

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

On Dec 3, 2008, Glendale RV [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: Dec 3 2008 \_\_\_\_\_

Furnish the manufacturer's identification code for this recall (if applicable): 08E-032 \_\_\_\_\_

**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 Street Strathroy Ontario Canada N7G-3J6

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

Greg Scimmi

Warranty/Service Manger

Telephone Number: 1-519-245-1600 \_\_\_\_\_ Fax No.: 1-519-245-5129 \_\_\_\_\_

**Name and Title of Person who prepared this report.**

Greg Scimmi

Warranty Service manager

RECEIVED  
2008 DECEMBER 15 – 2:00 PM  
OFFICE OF RECALL  
MANAGEMENT DIVISION

<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).

Signed:

Greg Scimmi

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**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):** Titanium **Model Years Involved:** 2004--2007 **Model(s):** 24E29, 25E30DS, 26E31, 28E33, 28E33DS, 28E33SB, 28E33TS, 29E34, 29E34MS, 29E34RL, 30E35DS, 30E35TS, 31E36MK, 31E36TBR, 32E37DS, 32E37DSD, 32E37TS, 33E38SD, 33E38TS, 34E39MPRV, 34E39QS, 34E39RK, 36E41,36E41MPRV

**Production Dates: Beginning:** June 2003 **Ending:** Oct 31 2006

**VIN Range: Beginning:** 2GREW24T54S **Ending:** 2GRFW36T67S077630

**Vehicle Type:** RV **Bodystyle:** 5<sup>th</sup> Wheel

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

Contain the effected Dometic frig

**Make(s):** Golden Falcon **Model Years Involved:** 2004 and 2006 **Model(s):** 28RK, 28RLG, 31FKS, 31FLS, 29RK2S, 29RL2S, 31B, 31RB

**Production Dates: Beginning:** June 3003 **Ending:** Oct 31 2006

**VIN Range: Beginning:** 2GRFW28T94S0 **Ending:** 2GRFW28T26S066940

**Vehicle Type:** RV **Bodystyle:** 5<sup>th</sup> wheel and Travel trailer

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

Contains the effected Dometic frig

**Make(s):** Royal Classic **Model Years Involved:** 2003, 2005 **Model(s):** 280RC, 310RC

**Production Dates: Beginning:** Nov 2003 **Ending:** April 2005

**VIN Range: Beginning:** 1EDXE45S94H **Ending:** 1FDXE45S64HA10200

**Vehicle Type:** RV **Bodystyle:** Motor Home

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

Contains the effected Dometic frig

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**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.**

<b>Model</b>	<b>Year</b>	<b>Number of Vehicles Potentially Involved</b>
Titanium	2004 through 2007	3717
Golden Falcon	2004 ,2005, 2006	146
Royal Classic	2003, 2005	142

**Total Number Potentially Affected by the Recall:** 4005

**4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance:** *97%*

**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 friges built and supplied by Dometic between June 2003through Nov 31 2006

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**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 time a fatigue crack may develop in the boiler tube of the covered refrigerator that may release a sufficient amount of pressurize 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 08E-032

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

Pressurized coolant solution may leak and ignite and result in a 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 08E-032

**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 08E-032

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**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 08E-032

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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.**

See Dometic recall 08E-032

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

See Dometic recall 08E-032

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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.**

See Dometic recall 08E-032

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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.**

See Dometic recall 08E-032

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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 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



Subject: **Glendale 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**

**Glendale 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. **Glendale RV** installed these refrigerators in vehicles that it manufactured from. **June 2 2003 ---- September 29 2006**

### **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:**

Titanium models 24E29, 25E30DS, 26E31, 28E33, 28E33B, 28E33DS, 28E33SB, 28E33TS, 29E34, 29E34TS, 29E34MS, 29E34RL, 30E35DS, 30E35RB, 30E35TS, 31E36MK, 31ETBR, 31E37DS, 32E37DSD, 32E37TS, 33E38SD, 33E38TS, 3439MPRV, 34E34QS, 34E39RK, 33E39SD, 36E41, 36E41MPRV

Easy Rider Models 29RK2S, 29RL2S, 31B, 31RD

Royal Classic model 280RC, 310RC

Golden Falcon 28RK, 28RLG, 31FKS, 31FLS

### **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

Glendale 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:

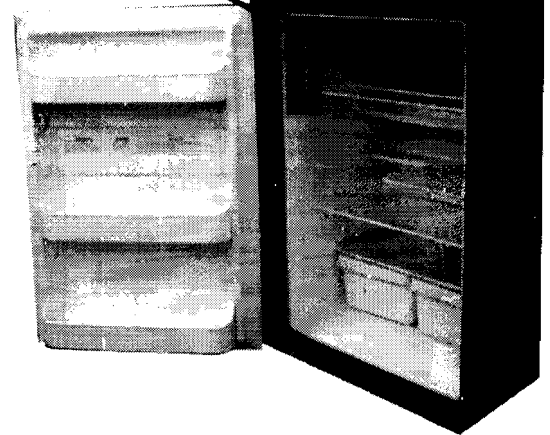
- 1) **Turn the refrigerator off immediately if you notice any of the following indicators:**
  - Leakage or staining at the back of the refrigerator.
  - Yellow residue at the back or sides of the refrigerator.
  - The smell of ammonia.
  - Refrigerator does not properly cool.

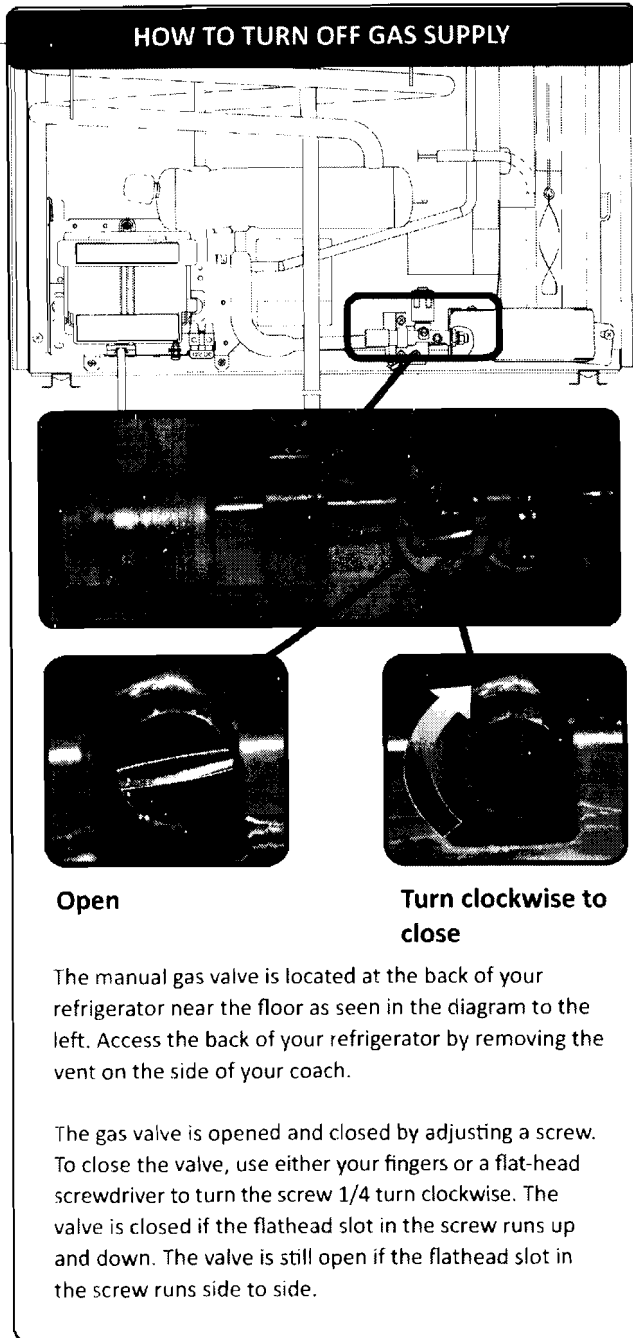
**Any unit found to have one or more of the characteristics mentioned above MUST be shut down and not operated until the unit is fixed and the recall rework administered.**

### 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 **Glendale 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.

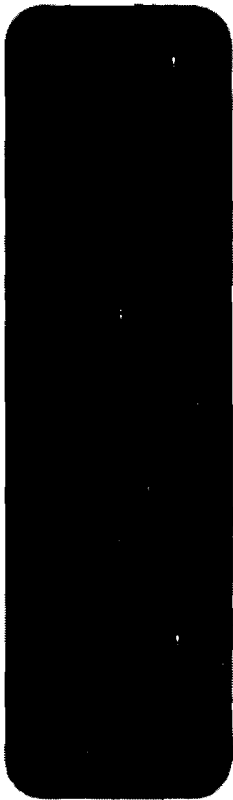
Your safety and satisfaction with your **Glendale RV** product are important to us and we regret any inconvenience to you.

Sincerely,

**Glendale RV**



**SAFETY RECALL NOTICE**





## **Dometic Refrigerator Safety Recall Recall Management Election Form**

Dometic, LLC realizes that product recalls can put a strain on an organization's resources and personnel, and that your company may not have much, or any, experience in conducting vehicle safety recalls. Therefore, Dometic is offering – at no charge – to assist you in managing the administration of the recall of Dometic refrigerators that were installed as original equipment in your company's vehicles. We recommend that you authorize Dometic to assist in conducting the recall of your vehicles – including the notification of vehicle owners, the implementation of the remedy, and the reporting to the National Highway Traffic Safety Administration (NHTSA) of the progress of the recall – by checking the appropriate box below and returning this form to Stericycle Incorporated ("Stericycle"), the firm that Dometic has employed to assist in managing this recall. Stericycle will manage all notifications, assist with locating dealerships or service centers to assist with the repair and provide assistance with scheduling of appointments.

The benefits of working with Stericycle include the following:

- Cost of notifying customers is paid for directly by Dometic, LLC
- For all failed notifications, documentation will be available to prove sufficient efforts were made to communicate with the customer
- More timely reimbursement for repairs
- Secure management of customer information

***Please note that even if you elect to have Dometic conduct the recall campaign, as a manufacturer of vehicles that contain a safety-related defect, your company has certain reporting obligations, including the duty to notify NHTSA of the defect, report on the progress of the recall, and perhaps notify Transport Canada.***

Stericycle will manage your customer's information under complete confidentiality and is willing to enter into a non-disclosure agreement to ensure proper handling of that information. Stericycle has worked with the largest manufacturers in the world in managing recalls and will provide a seamless experience for your customers.

In order to allow Stericycle to notify the owners of your vehicles in which the potentially defective refrigerators were installed and to offer them a free remedy, you will need to provide Stericycle with the vehicle identification numbers (VIN) of all of those vehicles, as well as a list of the names and addresses of the purchasers, organized by VIN. This information should be provided electronically as an Excel or text delimited file.

Even if you decide to conduct the recall yourself, please complete and return this form to Stericycle, so we will know how you have decided to proceed. If you have any questions regarding the election, please contact Brad Sargent by telephone at (574) 294-2511, or you may send e-mail at [brad.sargent@dometicus.com](mailto:brad.sargent@dometicus.com).

Please return this signed and completed document within 10 business days of receiving to Stericycle in one of the following ways:


By Fax: **888-627-2279**

By mail: **Attn: Nicole Gasvoda, 2670 Executive Drive, Suite A, Indianapolis, IN 46241**

As a pdf attachment to an e-mail: [ngasvoda@stericycle.com](mailto:ngasvoda@stericycle.com)

- X We elect to have Stericycle assist in the administration of the recall of our vehicles that contain defective Dometic refrigerators. We will provide a list of the vehicles containing those refrigerators, by VIN, as well as the names and addresses of the purchasers of those vehicles, to Stericycle Incorporated, no later than 10 business days of receiving your notice. We understand this list will be used only for the purposes of this recall.

Thank you, but we elect to administer the recall campaign using our own personnel and resources. We will still provide Stericycle with our list of vehicles containing affected refrigerators, by VIN.

Signature: 

Date: November 27/2008

Printed Name: Greg Scimmi

Title: **Service/Warranty Manager**