

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

On July 1, 2008 Rec. By Design [MFR] decided that (a defect which relates to motor vehicle safety) or 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: October 18, 2008

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

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.

Recreation By Design
11746 Buckingham Rd. E. Wheat, In. 46314

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

Cheryl Harrett
Sales & Service

Telephone Number: (574) 294-2117 Fax No.: (574) 293-2698

Name and Title of Person who prepared this report.
Cheryl Harrett
Sales & Service

RECEIVED
2008 OCTOBER 23 - 10:00 AM
OFFICE OF RECALL
MANAGEMENT DIVISION

Signed:

Cheryl Harrett

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.

1. 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): Lucy/Ducato Model Years Involved: 2003-2007 Model(s): Self Contained
Production Dates: Beginning: 7/7/03 Ending: 4/9/07 Park models
VIN Range: Beginning: 320xxxxx Ending: 639xxxxx
Vehicle Type: _____ Bodystyle: Travel Trailers & 5th Wheels
Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall: See Domestic Recall Letter

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.

Self Contained
Model Park Models Year 2003-2007 Number of Vehicles Potentially Involved

681 - See Spread Sheet Provided

Total Number Potentially Affected by the Recall:

681

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: N/A - Dometic can only answer this

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:

Dometic informed us - no way to determine

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 Domestic Recall letter #08E-032

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

See Domestic Recall letter #08E-032

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

See Domestic Recall letter #08E-032

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

See Domestic Recall letter #08E-032

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

Domestic
P.O. Box 490
Elkhart, In. 46515

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

Brad Dargent @ (314) 294-2511

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 Domestic Recall Letter # O&E-032

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 Domestic Recall Letter # O&E-032

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 Domestic Recall Letter #08E-032

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

See Domestic Recall Letter #08E-032

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 Domestic Recall Letter #08E-032

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 Domestic Recall Letter #08E-032

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: **RECREATION BY DESIGN & TL INDUSTRIES 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

RECREATION BY DESIGN & TL INDUSTRIES 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. **RECREATION BY DESIGN & TL INDUSTRIES** installed these refrigerators in vehicles that it manufactured from 07/07/2003 – 04/09/2007

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: LUXURY DREAMS –SELF CONTAINED 2003-2007 MODELS

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

RECREATION BY DESIGN & TL INDUSTRIES, 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:

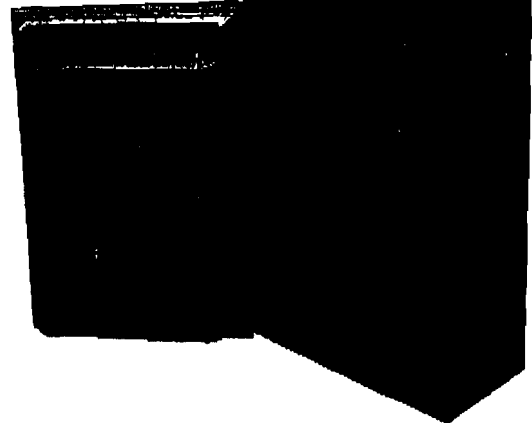
- 1) **Turn the refrigerator off immediately if you notice any of the following indicators:**
 - Leakage or staining at the back of the refrigerator.
 - Yellow residue at the back or sides of the refrigerator.
 - The smell of ammonia.
 - Refrigerator does not properly cool.

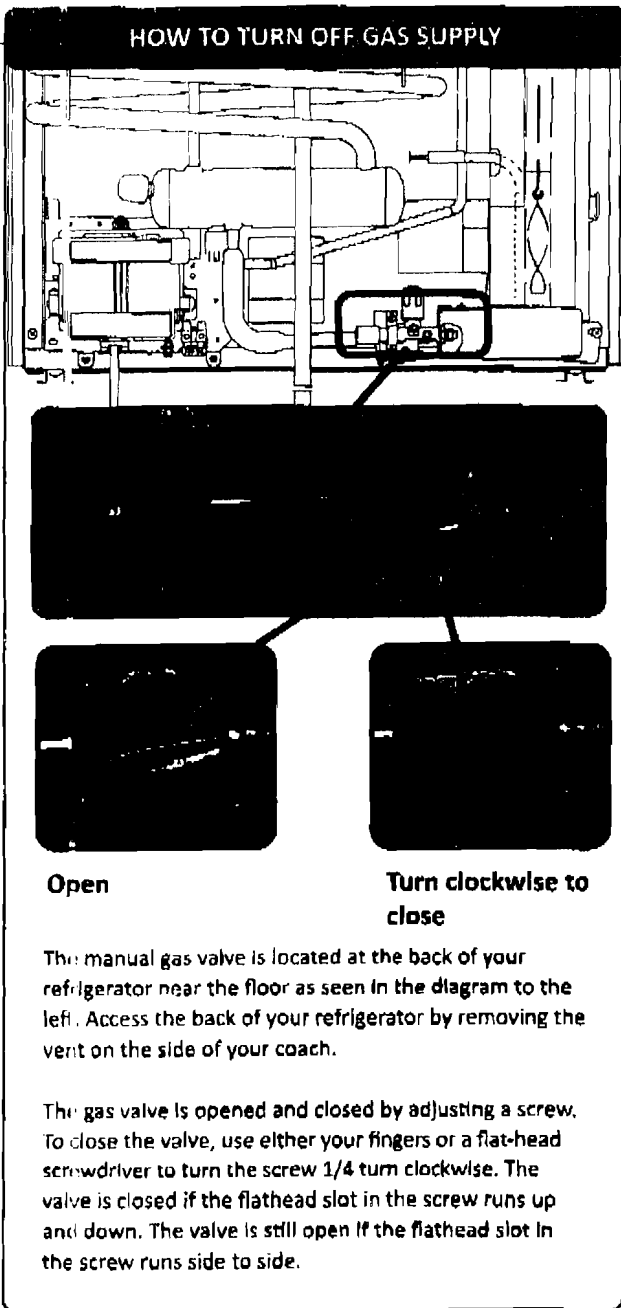
Any unit found to have one or more of the characteristics mentioned above MUST be shut down and not operated until the unit is fixed and the recall rework administered.

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 **RECREATION BY DESIGN & TL INDUSTRIES** 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 **RECREATION BY DESIGN & TL INDUSTRIES** product are important to us and we regret any inconvenience to you.

Sincerely,

RECREATION BY DESIGN & TL INDUSTRIES



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

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.

EXT 3726

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