



## IMPORTANT SAFETY RECALL NOTICE

**Units Subject to Recall: Those Having Serial Numbers Beginning With 90197XXXXXXXX, 90205XXXXXXXX, and 90347XXXXXXXX**

January 14, 2016

**Subject:** NHTSA Recall # 15E-087

Dear Trailer Owner:

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

**Defect Involved:** EverGreen Recreational Vehicles, LLC (“EverGreen”) has decided, based on information provided by Atwood Mobile Products LLC (“Atwood”), that a defect which relates to motor vehicle safety exists in certain fifth wheel trailers manufactured by EverGreen. Atwood has found that on the On Demand Water Heater contained in the above-referenced units, the water flow adjustment feature poppet valve may have drifted during transit or may have been set up at the factory such that the water flow is at .3 gal/minute or less. This could lead to a scald injury to the user. The scald hazard can occur when the user throttles the hot water tap handle on/off and on again with an approximate 20 second delay between the off action and the turning of the tap back on. The potentially affected On Demand Water Heaters have the following model numbers: **OD50, OD50CW, and OD45.**

### ! I M P O R T A N T !

- According to the information contained in our records, the On Demand Water Heater contained in your travel trailer may be subject to this recall.
- **You should follow the instructions in the enclosed safety recall notice from Atwood to determine whether your RV water heater is affected by this recall.** If your RV water heater is part of the recall, you should contact your RV dealer or service center directly for a free inspection and necessary repairs.

### **Why is a recall being conducted?**

We have been notified by Atwood that certain water heaters manufactured by Atwood may have a safety risk associated with them. Specifically, Atwood has found that on the On Demand Water Heater contained in the above-referenced units, the water flow adjustment feature poppet valve may have drifted during transit or may have been set up at the factory such that the water flow is at .3 gal/minute or less. This could lead to a scald injury to the user. The scald hazard can occur when the user throttles the hot water tap handle on/off and on again with an approximate 20 second delay between the off action and the turning of the tap back on. The potentially affected On Demand Water Heaters have the following model numbers: **OD50, OD50CW, and OD45.**

### **What are we doing about the problem?**

We are working with Atwood to ensure that you receive a free inspection and necessary repairs if your RV water heater is part of this recall. If your RV water heater is affected by this recall, your dealer or service center will see that your unit is inspected and that necessary repairs are made at no cost to you.

### **What should you do?**

Please review the enclosed safety recall notice from Atwood to determine if your RV water heater is affected by this recall.

### **What if you no longer own the trailer?**

If you no longer own the travel trailer that may have the Atwood water heater that is subject to this recall, please forward the new owner's contact information directly to Atwood so that they can contact the new owner about the recall.

### **Who should you contact if you have further questions or concerns?**

If you believe you have experienced any difficulties in receiving the necessary inspection and/or repairs to your RV water heater, or if you have any questions or concerns about the recall, please contact Stericycle at (877) 546-9074.

**If you are the lessor of this trailer**, please forward a copy of this notice to the lessee within ten days to comply with federal regulations.

If you have already paid to have your RV water heater repaired or replaced to address the problem detailed in the enclosed notice from Atwood, you may be eligible for reimbursement of the charges you paid for the repair or replacement. To learn more about what you need to do to obtain reimbursement, please contact Stericycle at (877) 546-9074. If after having attempted to take advantage of this recall you believe you have not been able to have your RV axle remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 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>.

NHTSA Recall # 15E-087

We apologize for any inconvenience this safety recall may cause, but your safety is our first concern.

Sincerely,

Sherry Roberts  
Director of Parts, Warranty and Service  
EverGreen Recreational Vehicles, LLC  
P. O. Box 52  
10758 County Road 2  
Middlebury, IN 46540



**RE: Atwood Mobile Products LLC On Demand Water Heater Recall  
ATWOOD RECALL 15E-087**

Dear Valued Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act per 49CFR 577.

Atwood Mobile Products LLC has decided that a defect which relates to motor vehicle safety exists in Atwood's On Demand Water Heaters that it manufactured between **1/2/2012 thru 8/13/2015** for installation in recreational vehicles.

**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. This scald hazard can occur when the user throttles the hot water tap handle on/off and on again with an approximate 20 second delay between the off action and the turning of the tap back on.

**Affected Units:**

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

**OD50**

**OD50CW**

**OD45**

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

**90197XXXXXXXX**

**90205XXXXXXXX**

**90347XXXXXXXX**

If you own one of the above units, it **requires immediate service** and continuing use could pose a potential safety hazard without following the instructions below.

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

**Atwood Mobile Products**

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

Ph 877-546-9074 | [atwood6710@Stericycle.com](mailto:atwood6710@Stericycle.com)

- 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. See the photo with the arrow showing the



location of the nameplate on your ODWH unit.

- 2) Check to see if the unit has a “Blue Dot on the right side of the housing as shown with the arrow in



the adjacent picture.

- 3) Call **1-877-546-9074** 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.**

**THEN, AFTER VERIFYING THAT YOUR ODWH IS INCLUDED, YOU MUST:**

- 2) Call your RV dealer or service center** and check to make sure that your ODWH is in the recall population.

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- 3) Make an appointment to have the Atwood ODWH checked for the water/gas flow setting and to have the Recall remedy installed on your unit. **This remedy will be completed at no cost to you.**

**IMPORTANT:**

- **Please do not simply go to a dealer or service center without an appointment, since some facilities will not be performing this work, and the ones that are doing the work will need to obtain the appropriate parts from Atwood. Please bring this letter with you at the time of your scheduled service.**
  - The rework kit will be available in the near future. Keep checking with your RV dealer or service center. Once it is available, call your preferred service center to set up an appointment for a repair **which will be free of charge**. For help in locating a service center, or for the most up-to-date recall information, call **1-877-546-9074**.
  - If you previously paid to repair or replace an Atwood ODWH that failed due to this defect, you can be reimbursed for your costs pursuant to Atwood's Pre-Notification Reimbursement Program. To be eligible for reimbursement under that Program, you must complete and submit the required form and provide the necessary documentation. The Program and form can be obtained by either asking your Dealer Service Center for the form or by calling **1-877-546-9074**.
- 4) While the ODWH remedy is being installed by your dealer or service center (*about 30 minutes*), ask for the ODWH recall service claim card and fill it out for return to Atwood. Please give this back to your Service Technician once you have signed it, so that he can send it back to us. This record tells Atwood that your unit has been repaired and that the scald hazard has been eliminated.
- 5) Once the Atwood ODWH remedy is installed please have the service center show you what was done **before** they put the cover back on your ODWH unit. The remedy will be applied at the location shown by the arrow in the picture below.



It includes:

- A. Inspection and installation instructions for the remedy, to be used and applied only by qualified service center personnel.
- B. Installation by such personnel of a water flow adjustment STOP KEY that 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 and/or adjustment drift from vibration as you travel down the road.
- D. Securement of the remedy with the application of a warning and tamper resistant label applied over the stop key and adjustment screw.

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If you believe this notification or the remedy being provided by Atwood is inadequate, that Atwood has failed to correct the problem in your affected ODWH, or you have not been able to arrange for installation of the remedy within 60 days, you may contact the Road Safety & Motor Vehicle Regulation Directorate at (613) 993-9542.

**If You No Longer Own This On Demand Water Heater:**

If you are no longer the owner of the affected ODWH, Atwood would greatly appreciate you furnishing us with the name and address of the new owner by calling **1-877-546-9074** so that we can send this notice to that new owner.

**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 regarding the Atwood ODWH, all pertain to this same, single recall.

**On a Personal Note:**

Atwood sincerely apologizes for any inconvenience this may cause. Atwood is 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.

Judy Schutz

Customer Service Manager-Americas RV Division

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