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Atwood Mobile Products, LLC Announces Product Recall of On Demand Water Heaters

Elkhart, IN – **November 23, 2015** – Atwood Mobile Products, LLC (“Atwood”), a manufacturer of high quality products for the RV industry, announced that it has identified a safety related defect for its models OD045, OD050, and OD050CW On Demand Water Heaters that are sold in RV OEM, RV aftermarket, Retail/Wholesale outlets, and online.

This Potential Safety Related Defect **does not** represent a road hazard or a potential traffic accident risk.

This Potential Safety Related Defect **does not** represent a fire hazard

This Potential Safety Related Defect **does not** represent a life threat to the user.

Atwood has determined that there is a potential safety hazard associated with the adjustment of the water and gas regulating poppet valve on the on demand water heater that controls the flow of both supply water and gas. A small number of the potentially affected units have experienced a tolerance stack up in the valve adjustment and the poppet valve reed switch that allows an intermittent release of steam during use that could result in a **scald hazard** for 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.

In testing conducted at Atwood’s Development Lab, Atwood has been able to establish that under repetitious throttling of the hot water supply tap, described above, under certain valve setting conditions, the burner for the On Demand Water Heater can continue for approximately 20 seconds after the water flow is terminated, and the remaining water in the tubing of the heat exchanger, if a small enough volume, can reach boiling point and turn to steam. In the event that the user then opens any hot water tap in the RV during this condition, the higher pressurized steam can force out scalding water and steam for periods of approximately 26 seconds possibly subjecting the user to a **scald injury**.

This Potential Safety Related Defect affects the products manufactured between January 2, 2012 and August 13, 2015 with serial numbers 90197XXXXXXXX, 90205XXXXXXXX and 90347XXXXXXXX. The model number and serial # appear on the name/rating plate decal inside the front cover of the ODWH, accessible from outside the RV. There are 7,375 units in the recall population.

Atwood has filed a Safety Related Defect Notification with NHTSA on 10-19-15, has obtained a recall campaign number **(15E-087)** and has developed a remedy for the defect. End user, OEM, Dealer/Service Center, and Retail mailings have been distributed and as soon as NHTSA has approved the end use customer letter, it will be sent out via Certified Mail. The Company has advised its OEMs, aftermarket dealer and distributors, as well as its retail customers to call its toll-free number at **1-877-546-9074** for specific replacement instructions.

Atwood is also advising its aftermarket dealers and distributors to instruct their end-user customers to **follow these five bulletized directives:**

- 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.
- 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 us. Please bring this letter with you at the time of your scheduled service.**
- **The rework kit will be available the week of 12-7-15. At that time, 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 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 warranty 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 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.
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.

Sincerely,

Trail Boss Conversions, Inc.
