

# SERVICE BULLETIN



DEPARTMENT OF COMPLIANCE  
VEHICLE SAFETY AND RECALL MANAGEMENT  
BUILDING 11  
423 N MAIN ST  
MIDDLEBURY, INDIANA 46540-9218

Technical Service Bulletin: 51-0780

- o Integrity
- o Safety
- o Quality
- o Customer Service

September 28, 2018

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2018 – 2019 - Forest River – Cherokee, No Boundaries (NOBO), Puma, Rockwood, Flagstaff, Salem, Wildwood, Vibe, Stealth, Stealth EVO, Shockwave, Sandstorm, Surveyor, R. Pod, XLR Toyhauler, 2018 – 2019 – Forest River – Prime Time – Acadia, Avenger, Lacrosse, Tracer, Wildcat, 2018 – 2019 Coachmen – Freedom Express, Shasta, Viking travel trailer, cargo and fifth-wheel recreational vehicles. Additionally some 2018 – 2019 – Forest River – Cargo trailer van trailers, and 2018 – 2019 – Forest River - products with the Dometic refrigerator model number “DM2652” that may have been installed in any travel trailer recreational vehicles, fifth-wheel recreational vehicles. Additionally, 2018 – 2019 – Coachmen – Shasta, Viking, Freedom Express, and Coachmen Fifth-Wheel travel trailer recreational vehicles; 2018 – 2019 – Coachmen – Mirada, Pursuit, Sportscoach Class A and Concord, Freelander, Leprechaun, Prism, Orion Class C motorhome recreational vehicles. Please carefully review the attached document pertaining to your vehicle.

## **WHAT IS THE ISSUE?**

Per the service bulletin from Dometic “Dometic Corporation has identified a visual cosmetic defect that has occurred on our Dometic DM2652 refrigerators up in the freezer compartment. This does NOT occur on all units, but may be present on units with serial numbers starting with MB between 805xxxxx and 820XXXXX. The visual cosmetic defect in no way affects the performance, operation, safety, or function of the refrigerator and does not represent a non-compliance issue to one or more of the FMVSS standards or result in a risk of personal injury, death, vehicle crash, or property damage.”

## **OWNERS: WHAT SHOULD YOU DO?**

Please contact your dealer without delay and request a service appointment to schedule the free repair. Forest River has notified dealerships of this Technical Service Bulletin and have provided them with remedy instructions. The vehicle Owner is responsible for making arrangements to have the work completed. Please state you have been notified by Forest River of the issue and provide the TSB number (located at the top of this page) to the dealership. It is also helpful to give the dealership a copy of this letter when you take your vehicle in for the repair.

You may visit [www.forestriverinc.com](http://www.forestriverinc.com) to search for dealer locations.

## **HOW LONG WILL THE REMEDY PROCESS TAKE?**

The estimated time of repair is .10 hours. However, the dealership may need to keep your vehicle or schedule an appointment with you for a later date to fit into their regular service schedule.

## **DEALERS: WHAT SHOULD YOU DO?**

Please review the included document remedy instructions.

## **MAY DOMETIC ASSIST YOU FURTHER?**

CONTACT	PHONE
DOMETIC CUSTOMER SERVICE	800-216-5115 Ext. 6

**PLEASE NOTE: FEDERAL LAW REQUIRES THAT ANY VEHICLE LESSOR RECEIVING THIS SERVICE BULLETIN NOTICE MUST FORWARD A COPY OF THIS NOTICE TO THE LESSEE WITHIN TEN DAYS.**

Sincerely,  
  
Keith Fisher  
Forest River, Inc.  
Engineer  
Office of Corporate Compliance



# REFRIGERATION REFRIGERATOR

## EN Absorption Refrigerators Door Latch Strike Covers Service Kit Installation

## USA & Canada

Service Office  
Dometic Corporation  
1120 North Main Street  
Elkhart, IN 46514

## Service Center & Dealer Locations

Visit:  
[www.dometic.com](http://www.dometic.com)

Please read these instructions carefully.

### Contents of Service Kit

Four (4) Adhesive Backed Covers

We have been able to identify a visual cosmetic defect that has occurred on our Dometic DM2652 refrigerators up in the freezer compartment. This does **NOT** occur on all units but may be present on units with serial numbers starting with MB between 805xxxxx and 820xxxxx.

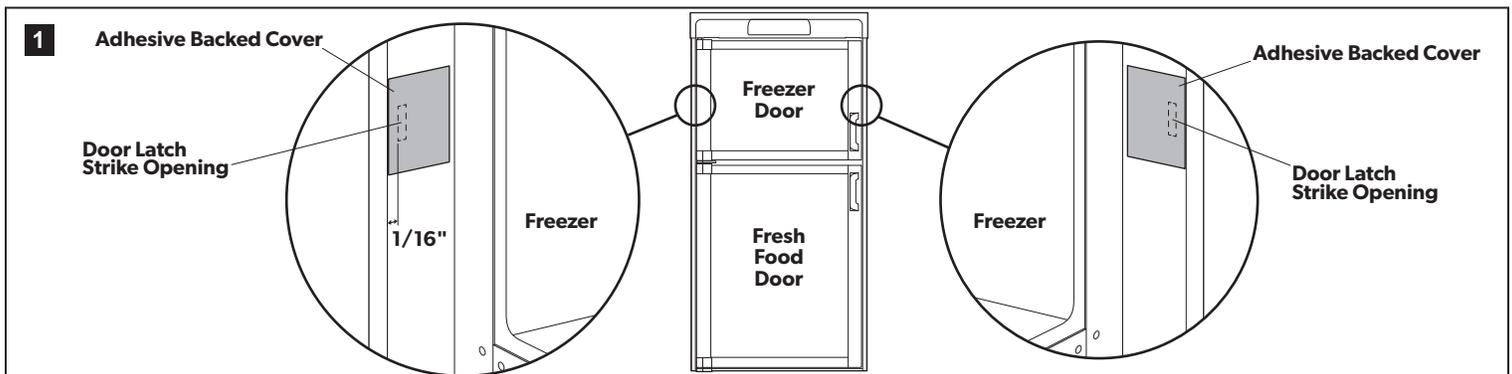
**This visual cosmetic defect in no way affects the performance, operation, safety, or function of the refrigerator.** This visual cosmetic defect does **NOT** represent a non-compliance issue to one or more of the FMVSS standards or result in a risk of personal injury, death, vehicle crash, or property damage.

The visual cosmetic defect is that extra door latch strike openings have been punched in the refrigerator frame, and during the assembly process the extra door latch strikes were not installed (please see the illustrations below.) The foam sealing strip, required by ANSI/NFPA 1192 and ANSI Z21.19, is provided to seal the refrigerator against the cabinetry when it is installed into the RV. Although the omission of the door latch strikes leaves small cosmetic openings that can be seen visually, the foam sealing strip located behind the door latch strike openings at the freezer provides a seal to maintain complete separation of the combustion system from the interior atmosphere of the recreational vehicle, as stated in ANSI/NFPA 1192.

## 1 INSTALLING THE ADHESIVE BACKED COVERS

**i** The refrigerator does **NOT** require uninstallation to make this repair, and the use of tools is **NOT** required.

- Remove one adhesive backed cover from the paper backing and install the cover over one of the door latch strike openings using the following guidelines:
  - The area in which the adhesive backed cover will be applied must be clean and free of any residue that will impact the ability of the cover to adhere properly.
  - The adhesive backed cover must completely cover the door latch strike opening and extend towards the front edge of the refrigerator frame by at least 1/16".
  - The adhesive backed cover must be centered vertically over the door latch strike opening.
- Once the cover is in place, apply light pressure across the surface of the cover to ensure that the cover firmly adheres to the refrigerator frame.



**i** Extra adhesive backed covers are included. If for any reason the adhesive backed cover is installed improperly, remove the cover and install a new adhesive backed cover. The adhesive backing on the cover is intended for a one-time application only.



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EN

**Absorption Refrigerators**  
Service Bulletin

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**Service Center & Dealer Locations**  
**Visit:**

[www.dometic.com](http://www.dometic.com)

### Please read these instructions carefully.

We have been able to identify a visual cosmetic defect that has occurred on our Dometic DM2652 refrigerators up in the freezer compartment. This does **NOT** occur on all units, but may be present on units with serial numbers starting with MB between 805xxxxx and 820xxxxx.

**This visual cosmetic defect in no way affects the performance, operation, safety, or function of the refrigerator.** This visual cosmetic defect does **NOT** represent a non-compliance issue to one or more of the FMVSS standards or result in a risk of personal injury, death, vehicle crash, or property damage.

The visual cosmetic defect is that extra door latch strike openings have been punched in the refrigerator frame, and during the assembly process the extra door latch strikes were not installed (please see the illustrations below.) The foam sealing strip, required by ANSI/NFPA 1192 and ANSI Z21.19, is provided to seal the refrigerator against the cabinetry when it is installed into the RV. Although the omission of the door latch strikes leaves small cosmetic openings that can be seen visually, the foam sealing strip located behind the door latch strike openings at the freezer provides a seal to maintain complete separation of the combustion system from the interior atmosphere of the recreational vehicle, as stated in ANSI/NFPA 1192.

The openings in the refrigerator frame from the missing door latch strikes at the freezer are located at a height far above the external refrigerator sidewall vent openings in the refrigerator ventilation and combustion compartment. Any combustion products produced by the refrigerator will exit to the outside of the RV through those vent openings, and prevent any build-up of combustion particles to the level of the extra door latch strike openings. Therefore, this visual cosmetic defect does not result in a safety risk to any occupant of the interior atmosphere of the recreational vehicle.

The repair that will be made on the refrigerator is to install an adhesive backed cover over the two door latch strike openings. The repair kit will be single packed (3316893.990) as one kit or bulk packed (3316893.991) in a quantity of twenty five kits. One kit will consist of an instruction sheet and four adhesive backed covers. There are two extra adhesive backed covers provided in case of an improper application.

Dometic recognizes that the visual cosmetic defect will cause an inconvenience to our coach/unit manufacture customers. Dometic extends our sincere apologies to all of our customers for this inconvenience. If calls are received for dealers or customers in the field, please have them call the Dometic Technical Service Department at 1-800-216-5115 opt. 6 to order repair parts or have a service center identified that can make the necessary repair. Also, to reduce the impact of this defect, we are launching immediate action to make repairs in all of our warehouses, and at our coach/unit manufacture customer locations. Of course, each of our coach/unit manufacture customers will have the option of making the repair themselves during the refrigerator install process (where it is the easiest to access the door strike location). Or they can elect to have Dometic make the repair at an agreed-upon location in their facilities, ahead of the refrigerator install into the RV. The customer contact information to arrange these repairs and specify quantities of bulk repair parts is through the Dometic Technical Service Department at 1-800-216-5115 opt. 6. The fault code is 118-81 and the flat rate is 0.1 hour.

### Identifying the door latch strike openings

