

RE: Dometic Voluntarily Expands Refrigerator Recall

Dear RV Dealer or Service Center:

Dometic has voluntarily expanded its recent refrigerator recall to include some of the two-door refrigerators that it manufactured between June 1 of 2003 and September 30 of 2006 for installation in recreation vehicles. These refrigerators may contain a defect that relates to motor vehicle safety. The program for parts ordering, installation, data entry and payment is exactly the same as the initial Dometic refrigerator recall which was announced in August of 2006. Here is a rundown of the recall:

THE PROBLEM

After some period of use, a fatigue crack may develop in the boiler tube of the covered refrigerators that may release a sufficient amount of pressurized coolant solution into an area where an ignition source may be present. Potential ignition sources in this area include the refrigerator's propane burner and/or electric heating element. If this were to occur under certain conditions, the coolant could ignite and result in a fire. On the basis of these facts, Dometic has determined that the refrigerators may contain a defect that relates to motor vehicle safety.

AFFECTED UNITS

The potentially affected refrigerators have the following model numbers:

NDR1062, RM2652, RM2662, RM2663, RM2852, RM2862, RM3662, RM3663, RM3862

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

320xxxxx through 352xxxxx

401xxxxx through 452xxxxx

501xxxxx through 552xxxxx

601xxxxx through 639xxxxx

If the refrigerator is not one of the identified models nor one of the serial numbers specified above, it is not covered by this recall. For help in locating the model or serial number use the illustration to the right on this page.

If you have information regarding the identity of any individuals who purchased one of these refrigerators, please call us promptly at 1 888-446-5157 so we can contact those individuals directly to arrange to have their refrigerators repaired at no charge.

THE REWORK

We have developed a rework for this potential defect, which involves the installation of a secondary burner housing and certain fuses that will prevent this condition from leading to a fire outside the burner area. The Secondary Burner Housing (SBH) kit was created with ease of installation in mind, and a thorough installation guide including photos is included in every individual packet. All parts are included in the kit, and no unusual tools are necessary.

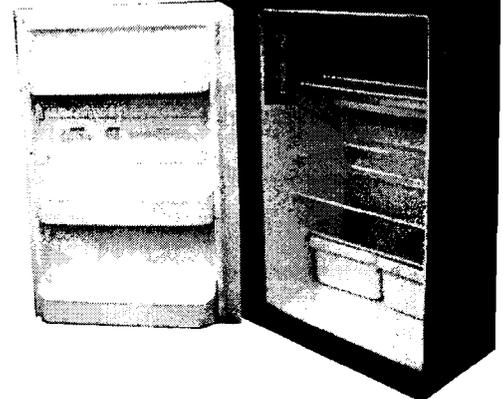
Dometic is providing two different rework kits for this recall: one for two-way refrigerators, and one for three-way refrigerators. Two-way refrigerators have model numbers ending in "2", such as the RM2662 or NDR1062. Three-way refrigerators have model numbers that end in "3", such as RM3663. To order the parts, call Dometic at 1-800-366-3842 if calling from the US. Canadian callers use 1-800-701-6922.

For kit ordering, the part number for the two-way kit is 3311145.000 and for the three-way kit the part number is 3311228.000.

Where to find the serial and model numbers on your Dometic refrigerator

The serial and model numbers are both located on a sticker inside the fridge door. It could be on either side of the interior.

Remember, the model number starts with RM or NDR, and the serial number is 8 digits long.



MORE INFORMATION ON BACK ►

PAYMENT

There are two ways to be reimbursed for installing a kit. First, you can log in to www.edometric.com and input all of the necessary information. Or, you can choose to use the Service Claim Card that is packaged with each kit. **For each and every rework installation, all of the information requested must be filled out to be paid for the work.** The card features pre-paid postage and the address on the back side of it, so simply drop it into the mail. Payment will not be made until either the information is submitted online or until the completed card is received.

For more information on the Service Claim Card, please see the DATA COLLECTION/PAYMENT heading below.

The rate for an installation will be a flat \$40. In-house and 3rd party testing, along with numerous field test installations, has gone in to formulating the flat rate. In the unusual circumstance that the charge for an installation is more than \$40, you will need to receive authorization before it is billed by calling 1-888-446-5157.

DATA COLLECTION/PAYMENT

It is essential to all parties that every rework installation associated with this recall be thoroughly documented. Accurate data collection is essential to reaching as many customers as possible that may own affected refrigerators, and that those handling installations are paid for their work. Included in the box with each rework kit Dometic sends out will be a Service Claim Card. A copy of that card is seen here.

| Customer Information | | Dometic Dealer Information | |
|---------------------------|--|----------------------------------|--|
| Name | | Dometic Dealer # | |
| Address | | Name | |
| City and State | | Address | |
| Zip | | City and State | |
| | | Zip | |
| | | Work Order # | |
| Recalled Unit Information | | Recreational Vehicle Information | |
| Model # | | VIN # | |
| Serial # | | Manufacturer | |
| Repair Date | | | |

This card must be thoroughly completed and returned within 2 days of completion of repair service to expedite reimbursement

We are required by federal law to submit complete information.

Therefore, for each and every rework kit install, this card (or the online form at edometric.com) MUST be filled out completely. Payment will not be given for the installation unless every box on the card or online form is completely and legibly filled in. The card features pre-paid postage on the reverse side. The card must be mailed no later than 48 hours after the rework.

AFFECTED REFRIGERATORS IN NEW OR USED RVs FOR SALE ON YOUR LOT

If you still have any of the refrigerators covered by this recall in your possession or installed in new or used RVs being sold on your lot, **you must have the SBH kit installed on the refrigerator before it can be sold.** Please note that it is a violation of Federal law to sell any of the items covered by this notification unless the defect is remedied. You will, of course, be paid for the installation of each kit, as described above under the **PAYMENT** heading.

OWNERS OF RECALLED REFRIGERATORS

Dometic will contact hundreds of thousands of consumers that have recalled refrigerators. Below is a list of information points that owners of recalled refrigerators should know.

There are 7 action items that we are asking the customer to do if their refrigerator is indeed being recalled:

1) Turn the refrigerator off immediately if you notice any of the following indicators:

- Leakage or staining at the back of the refrigerator.
- Yellow residue at the back or sides of the refrigerator.
- The smell of ammonia.
- Refrigerator does not properly cool

Any unit found to have one or more of the characteristics mentioned above MUST be shut down and not operated until the unit is fixed and the recall rework administered.

For any unit that does fall within the recall population, but does not exhibit any of the four indicators mentioned in #1, consider the following:

2) Do not operate your refrigerator on LP gas under ANY circumstances. Dometic recommends that you turn off the gas valve at the back of your refrigerator. DO NOT, however, attempt to disconnect the gas supply. See instructions below.

3) Dometic recommends that the unit not be operated on electric unless absolutely necessary until your unit has been serviced. If you choose to operate your unit on electric prior to the recall rework, you must inspect the burner area weekly for any of the indicators referenced in number 1 above.

4) If you must operate your refrigerator on electric, DO NOT operate your refrigerator while in transit or while occupants are asleep.

5) The rework kit is currently available. Call your preferred service center to set up an appointment. For help in locating a service center, or for the most up-to-date recall information, call 1-888-446-5157.

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.

6) If the repair facility fails or is unable to remedy this noncompliance without charge and within a reasonable time, please contact us at the number provided above so we can attempt to resolve the problem. You may also submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave S.E., SW, 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>.

7) If you previously paid to repair or replace a Dometic refrigerator that failed due to this defect, you may be eligible for reimbursement for your costs pursuant to Dometic'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 1-888-446-5157.

Included in what the owner receives is a sheet highlighting where to find their model and serial number, as well as how to turn off the gas valve at the back of their refrigerator. See right of this page for detailed instructions.

WHAT YOU CAN DO

If you provided any of the refrigerators covered by this notification to independent distributors or dealers, you should transmit a copy of this letter, and the enclosed placard, to known distributors and retail outlets along the distribution chain within five days from its receipt.

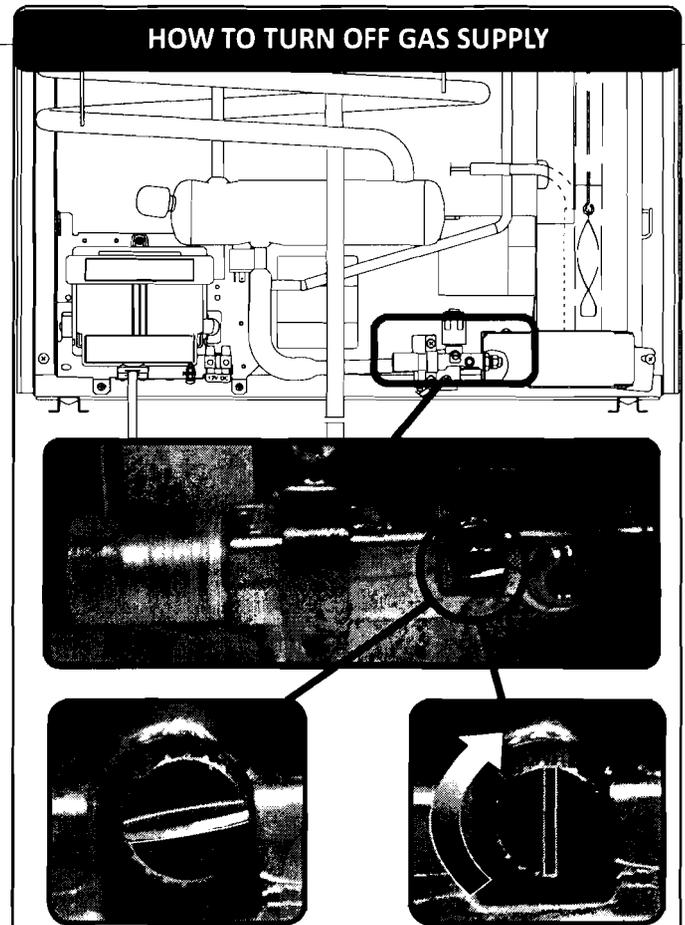
We thank you for your help in this matter, and look forward to what we hope will be a seamless program.

Very truly yours,

Patrick N. McConnell
Director of Engineering, Product Safety and Standards
Dometic, LLC

RECALL 08E-032

HOW TO TURN OFF GAS SUPPLY



Open **Turn clockwise to close**

The manual gas valve is located at the back of your refrigerator near the floor as seen in the diagram to the left. Access the back of your refrigerator by removing the vent on the side of your coach.

The gas valve is opened and closed by adjusting a screw. To close the valve, use either your fingers or a flat-head screwdriver to turn the screw 1/4 turn clockwise. The valve is closed if the flathead slot in the screw runs up and down. The valve is still open if the flathead slot in the screw runs side to side.