

**6710**

**Package 5**

**Winnebago – Dealer/Service**

CLIENT NAME: \_\_\_\_\_

CLIENT SIGNATURE: \_\_\_\_\_

APPROVAL DATE: \_\_\_\_\_



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	<b>Stericycle Quality Approval</b>		
	Pre QC	Client	Post QC
Initials	MS		
Date	1/6/16		

November 30, 2015

Dear Dealer or Service Center:

**IMPORTANT RECALL INFORMATION**  
**RECALL CAMPAIGN 15E-087**

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act per 49CFR 573.

Atwood Mobile Products, LLC ("Atwood") has decided that a defect which relates to motor vehicle safety exists in On Demand Water Heaters that it manufactured between **1/2/2012 thru 8/13/2015** for installation in recreational vehicles. Atwood has filed a Safety Related Defect Notification with the National Highway Traffic Safety Administration as of October 19, 2015.

**THE PROBLEM:**

Within the population of product with the models and serial number in the range shown in this notice, Atwood has found that the water flow adjustment feature on the On Demand Water Heater poppet valve may have drifted during transit or may have been set at the factory such that the water flow is at .3 gal/ minute or less. If this adjustment setting is allowed to drift to, or has been set at, .3 gal/ minute or less, the condition of concern can occur and can lead to a **scald injury** to the user.

**Affected Units:**

The potentially affected On Demand Water Heaters have the following model numbers:

**OD50**

**OD50CW**

**OD45**

The possibly affected units have serial numbers beginning with the following combinations:

**90197XXXXXXXX**

**90205XXXXXXXX**

**90347XXXXXXXX**

**Population:**

There are **7,375** units within this population of products.

**What We Will Do:**

Atwood will offer to provide owners of all covered ODWH's a rework for the potential defect at no charge for parts or labor. We have developed a rework instruction sheet, and the necessary parts should be available by week of 12-7-15.

The rework consists of:

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- A. Inspection and installation instructions for the remedy, to be used and applied only by qualified service center personnel.
- B. Installation of a water flow adjustment STOP KEY that will prevent the adjustment of the water flow down below .5gal/min.
- C. The addition of a star or lock washer to secure the adjustment screw that prevents unintended adjustment or an adjustment drift from vibration as you travel down the road.
- D. Securement of the remedy with the application of a warning and tamper proof label applied over the stop key and adjustment screw.

Information regarding data collection and payment for the rework is included with this letter (Enclosure No. 4A).

**As explained below, Atwood will need your help in identifying the current owners of the vehicles in question.**

### ***What You Need to Do:***

1. In the unlikely event that you have any new or used vehicles equipped with the covered ODWH's in your inventory, you **must** not sell them until you have implemented the remedy.

**Pursuant to FEDERAL LAW and NHTSA regulations, 49 CFR 573, if you are a service center or dealer you must retain those units until the remedy has been completed.**

2. If you are either a dealer or a service center and a customer who owns an RV that has an ODWH you must advise them that there is a recall, that they should have their ODWH checked to see if it is within the recall population and if so, that they should have the remedy installed.
3. You should complete the remedy installation and charge your labor back to Atwood.
4. You should **record the VIN number, Model, and Make along with the model and serial number of the ODWH** on the recall service claim card so that you can be paid for the labor.
5. Send back all recall service claim cards as soon as you complete the work. Do not stock pile these because Federal Law requires that the repairs be reported each month. Send the recall service claim cards that have been done each week back to Atwood for payment.

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	Date	1/6/16

### ***Payment:***

Each Rework kit will have instructions and a Recall Service Claim Card for each and every rework installation, this card **MUST** be filled out completely and mailed to the address on the back of the card. The card features pre-paid postage and the address on the back side of it, so simply drop it in the mail. Payment will **NOT** be made until the **completed** card is received and processed. For more information on the Recall Service Claim Card, please see Data Collection and Payment sheet included with this mailing.

The rate for installation of the Recall Remedy will be a flat .50 hours. If you exceed this flat rate you will be challenged and must obtain a "special" authorization before it is billed and the Recall Service Claim Card is submitted, by calling 1-877-546-9074.

If you have any questions about NHTSA requirements, you may contact NHTSA at [www.safercar.gov](http://www.safercar.gov).

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**What You Need to tell an RV Owner that calls in, isn't available, or does not want to have the recall remedy installed:**

- 1) **Immediately** instruct all users of the ODWH that there is a **Scald Hazard** that may result with the use of the ODWH. Warn any user that there are specific steps that can be used to prevent a scald. They are:

For any unit that falls within the recall population, you **MUST** follow these five bulletized directives.


- Do not initiate operation of the ODWH while exposing any parts of the body to the water supply of any tap.
- DO NOT THROTTLE THE TAP ON/OFF AND BACK ON AGAIN WITHIN A TWO MINUTE PERIOD.
- After opening any tap that the user intends to use with hot water, allow the water to run out of the tap for a minimum of 30 seconds before exposing any body part to the water supply.
- If the user observes any inconsistent (sputtering) water supply or steam rolling off of the water coming out of the tap, TURN OFF THE TAP AND ALLOW 10 MINUTES FOR THE SYSTEM TO COOL DOWN BEFORE RE-INTIATING ANY USE OF THE HOT WATER SUPPLY.
- DIRECT THE CUSTOMER TO HAVE HIS ODWH RECALL REMEDY INSTALLED BEFORE THEY LEAVE YOUR FACILITY.

- 2) **If a customer calls about the ODWH that is a previous owner but No Longer Owns This On Demand Water Heater:**

We would greatly appreciate it if you would request that they provide us with the name and address of the new owner by calling 1-877-546-9074.

- 3) **You May Receive More Than One Mailing In Regards To The Recall:**

To reach as many customers as possible, Atwood Mobile Products, LLC and the original manufacturer of your RV 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.

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	Pre QC	Client	Post QC
Initials	MS	_____	_____
Date	4/6/16	_____	_____

**On a Personal Note:**

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We sincerely apologize for any inconvenience this may cause. We are continually committed to developing innovative products to meet your needs and enhance your RV travels, keeping your safety at the top of our priority list.

If you have any other questions about this recall, please contact Judy Schutz by telephone at 1-877-546-9074, or by e-mail at [atwood6710@stericycle.com](mailto:atwood6710@stericycle.com).


**Judy Schutz**

Customer Service Manager-Americas RV Division

**Atwood Mobile Products**

1120 N. Main Street, Elkhart, IN 46514 | P.O. Box 1627, Elkhart, IN 46515

1-877-546-9074 [atwood6710@stericycle.com](mailto:atwood6710@stericycle.com)

	Stericycle Quality Approval		
	Pre QC	Client	Post QC
Initials	<u>MS</u>	_____	_____
Date	<u>1/6/16</u>	_____	_____



# DATA/PAYMENT COLLECTION

RECALL 15E—087

It is essential to all parties that every rework installation associated with this recall be thoroughly documented. Accurate data collection is essential to reaching as many customers as possible that may own affected On Demand Water Heater Units, and that those handling installations are paid for their work.

Included in the box with each rework kit Atwood sends out will be a Service Claim Card.

A copy of that card is shown below.

		<b>NHTSA Recall No. - 15E — 087</b>	
		<i>Customer Information</i>	
Name		Atwood Dealer #	
Address		Name	
City and State		Address	
Zip		City and State	
		Zip	
		Work Order #	
<i>Recalled Unit Information</i>		<i>Recreational Vehicle Information</i>	
Model #		VIN #	
Serial #		Manufacturer	
Repair Date			

*\*This card must be thoroughly completed and returned within 2 days of completion of repair service to expedite reimbursement\**

## DETAILS

- We are required by federal law to submit complete information. Therefore, for each and every rework kit installation, this card **MUST be filled out completely**. Payment will not be given for the installation unless every box on the card is completely and legibly filled in.
- The card features pre-paid postage on the reverse side, as well as the address it must be mailed to. That address is:

**Atwood Mobile Products  
1120 N. Main Street  
Elkhart, In 46514**

<b>Stericycle Quality Approval</b>			
Pre QC	Client	Post QC	
Initials	<i>MS</i>	_____	_____
Date	<i>1/6/16</i>	_____	_____

- The card **must** be mailed no later than 48 hours after the rework.



«Consignee\_Id»/«Sequence\_Number»  
 6026 Lakeside Blvd  
 INDIANAPOLIS, IN 46278

*Cover*

«Business\_Name»  
 ATTN: SERVICE MANAGER  
 «Address1»  
 «Address2»  
 «City», «State\_Province» «Postal\_Code»  
 «Country»

**IMPORTANT SAFETY RECALL INFORMATION**

Issued in Accordance  
 With Federal Law



Motorcycle Quality Approval			
Pre QC	Client	Post QC	
Initials	<i>RS</i>	_____	_____
Date	<i>11-25-15</i>	_____	_____