

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

On April 11, 2008, SunnyBrook RV, Inc. (by notification from Dometic Corporation) [MFR] decided that a defect which relates to motor vehicle safety 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: 10/14/2008

Furnish the manufacturer's identification code for this recall (if applicable): 08E032

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.

SunnyBrook RV, Inc.  
\_\_\_\_\_

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

Sheldon Troyer, Controller  
\_\_\_\_\_

Telephone Number: (574) 825-5250 ext 119 Fax No.: (574) 825-7127

Name and Title of Person who prepared this report.

Sheldon Troyer  
Controller

RECEIVED  
2008 OCT 20 10:35 AM  
DEFECTS INVESTIGATION  
RECALL MGMT DIV.

Signed:



<sup>1</sup> 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](mailto: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): SunnyBrook Model Years Involved: 2005, 2006, 2007 Model(s): All

Production Dates: Beginning: 8/31/2004 Ending: 3/30/2007

VIN Range: Beginning: 4UBAS0M2851445494 Ending: 4UBAS0P2571176935

Vehicle Type: Trailer Bodystyle: Travel Trailer, Fifth Wheel, SURV

**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.**

100%

**II. Identify the Recall Population**

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

<b>Model</b>	<b>Year</b>	<b>Number of Vehicles Potentially Involved</b>
SunnyBrook	2005	1642
SunnyBrook	2006	4246
SunnyBrook	2007	3693

**Total Number Potentially Affected by the Recall:** 9581

**4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance:** According to Dometic’s notification, “a fractional percentage”.

**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:**

The Dometic refrigerators are used in all SunnyBrook trailers. SunnyBrook tracks serial numbers of the installed refrigerator for each trailer produced. Because of this and because Dometic has listed the serial number range that is specifically in question, we were able to determine when we started and stopped using the refrigerators in question.

**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.**

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.

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

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

Under certain limited conditions, the released coolant could ignite and result in a fire.

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

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

Dometic Corporation

509 South Poplar

LaGrange, IN 46761

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

Patrick McConnell, Director Engineering, Product Safety, & Standards

**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.**

Dometic issued a recall in August, 2006, which SunnyBrook participated in by working with Stericycle (Dometic's selected company to conduct the recall) and providing a complete list of potentially affected trailers that SunnyBrook produced; this list included any retail contact information that SunnyBrook collected from the selling dealer.

In 2008, SunnyBrook was notified of an extension (or phase II) of the original recall. SunnyBrook has been in contact with Stericycle (again Dometic's selected company to conduct the recall) and has provided them with a complete list of potentially affected trailers that SunnyBrook produced, again including any retail contact information that SunnyBrook collected from the selling dealer.

**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.**

SunnyBrook is working with Dometic and Stericycle on this recall. They are handling contacting retail owners and reimbursements.

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**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.**

Dometic will install a secondary burner housing free of charge.

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

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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.**

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**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.**

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## **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](mailto: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.**

# SunnyBrook

Subject: SunnyBrook 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

SunnyBrook 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. SunnyBrook installed these refrigerators in vehicles that it manufactured from 8/31/2004 through 3/30/2007.

### **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:**

The potentially affected SunnyBrook RVs are: all manufactured series and models for model years 2005, 2006, 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

**SunnyBrook**, 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.

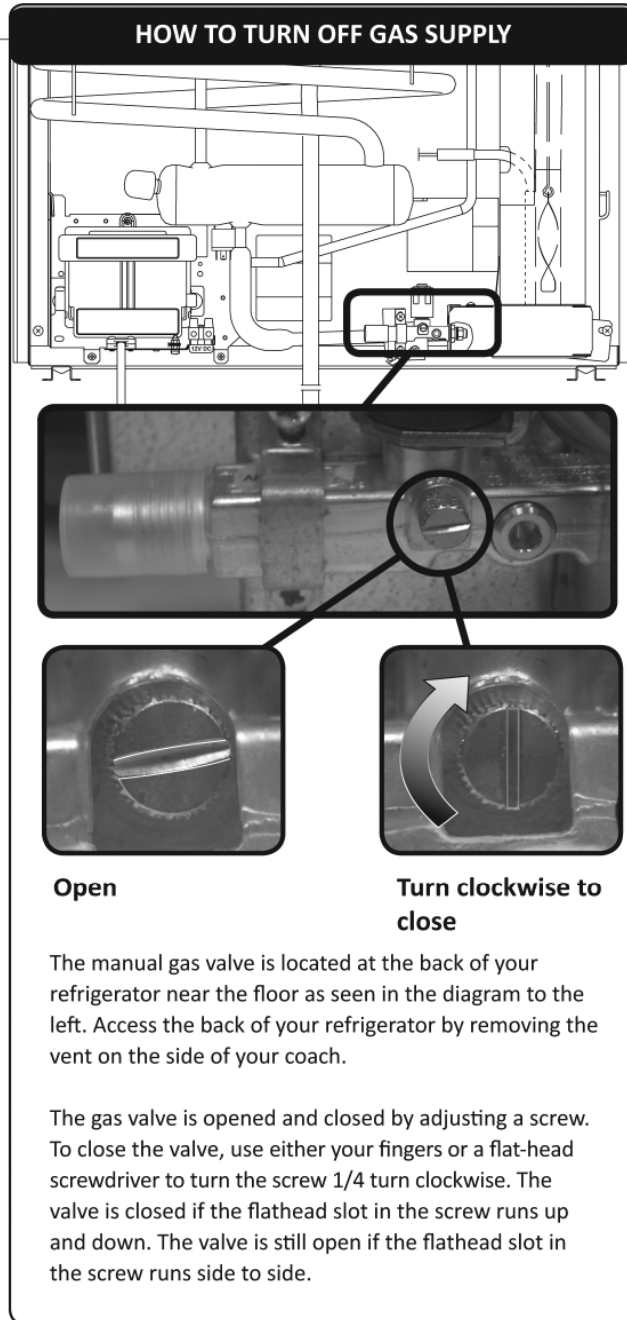
**Any unit found to have one or more of the characteristics mentioned above MUST be shut down and not operated until the unit is fixed and the recall rework administered.**

### 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 SunnyBrook 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 SunnyBrook product are important to us and we regret any inconvenience to you.

Sincerely,

SunnyBrook