



Dear Valued Customer:

This notice is sent to you in accordance with the requirements of the National Highway Traffic and Motor Vehicle Safety Act.

Dometic Corporation has notified Forest River, Inc. that the defect, which related to motor safety, that existed on some of the refrigerators that it manufactured between April 1997 and May 2003 for installation in recreational vehicles has been expanded to include refrigerators built from June 2003 to September 30, 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 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:
320xxxxx through 352xxxxx
501xxxxx through 552xxxxx
401xxxxx through 452xxxxx
601xxxxx through 639xxxxx

If you own one of the above units, it requires immediate service and continuing use could pose a potential safety hazard.

How Do I Know IF My Refrigerator Is Being Recalled?

- 1) Find your refrigerator's model and serial numbers by opening the refrigerator door and looking for the sticker attached to the side of the interior. See the photo instructions furnished by Dometic included in this mailing for the exact location of the sticker.
- 2) Call **1-888-446-5157** or go to www.DometicUSA.com 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 of the back of the refrigerator.
- Yellow residue at the back or side of the refrigerator.
- The smell of ammonia.
- Refrigerator does not properly cool.

Any units 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 is administrated.**

For any units that do 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 L.P. gas. Switching to electrical power lowers the incident rate associated with L.P. 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.**

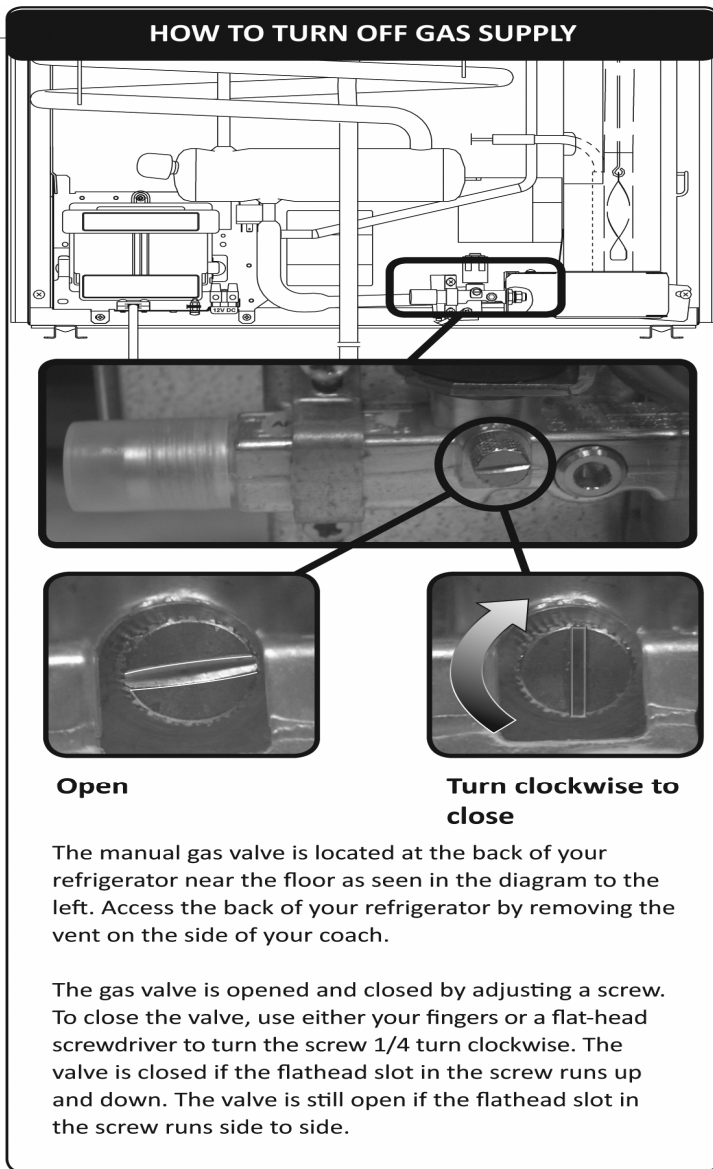
- 3) Dometic recommends that you turn off the gas valve at the back of your refrigerator. **DO NOT**, however, attempt to disconnect the gas supply tube. Instructions on how to turn off the gas valve was provided by Dometic and is included in this envelope.
- 4) If you must operate your refrigerator on electric. **DO NOT** operate your refrigerator while in transit or while occupants are asleep.
- 5) The rework kit is now 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.

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.





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 Dometic. 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 Dometic at the number provided above so they can attempt to resolve the problem. You may also submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street SW, Washington D.C. 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 the cost pursuant to Dometic's Pre-Notification Reimbursement Program. To be eligible for reimbursement under the Program, you must complete and submit the required forms and provide the necessary documentation. The Program and form can be obtained from Dometic by calling 1-888-446-5157.

If you no longer own this refrigerator:

If you are no longer the owner of this unit that may have the affected refrigerator, Dometic would greatly appreciate you furnishing them 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 This Recall:

To reach as many customers as possible, Forest River and the manufacturer of your refrigerator will each send notifications in regards to this recall. Be advised that though you may receive multiple notifications, all pertain to the same, single recall.

Forest River sincerely apologizes for any inconvenience this may cause. We are continually committed to working with component manufacturers as they develop innovative products to meet the needs of the RV'er. Keeping your safety is a top priority for us.

Sincerely,

Forest River

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