

## PRODUCT RECALL

### TECHNICAL BULLETIN

#### 9100 POWER AWNING, WEATHERPRO AWNING AND MOTOR SERVICE KITS

April 17, 2013

Dometic is committed to providing a quality product for the enjoyment of our customers. We go to great lengths to thoroughly test our products. In our on-going testing process we have discovered a potential condition related to 9100 POWER AWNINGS, WEATHERPRO AWNINGS AND MOTOR SERVICE KITS (complete awnings and/or parts/accessories, included). This potential condition affects ONLY product manufactured between February 13, 2013, [306XXXX serial #] through April 9, 2013, 314XXXX serial #. The awning serial # appears on a label on the right underside of the fabric and on the roller tube. The Motor Service Kit's serial # appears on the end cap of the shipping tube.

**Background** We recently introduced an enhanced redesign of certain components associated with the motor in our 9100 Power Awning, WeatherPro Awning and Motor Service Kits. There is an important step in our installation instructions which, in conjunction with our design change, **CANNOT BE BYPASSED from the proper sequence (see below, as presented in our instructions).**

5. **⚠ WARNING IMPACT OR PINCH HAZARD.** Do NOT remove cotter pin from torsion rod (at end cap) until top casting is secured to front channel. Otherwise, rapid casting spin off will occur. Spring tension will attempt to spin the hardware and/or fabric roller tube quickly and unexpectedly. Failure to obey this warning could result in death or serious injury.

Remove cotter pin from left end of torsion rod (LH end cap). See (FIG. 6).

**i** Removing cotter pin will release factory preset torsion (spring) tension.

- Straighten bent end of cotter pin.
- Rotate fabric roller tube (as if unrolling awning) by pulling bottom of tube toward you.

**i** This will reduce pressure on cotter pin for easier removal.

- While holding fabric roller tube, pull cotter pin out and discard.

**Condition** Through on-going testing, we have become aware that in some cases this step is being bypassed during installation. In bypassing this installation step the 9100 Power Awning, WeatherPro Awning, or Motor Service Kit installation can damage the awning motor. **If this motor damage occurs it is possible that the awning can unfurl unexpectedly, either while the coach is at rest or while in transit.**

**Action** Due to this potential condition, which will **NOT** be evident from post-installation inspection, Dometic is requesting that you **DO NOT SHIP** any units with an installed 9100 Power Awning, WeatherPro awning, or Motor Service Kit manufactured within this date range described above. We need you to confirm the serial number of any units that you may have purchased from Dometic. We have provided the attached visual depiction of the affected motors for your convenience. If you have confirmed a serial number, as outlined, then please call **1-888-447-0003**. We will provide detailed instructions during this call.

Dometic is filing a "safety-related defect" notification campaign with the National Highway Transportation Safety Administration (NHTSA). As required by 49CFR 573 the OEM is also required to file a "safety-related defect" notification with NHTSA. We are also filing a "safety-related defect" notification with Transport Canada. However, if you have sold or shipped Recreation Vehicles into Canada, with the recalled power awning assemblies in place it is our understanding you are required by Canadian Law to file a Vehicle Manufacturers Recall Campaign with Transport Canada on behalf of your Recreational Vehicle Company.



Dometic greatly appreciates your assistance in correcting this potential condition.



Awning Motor  
Pre February 13, 2013. This motor is **not** affected by the product recall.



**Awning Motor**  
**This motor is affected by the product recall.**  
Serial Range 306xxxx to 314xxxx  
Manufacturing Date Range  
02/13/2013 to 04/09/2013



Awning Motor  
Post April 9, 2013. This motor is **not** affected by the product recall.

