



August 31/2016

Dear Customer:

**IMPORTANT RECALL INFORMATION**

**PLEASE RESPOND IMMEDIATELY**

**RECALL CAMPAIGN 15V-819**

**ATWOOD RECALL CAMPAIGN 15E-087**

**This is a second notice**

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

Tiny Idahomes LLC has decided that a defect which relates to motor vehicle safety exists in certain model year 2014-2016 Clear Creek and Cascade vehicles manufactured May 1, 2014, to December 1, 2015, and 2015-2016 Carpathian vehicles manufactured May 1, 2015, to December 1, 2015, and equipped with certain Atwood on demand water heaters. This recall is the result of information provided to us by Atwood Mobile Products LLC. Tiny Idahomes records indicate that your Tiny House RV has one of these On Demand Water Heaters installed in your unit.

**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 affected water heaters have a water and gas valve that may cause the water heater to overheat the water in the hot water supply tap. Overheating of the water may result in the release of steam, possibly causing the operator is to scald themselves, increasing the risk of injury.

**Affected Units**

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

**OD50**

**OD050CW**

**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?**

- 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.
- 2) Check to see if the unit has a “Blue Dot” on the right side of the housing.
- 3) Call 1-877-546-9074 or go to [www.atwood6710@stericycle.com](http://www.atwood6710@stericycle.com) to confirm if you ODWH is affected by the recall. If you are having troubles getting in hold of Atwood, please contact Tiny Idahomes LLC at 208-468-0576 or by email at [tinyidahomes@gmail.com](mailto:tinyidahomes@gmail.com)

**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 (spluttering) 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 WATER SUPPLY.**

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

- 1) **Call your RV Dealer or service center** and check to make sure that your ODWH is in the recall population.
- 2) Make an appointment to have the Atwood ODWH checked for the water/gas flow setting and to have the Recall remedy installed on you 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 and 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**
- 3) 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 to Atwood. This record tells Atwood that your unit has been repaired and that the scald hazard has been eliminated.
  - 4) Once 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.

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.

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 and Tiny Idahomes would greatly appreciate you furnishing us with the name and address of the new owner by calling 1-877-546-9074/ 208-468-0576 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, Tiny Idahomes LLC and Atwood will send notifications in regards to this recall. Be advised that though you may receive multiple notifications regarding the Atwood ODWH, all pertain to the same, single recall.

**On a Personal Note**

Tiny Idahomes sincerely apologizes for any inconvenience this may cause. Tiny Idahomes is committed to make sure safety comes in first.

Anca Collinsworth

Office Manager

Tiny Idahomes LLC

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208-468-0576