# NEW HORIZONS RV CORP.

Subject: Dometic Refrigerator Recall 08V-281

Tuesday, January 06, 2009

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

New Horizons RV Corp. 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. New Horizons installed these refrigerators in vehicles that it manufactured from 1997- 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: All models of Fifth Wheels and Travel Trailers Mfg From 1997- 2006**

**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

New Horizons, 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

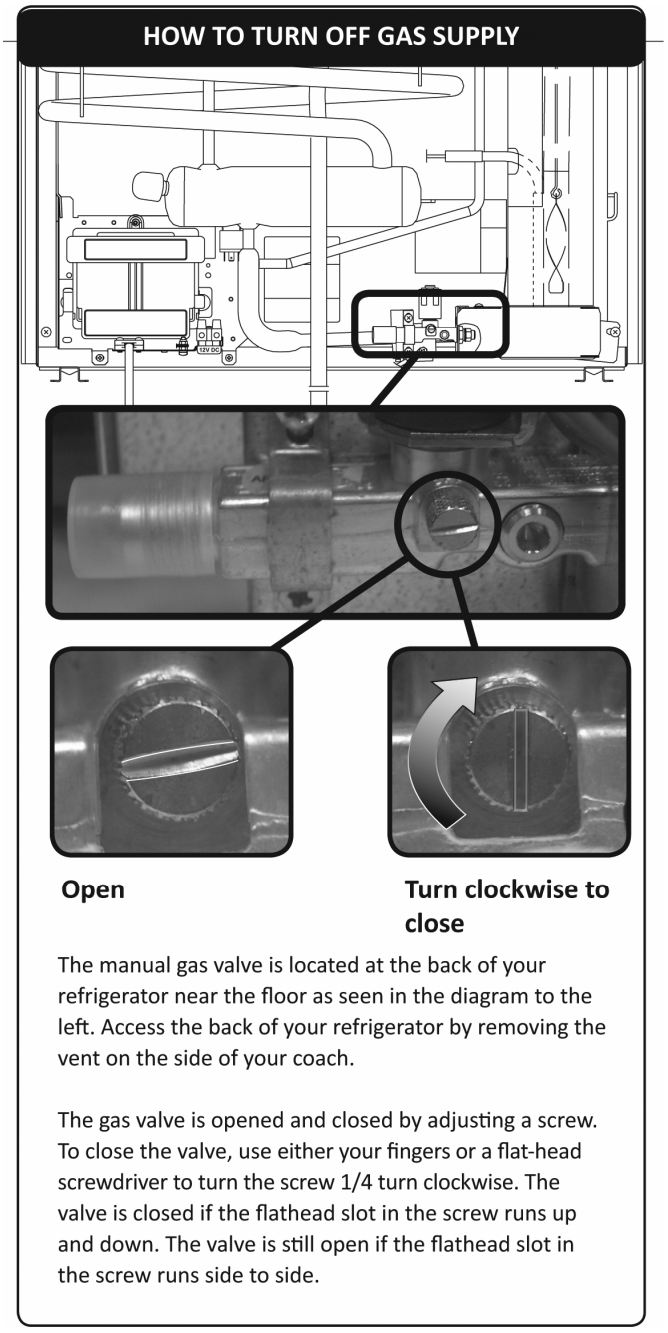
**How Do I Know If My Refrigerator Is Being Recalled?**

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.**




**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 **New Horizons** 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 New Horizons RV product is important to us and we regret any inconvenience to you.

Sincerely,

Kenneth Ullmer

**New Horizons RV Corp.**