

SAFETY DEFECT BULLETIN

To: All KZRV, L.P., Authorized Dealers and Service Centers

Subject: KZRV, L.P., Travel Trailers Equipped With Dimplex Fireplaces Model #BF6000

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

KZRV, L.P., has determined that a defect which relates to motor vehicle safety exists in certain Dimplex electric fireplaces. On March 16, 2010, Dimplex North America, in cooperation with the U.S. Consumer Product Safety Commission, announced a voluntary recall and replacement program for approximately 700,000 plug-in remote control receivers included with certain Dimplex, Electraflame, Symphony, Optiflame, Electralog, and Charmglow branded electric fireplaces, stoves, and fireplace inserts shipped between August 2001 through December 2009. KZRV, L.P., purchased and installed in some of its towable travel trailers one of the affected models, specifically Dimplex electric fireplace model #BF6000. Dimplex has reported that the plug-in remote control receivers may overheat, and has stated that at least one fire has resulted causing property damage. Therefore, KZRV, L.P., has decided that a recall must be undertaken to address this situation.

The remote control receiver is located behind the electric fireplace and the model number or doc ID number is located on the plug-in side of the device.

Note: the remote control receiver may have either a model number or a doc ID number, but not both. Please refer to the list below for affected model numbers and/or doc ID numbers. If the remote control receiver is one of the models listed below, it must be replaced **immediately**; if the model number is Model No. 47-1010-R* [note the asterisk], then the defective receiver has been replaced and nothing further need be done. Also, please refer to the attachment titled "*How to Identify Recalled Plug-In Remote Control Receivers*".

Consumers with a remote control receiver listed below should be advised NOT to operate their fireplace until it can be properly checked.

Only vehicles equipped with one of the following remote control models are affected by this recall:

Model No. 47-1001

Model No. 47-1010-R (note no asterisk)

Model No. APT-1315

Doc ID #255K656-61-8367R (for older models that do not have a model number)

Please refer to the attached "*Remote Control Replacement Instructions for BF6000, BF6000*, DF2603, and NNF5500*". Total time allowance for a remote control receiver and subsequent remote control receiver installation will be 1.5 hours. All parts and the labor to inspect and install them will be at no charge to the consumer. All defective remote control receivers may be disposed of in accordance with applicable law and need not be returned to KZRV, L.P., or Dimplex. Upon receipt of the claim form you will be reimbursed for the appropriate time listed above at your standard rate.

IMPORTANT: Some of the involved fireplaces may be in your used vehicle inventory. Federal law requires the corrective action to be completed before retail delivery. You are prohibited from selling a product which has been identified by this recall campaign unless the product has first received the specified corrective action.

Owner notification is expected to begin November 2010. Owners are being instructed to contact their RV dealer or a Dimplex authorized service center to arrange a service date. A copy of the owner notification is attached. Because the majority of these recalled units are in RVs built in the period from January 1, 2002, through August 31, 2009, we would appreciate any assistance you could provide in helping us to notify the owners of travel trailers built during this time frame. You can call KZRV, L.P., at (260) 768-4016 for questions regarding this recall or Dimplex North America's Technical Customer Service Center at (888) 346-7539.

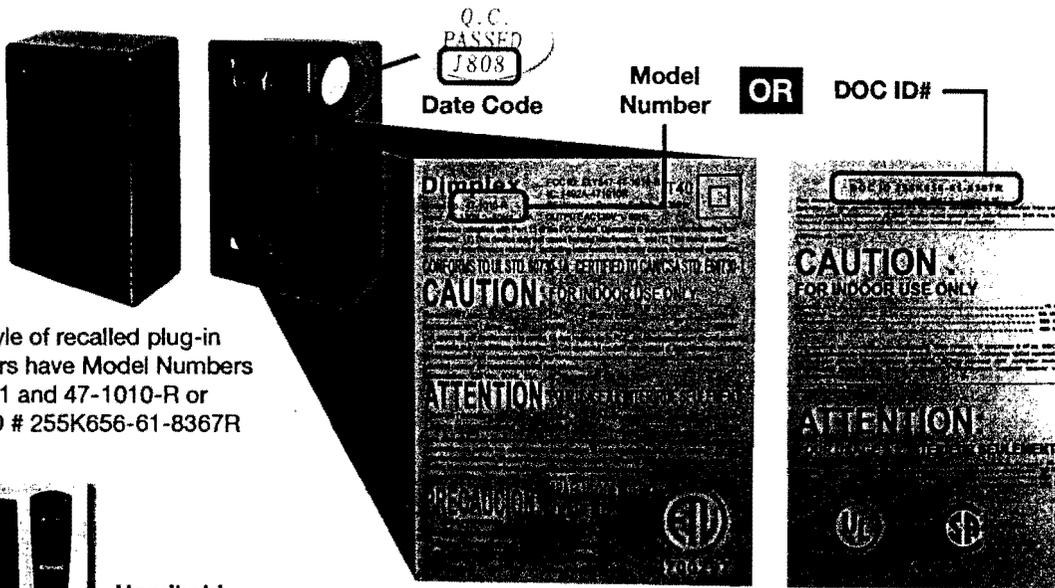
To report a recalled remote control unit and to order a replacement, please call Dimplex North America's Technical Customer Service Center at (888) 346-7539, and be prepared with the owner and vehicle information. All replacement remote control units required under this specific recall program will be shipped direct to you from Dimplex at no charge and will include the necessary forms for processing your claim for labor reimbursement.

We appreciate your cooperation and assistance in conducting this safety recall. Our first priority is the safety of our products and the satisfaction of our customers. If you should have any questions please call (800) 768-4016.

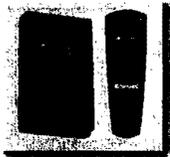
Sincerely,

Delbert Miller, Vice President Corporate
KZRV, L.P.
0985N 900W
Shipshewana, IN 46565
Phone: (800) 768-4016

How to identify recalled plug-in remote control receivers:

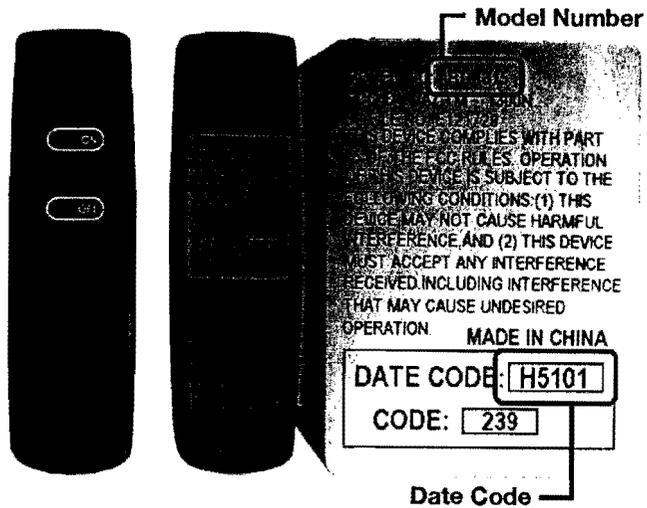
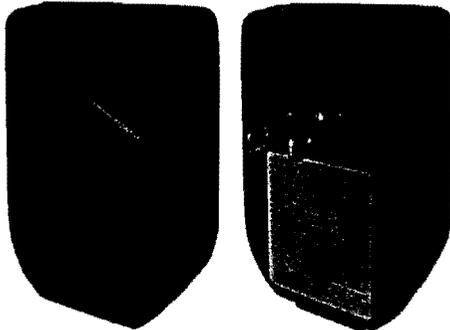


This style of recalled plug-in receivers have Model Numbers 47-1001 and 47-1010-R or DOC ID # 255K656-61-8367R



Handheld Transmitters

This style of recalled plug-in receiver has Model Number APT-1315

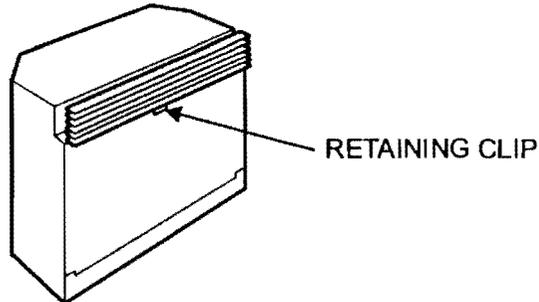


Dimplex North America Limited
1367 Industrial Road
Cambridge, Ontario N1R 7G8

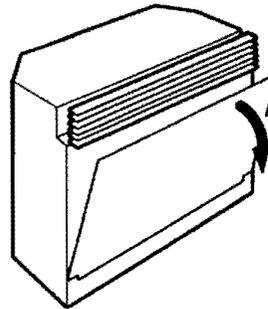
Remote Control Replacement Instructions For BF6000, BF6000*, DF2603, NNF5500

- 1) Remove the fireplace from its installed location to access the plug-in remote control behind the unit.
- 2) If the fireplace is fixed in place, follow the following instructions for fireplace removal:

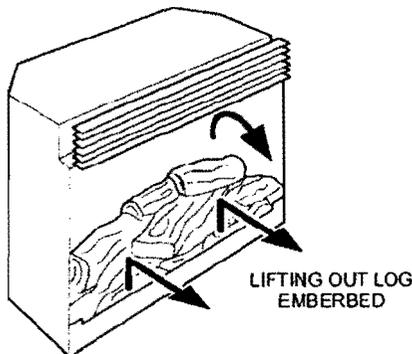
- a) Remove retaining clip using a slot screwdriver



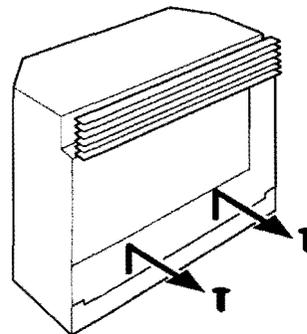
- b) Remove glass



- c) Remove log set



- d) Remove the screws that fasten the bottom of the fireplace to the floor.



- e) Pull the fireplace from its installed location to access the plug-in remote control.

If you need assistance locating the remote control receiver or removing the fireplace to access the remote, please contact Dimplex North America Technical Customer Service at 1-888-DIMPLEX (1-888-346-7539) from 8 am – 4:30 pm Eastern Monday through Friday; when prompted, press "1" for "Customer Service" and then "1" again for "Parts Service and Technical Support".

[KZ Name & Address]

SAFETY RECALL NOTICE

[Customer Name and Address]