



November 5, 2015

Dear OEM Customer:

**IMPORTANT RECALL INFORMATION  
PLEASE RESPOND IMMEDIATELY  
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 577.5 b).

Atwood Mobile Products, LLC (“Atwood”) has decided that a “defect” which relates to motor vehicle safety exists in a population of 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 (“NHTSA”) as of October 20, 2015. Atwood’s records indicate that your organization purchases these ODWH products.

Atwood is working on 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 are retaining a recall expert to conduct this campaign on behalf of original equipment manufacturers that used the affected ODWH units, all at Atwood’s cost. Information outlining our recall management company will be forwarded to you within a few days so that you will be able to direct your campaign through this firm.

**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:

**90197XXXXXXXXX**

**90205XXXXXXXXX**

**90347XXXXXXXXX**

**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 are working on a field rework kit for this safety defect and it will be available within a few weeks.

Until the field rework kit is available please follow these instructions:

**How Do I Know If My On Demand Water Heater (ODWH) Is Being Recalled?**

- 1) Find your model and serial numbers by opening the ODWH cover and looking for the name/rating plate decal attached to the side wall of the interior. If the unit has a blue marking in the inside panel it has been properly adjusted (was shipped after 8/13/15). Call 574.849.3296 to confirm if your ODWH is affected by the recall.

**What To Do if your unit is within the recall model and serial number population:**

- 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 four 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-INITIATING ANY USE OF THE HOT WATER SUPPLY.**

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

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

First, in the unlikely event that you have any new vehicles equipped with the covered ODWH's in your inventory, you should not sell them until you have implemented the remedy.

**Pursuant to FEDERAL LAW and NHTSA regulations, 49 CFR 573.3(f), within five days of your receipt of this letter, you must submit a Defect Information Report to NHTSA covering all of the vehicles that you manufactured with one of the covered ODWH units as original equipment. This duty applies even though Atwood has already submitted its own Defect Information Report.** If any of your vehicles with these ODWH's were sold in Canada, you should also submit a similar report to Transport Canada.

As the manufacturer of vehicles equipped with the potentially defective ODWH's, **you are also required to notify owners and purchasers of the affected ODWH's of the defect and to assure that they are provided with the opportunity to receive a free rework.** However, Atwood 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, Atwood 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 Atwood to conduct the recall of your vehicles – including, but not limited to, the distribution of your NHTSA approved owner notification letters to vehicle owners, the implementation of the rework program, and the maintenance of relevant records.

**Again, By Federal Law, you as a vehicle manufacturer must submit the following:**

- 1. Safety Related Defect Notification to NHTSA and the establishment of your own Recall Campaign.**
- 2. Composition, submittal, and approval of the End Use Customer Letter on your company's Letterhead by NHTSA.**
- 3. Your Quarterly Reporting Responsibility for 6 quarters after the NHTSA acknowledgement letter of your recall campaign.**

By authorizing Atwood to conduct the recall through our recall management expert, you will incur minimal costs for this moderately sized campaign and will ensure a smooth flow of data collection integral to the effective completion of the recall. We will send you additional information on how Atwood's recall management expert will take care of the recall campaign for you.

Whether you elect to have Atwood conduct the recall, or you intend to conduct it yourself, you will need to provide our recall management expert with a list of the vehicle identification numbers (VIN) of all of your vehicles equipped with the covered Atwood ODWH's, as well as a list of the names and address of the purchasers of those vehicles, organized by VIN. This information will enable Atwood 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 ODWH's, 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.** We will provide you with an address to send your customer list to for the recall management as soon as possible. When you receive our documentation on the recall management expert, there will be an attached election form that will allow you to choose to have our recall management expert handle the recall for you. Even if you decide to conduct the recall yourself, please complete and return the Election Form and send it back, so we will know how you have decided to proceed.

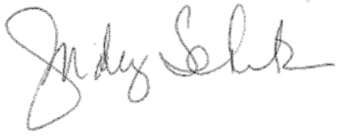
Please note that regardless of which option you choose, you still are required by Federal Law, at a minimum, to provide:

- ❖ **Safety Related Defect Notification to NHTSA and the establishment of your own Recall Campaign.**
- ❖ **Composition, submittal, and approval of the End Use Customer Letter on your company's Letterhead by NHTSA.**
- ❖ **Your Quarterly Reporting Responsibility for 6 quarters after the NHTSA acknowledgement letter of your recall campaign.**

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

If you have any other questions about this recall, please contact Judy Schutz by telephone at (574) 849-3296, or by e-mail at [recalled@atwoodmobile.com](mailto:recalled@atwoodmobile.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.

A handwritten signature in black ink that reads "Judy Schutz". The signature is written in a cursive, flowing style.

## Judy Schutz

Customer Service Manager-Americas RV Division

### **Atwood Mobile Products**

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