

OEM NOTIFICATION: Dometic Voluntarily Expands Refrigerator Recall



Dear Valued Customer:

IMPORTANT RECALL INFORMATION
PLEASE RESPOND IMMEDIATELY
RECALL CAMPAIGN NO. 08E-032

I am writing to inform you of a voluntary recall campaign with respect to a potential safety-related defect in certain two door refrigerator units manufactured by Dometic, LLC ("Dometic") between June 1, 2003 and September 30, 2006 and to advise you of what Dometic will do and what you should do with respect to this recall. This is an expansion of Dometic's previous recall, announced in August of 2006.

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 assist involved original equipment manufacturers in this campaign if they make the election, 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 instructions for finding the serial number of the fridge on the lower right corner of this page.

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

SERIAL NUMBERS:

320xxxxx through 352xxxxx 401xxxxx through 452xxxxx
501xxxxx through 552xxxxx 601xxxxx through 639xxxxx

PROBLEM DESCRIPTION:

After some period of use, a fatigue crack may develop in the boiler tube of the covered refrigerators that may release a sufficient amount of pressurized coolant solution into an area where an ignition source may be present. Potential ignition sources in this area include the refrigerator's propane burner and/or electric heating element. If this were to occur under certain conditions, the coolant could ignite and result in a fire. On the basis of these facts, Dometic has determined that the refrigerators may contain a defect that relates to motor vehicle safety. We have notified the National Highway Traffic Safety Administration (NHTSA) of this determination, and we will be conducting a recall of the covered items pursuant to Campaign No. 08E-032. To access Dometic's original NHTSA notification, you can view or print a copy at www.odl.nhtsa.dot.gov/recalls/recallsearch.cfm. Type in 08E032 in the campaign # search box, then click on "Document Search."

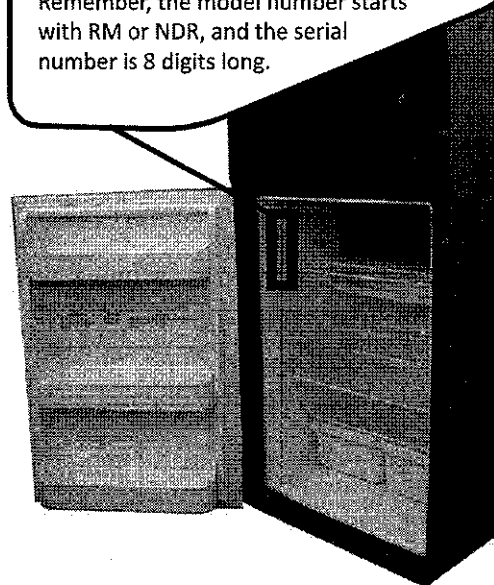
WHAT WE WILL DO:

Dometic will offer to provide owners of all covered refrigerators a rework for the potential defect at no charge for parts or labor. The kit is available now. The rework consists of a secondary burner housing, a thermal fuse and a melt fuse. A Data Collection card will be included with each kit. The installer will fill out the card and drop it in the mail. This ensures prompt payment for the installer, and a closed information loop for both Dometic and the OEM. However, as explained below, we will need your assistance in identifying the current owners of the vehicles in question.

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.



MORE INFORMATION ON BACK ►

WHAT YOU NEED TO DO:

First, if you have any new vehicles equipped with the covered refrigerators in your inventory, it is a violation of Federal law to sell them until you have implemented the rework.

Below is language provided to Dometic by NHTSA that is very important for you to read.

You Must Notify NHTSA & Conduct a Safety Recall:

According to our records, affected units were purchased by your company. If those units were installed as original equipment on vehicles manufactured at your facility, and you agree that they contain a safety defect, your company must notify the National Highway Traffic Safety Administration (NHTSA) within 5 business days and conduct a safety recall of those vehicles. It is critical that the NHTSA guidelines are followed in a timely manner and that your customers are notified of the defect. Dometic recommends that the refrigerator be turned off or that if it must be used that it be operated on electricity, not gas. You may contact NHTSA with questions by sending an email to rmd.odi@dot.gov.

To help you comply with your obligation to issue a safety recall of the vehicles that contain an affected refrigerator, we have attached samples of a dealer service bulletin and a sample letter to owners of potentially affected vehicles, along with a corresponding owner reply form, which should facilitate your notification to dealers and owners of the recall and the required repairs and service procedures. Although we have provided these samples to you for your convenience, you MUST submit drafts of your version of these notices to NHTSA for approval at least 5 days prior to mailing such notification to dealers and owners of potentially affected refrigerators.

Important: Dealer notification by Certified Mail is required by Federal law for all safety recalls. Responsible dealership personnel should be instructed to sign for this certified mail without hesitation as it contains urgent safety recall information. Notifications to owners of potentially affected vehicles are by first class mail. Please be advised that the outside of each envelope containing an owner notification letter must be marked "SAFETY RECALL NOTICE" all in capital letters and in type that is larger than that used in the address section. A sample of the envelope must be submitted to NHTSA for approval at least 15 days before mailing to owners.

IMPORTANT: Some of the vehicles affected may still be in your inventory. Federal law requires you to complete the recall service on these vehicles before delivery. Dometic will provide replacement or repair for these units prior to delivery to your customers.

For your convenience, Dometic has enclosed a sample NHTSA report and cover sheet (Enclosure No. 3). If any of your vehicles with these refrigerators were sold in Canada, you should also submit a similar report to Transport Canada.

Dometic recognizes 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 recalls. Therefore, as authorized by NHTSA Regulations, Dometic is offering – at no charge – to manage the administration of the forthcoming recall as it applies to the vehicles manufactured by each of our OEM customers.

We recommend that you authorize Stericycle to assist you in conducting the recall of your vehicles – including, but not limited to, the notification of vehicle owners, the implementation of the rework program, the maintenance of relevant records and assistance to the manufacturer in preparing its reports for NHTSA – by checking the appropriate box on the Election Form (Enclosure No. 2) enclosed with this letter and returning it to Stericycle, the firm that Dometic has employed to help it conduct this recall, no later than (ten (10) days after date of letter). By authorizing Dometic/Stericycle to conduct the recall, you will not only not have to pay for what will be a large campaign, but you will also ensure a smooth flow of data 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 address 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 (ten (10) days after date 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 remember 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.

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.

Sincerely,

Pat McConnell
Director of Engineering, Product Safety and Standards
Dometic, LLC

Enclosures: Enclosure No. 1 Stericycle Information
 Enclosure No. 2 Recall Management Election Form
 Enclosure No. 3 Sample Report

Recall 08E-032