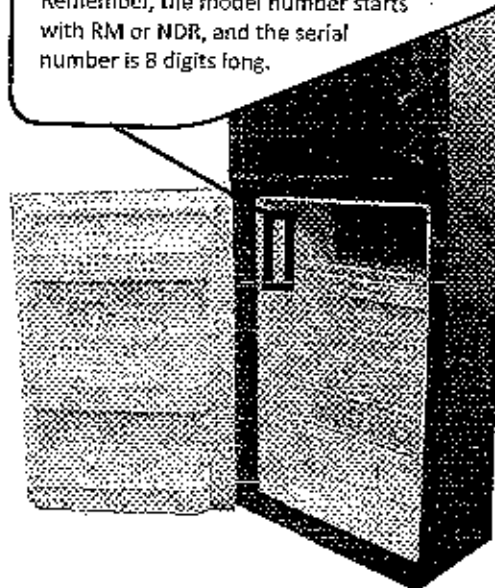
Dometic is providing two different rework kits for this recall: one for two-way refrigerators, and one for three-way refrigerators. Two-way refrigerators have model numbers ending in "2", such as the RM2662 or NDR1062. Three-way refrigerators have model numbers that end in "3", such as RM3663. To order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

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

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.



MORE INFORMATION ON BACK ▶

PAYMENT

There are two ways to be reimbursed for installing a kit. First, you can log in to www.edometric.com and input all of the necessary information. Or, you can choose to use the Service Claim Card that is packaged with each kit. **For each and every rework installation, all of the information requested must be filled out to be paid for the work.** 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 either the information is submitted online or until the completed card is received.

For more information on the Service Claim Card, please see the DATA COLLECTION/PAYMENT heading below.

The rate for an installation will be a flat \$40. In-house and 3rd party testing, along with numerous field test installations, has gone in to 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.

DATA COLLECTION/PAYMENT

It is essential to all parties that every rework installation associated with this recall be thoroughly documented. Accurate data collection is essential to reaching as many customers as possible that may own affected refrigerators, and that those handling installations are paid for their work. Included in the box with each rework kit Dometic sends out will be a Service Claim Card. A copy of that card is seen here.

Customer Information		Dealer/Service Center Information	
Name		Dometic Dealer #	
Address		Phone	
City and State		Address	
Zip		City and State	
		Zip	
		Model #	
		Serial #	
		Recall Date	
Recalled Unit Information		Dealer/Service Center Information	
Model #		Address	
Serial #		City and State	
Recall Date		Zip	

We are required by federal law to submit complete information.

Therefore, for each and every rework kit install, this card (or

the online form at edometric.com) MUST be filled out completely. Payment will not be given for the installation unless every box on the card or online form is completely and legibly filled in. The card features pre-paid postage on the reverse side. The card must be mailed no later than 48 hours after the rework.

AFFECTED REFRIGERATORS IN NEW OR USED RVs FOR SALE ON YOUR LOT

If you still have any of the refrigerators covered by this recall in your possession or installed in new or used RVs being sold on your lot, **you must have the SBH kit installed on the refrigerator before it can be sold.** 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. You will, of course, be paid for the installation of each kit, as described above under the PAYMENT heading.

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 under ANY circumstances. Dometic recommends that you turn off the gas valve at the back of your refrigerator. DO NOT, however, attempt to disconnect the gas supply. See instructions below.

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.

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 currently available. 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, 1200 New Jersey Ave S.E., 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 may be eligible for reimbursement 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. See right of this page for detailed instructions.

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 placard, to known distributors and retail outlets along the distribution chain within five days from its receipt.

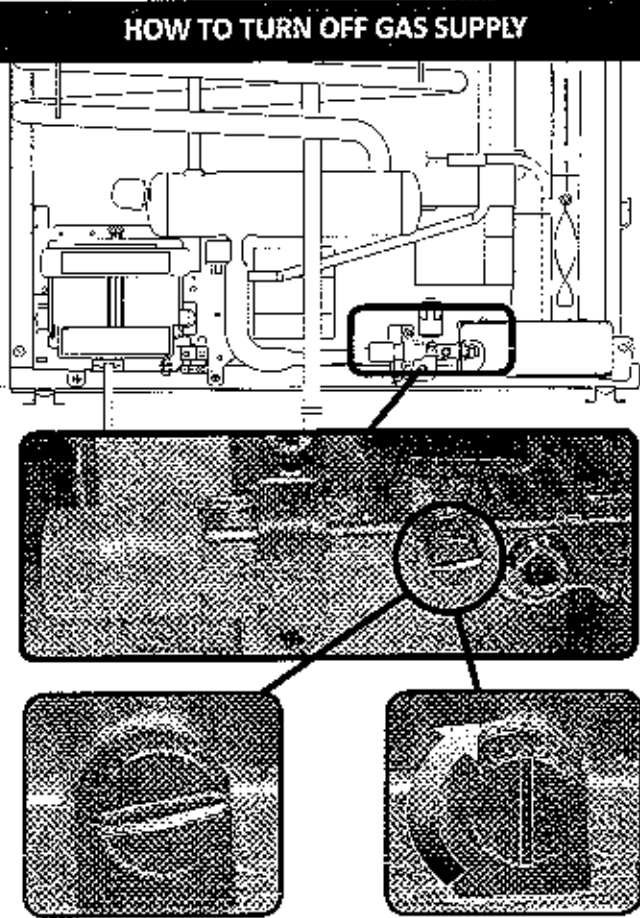
We thank you for your help in this matter, and look forward to what we hope will be a seamless program.

Very truly yours,

Patrick N. McConneff
Director of Engineering, Product Safety and Standards
Dometic, LLC

RECALL 08E-037

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.

STERICYCLE
(800) 668-4391
2670 EXECUTIVE DR SUITE A
INDIANAPOLIS IN 46241

LTR 1 OF 1

ATTN: VALUED CUSTOMER

SHIP N/A

TO: HEARTLAND RV P AND S
2917 PAUL DRIVE

ELKHART IN 46514



IN 465 9-01



UPS GROUND

TRACKING: 1Z E38 095 03 4492 0671



BILLING: P/P

N22948690D1840-5717

URC78.5A 04/2008



Dometic

08E-032
(5 pages)

April 11, 2008

VIA CERTIFIED MAIL, Ret. Rec. Req.

Mr. Dan Smith
Associate Administrator of Enforcement
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, DC 20590



Dear Mr. Smith:

Please find enclosed a Notification of Defect which Dometic Corporation is submitting pursuant to 49CFR, Part 573.6.

Please contact me if you have any questions or if you require additional information at

We are continuing the preparation of media documents for your approval and the acquisition of the customer, dealer, and OEM lists for this population of products. The customer, dealer, and OEM lists will be submitted under application and request for confidentiality to your lead counsel as soon as these are completed.

The remedy identified in the original recall 06E076 will be employed for this recall expansion. Only the serial numbers for these units will be different, as the model numbers are all the same. If you elect to identify a new and second recall campaign for this additional population of refrigerators, please notify us of the new campaign number as soon as possible so that it can be added to the instructions for remedy kits and the repair service claim card that each customer **must** fill out and return when their refrigerator is serviced. This will enable us to effectively place the remedy and repair for our customers on an available status within two-to-three weeks of this notification.

Thank you for your consideration.

Respectfully,

Patrick N. McConnell

Dometic Corporation
Director Engineering, Product Safety, & Standards

RECEIVED
2008 APRIL 15
OFFICE OF DEFECTS INVESTIGATION
RECALL MGMT DIV.

- cc: Mr. John Waters, Dometic Corporation (via email)
- Mr. Brad Sargent, Dometic Corporation (via email)
- Mr. Keith Bengtsson, Dometic Corporation (via email)
- Mr. Doug Dieterly, Esq, Barnes and Thornburg (via email)
- Mr. Richard Paulen, Barnes and Thornburg (via email)

POTENTIAL DEFECT NOTIFICATION

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

Dometic Corporation ("Dometic") 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 a potential defect are two-door refrigerators manufactured between June 1 of 2003 and September 30 of 2006. The potentially affected refrigerators have the model designations set forth below:

RM-2652xxxxx
RM-2662xxxxx
RM-3662xxxxx
RM-3663xxxxx
RM-2852xxxxx
RM-2862xxxxx
RM-3862xxxxx
NDR-1062xxxxx

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

320xxxxx through 352xxxxx
401xxxxx through 452xxxxx
501xxxxx through 552xxxxx
601xxxxx through 639xxxxx

The potential safety related defect is associated with the cooling unit at the back of the refrigerator cabinet. A fractional percentage of the potentially affected refrigerators have experienced a fatigue crack in the area of the welds between the boiler tube and the heater pockets. A fatigue crack may release a sufficient amount of pressurized coolant solution into an area where an ignition source is present. Under certain limited 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;
2. The boiler tube must develop a throughway fatigue crack within a specific size range;
3. There must be a release of the cooling solution at a rate which will allow the accumulation of the cooling solution at a concentration and temperature within its range of flammability;
and
4. There must be ignition source present

If any of these conditions are not present, a release of the cooling solution will not result in a fire. A boiler fatigue crack with a loss of cooling solution without ignition would result in a non-operational refrigerator and does not present a fire safety issue.

For the population of product with the models and serial number range shown above from the 20th week of 2003 through the 39th week of 2006, a potential inconsistent weld process may have contributed to the weld fatigue resulting in a crack of the boiler to heater pocket welds or in the boiler tube on cooling units manufactured or warehoused during this period.

Increased market demand required a new production line with new state-of-the art technology to be introduced and the old production line to be updated with the same new technology between the end of 2005 through January of 2006. This improvement in technology and the streamlining of the production weld process significantly reduced the variability of the boiler to heater pocket seam welds. By September 30, 2006 all quantities of cooling units manufactured prior to the introduction of the new production line technology having the potential safety related defect were used and no longer in inventory.

The list of products shown above are all refrigerators used in the original manufacture of recreation vehicles as well as replacement equipment for recreation vehicles. The total population of these refrigerators potentially containing the defect is 745,574. Dometic estimates that as many as 0.005% may develop weld or boiler fatigue cracks which may result in a fire. There are no incidents of death related to the affected population of Dometic refrigerators.

Dometic has continued to review claims subsequent to NHTSA recall campaign 06E-076 to verify the integrity of the rationale and to make certain that other contributing factors were not present that could cause fatigue on units beyond the original recall population and dates. This review revealed that microscopic cracks could randomly be

found in the boiler metal in the area of the weld between the heater pocket and boiler tube which could release coolant into the area of the burner. These findings have resulted in the preparation of this notice.

The field remedy used for the Dometic recall 06E-076 is equally effective for use on this population of product and will be deployed in identical fashion as previously identified. Dometic, along with conducting their own recall campaign, will participate in the remedy campaigns initiated by the original equipment manufacturers. A list of original equipment manufacturers to whom Dometic has sold the potentially defective refrigerators will be forwarded as Exhibit "A" upon its preparation.

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

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DATED this 11th of April 2008

Dometic Corporation

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

EVENT CHRONOLOGY FOR NHTSA RECALL EXPANSION

Dometic issued a defect notification and initiated recall 06E-076 on August 28, 2006. In Recall 06E-076 Dometic established that under certain limited circumstances a boiler fatigue crack could develop and release coolant which could ignite and result in a fire. These conditions were:

1. The refrigerator must be on and normally operating;
2. The boiler tube must develop a throughway fatigue crack within a specific size range.
3. There must be a release of the cooling solution at a rate which will allow the accumulation of the cooling solution at a concentration and temperature within its range of flammability;
and
4. There must be an ignition source present

If any of these conditions are not present, a release of the cooling solution will not result in a fire. A loss of cooling solution without ignition results in a non-operational refrigerator and is not a safety concern.

During 2006 and 2007 Dometic continued analyzing the defect scenario and developed a field remedy to address and significantly reduce the safety hazard created by the potential defect. In April of 2007 we initiated the recall campaign under NHTSA recall number 06E-076 and have deployed over 177,000 recall remedy kits to the field.

Between the end of 2005 and January 2006 a new boiler weld production line and an update of the old boiler weld production line at the Motala Sweden production facility were implemented for capacity reasons. These new lines incorporated the newest technology from the welding industry, improved capability and reduced process variation through more robust design of the welding arm, using new welding units and processes, with a continuous seam employing better welding rods. Continued analysis reveals that these welding line changes have significantly reduced the risk for inconsistency. By September 30, 2006 all quantities of cooling units manufactured prior to the introduction of the new production line technology having the potential safety related defect is considered to have been used and the inventory cleared.

Although we are certain that the oversized heater identified in recall 06E-076 was a major contributor to boiler tube failures, Dometic's continued review and analysis of product returns and claims, after the defect notification to NHTSA, has shown that it cannot be ruled out that a fatigue crack could develop in the weld or boiler tube. We therefore made a determination to expand our recall for the time period between week 20 of 2003 and week 39 of 2006.

SAFETY RECALL NOTICE