



IMPORTANT SAFETY RECALL

THIS NOTICE APPLIES TO YOUR VEHICLE

NHTSA RECALL CAMPAIGN 15V-751

January 2016

VIN #: «VIN_Number_1»
 «Business_Name»
 «Address1»
 «Address2»
 «City», «State_Province» «Postal_Code»

Dear Valued Customer:

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

Allied Recreation Group, Inc., has decided that a defect which relates to motor vehicle safety exists in certain model year 2016 Fleetwood Southwind 34A, 36L, and 32VS motorhomes equipped with Atwood Model OD50 on-demand water heaters.

WHAT IS THE PROBLEM?

Allied Recreation Group has been notified by Atwood that certain Atwood brand On Demand (tankless) water heaters, Model OD50, supplied to Allied Recreation Group between March 18, 2015 and July 1, 2015 for installation as original equipment, may contain a safety defect.

According to Atwood, the On Demand Water Heaters containing the defect were manufactured with a poppet valve that may fail to operate properly. If the On Demand Water Heater's poppet valve fails to operate properly, an intermittent release of steam may be released from the hot water tap, potentially resulting in a scald hazard to the user.

WHAT SHOULD YOU DO?

It is important that you read and follow all instructions in the enclosed notification letter from Atwood to determine if your motorhome is equipped with an Atwood On Demand Water Heater affected by Atwood's recall.

(continued on next page)

Atwood has contracted with Stericycle Incorporated to administrate and arrange all repairs. If your motorhome is equipped with an On Demand Water Heater affected by Atwood's recall:

- Contact Stericycle at 1-877-546-9074 to arrange a repair appointment at an authorized Atwood service facility. You will need to supply Stericycle your vehicle's 17-character Vehicle Identification Number (VIN) and the serial number of your Atwood On Demand Water Heater.

Note: Refer to Atwood's recall notification letter to locate the serial number of your On Demand Water Heater.

- Do not operate an affected water heater while exposing parts of the body to the water supply of any tap.
- Instruct all users that a scald hazard may result from use of an On Demand Water Heater affected by Atwood's recall.

If you had this repair performed before receiving this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information contact the Atwood Corporation at 1-800-825-4328.

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We regret any inconvenience that this action may cause you. However, we are concerned about your safety. If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to:

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, DC 20590
Or

Call the toll-free Vehicle Safety Hotline at 1-888-327-4236; (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>

If you have any questions, please contact the Atwood Corporation at 1-800-825-4328.

Sincerely,

Allied Recreation Group, Inc.

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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:]

- 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 prevents 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 and 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.

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

Atwood Mobile Products 1120 N. Main Street, Elkhart, IN 46514
P.O. Box 1627, Elkhart, IN 46515 Ph 1-877-546-9074

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 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.

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 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.**
- **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.

On a Personal Note:

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.

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