

# NEWMAR CORPORATION WARRANTY DEPARTMENT

TECHNICAL SERVICE BULLETIN																	
DATE ISSUED		MODEL YEAR(S) AFFECTED		MODEL(S) AFFECTED		TSB #											
1/30/08		4/1997 – 5/2003		All with refrigerators listed below		330											
BRAND						TYPE											
All	<input checked="" type="checkbox"/>	American Star	<input type="checkbox"/>	Mountain Aire	<input type="checkbox"/>	All	<input checked="" type="checkbox"/> T T <input type="checkbox"/>										
Cypress	<input type="checkbox"/>	Dutch Star	<input type="checkbox"/>	Kountry Aire	<input type="checkbox"/>	F W	<input type="checkbox"/> C A <input type="checkbox"/>										
Northern Star	<input type="checkbox"/>	Kountry Star	<input type="checkbox"/>	Essex	<input type="checkbox"/>	D P	<input type="checkbox"/> D B <input type="checkbox"/>										
Scottsdale	<input type="checkbox"/>	King Aire	<input type="checkbox"/>	London Aire	<input type="checkbox"/>												
All Star ME	<input type="checkbox"/>	Ventana	<input type="checkbox"/>														
<table border="0"><tr><td><input type="checkbox"/> Air Conditioning &amp; Heating</td><td><input type="checkbox"/> Electrical Components</td></tr><tr><td><input checked="" type="checkbox"/> Appliances &amp; Accessories</td><td><input type="checkbox"/> Exterior Components</td></tr><tr><td><input type="checkbox"/> Cabinets &amp; Furniture</td><td><input type="checkbox"/> Interior Components</td></tr><tr><td><input type="checkbox"/> Chassis Components</td><td><input type="checkbox"/> Plumbing &amp; Bath Components</td></tr><tr><td><input type="checkbox"/> Construction Components</td><td><input type="checkbox"/> Windows, Awnings, Vents, &amp; Doors</td></tr></table>								<input type="checkbox"/> Air Conditioning & Heating	<input type="checkbox"/> Electrical Components	<input checked="" type="checkbox"/> Appliances & Accessories	<input type="checkbox"/> Exterior Components	<input type="checkbox"/> Cabinets & Furniture	<input type="checkbox"/> Interior Components	<input type="checkbox"/> Chassis Components	<input type="checkbox"/> Plumbing & Bath Components	<input type="checkbox"/> Construction Components	<input type="checkbox"/> Windows, Awnings, Vents, & Doors
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DESCRIPTION OF PROBLEM																	
<p>Possible crack in burner tubes leading to possible leaks, and in the presence of a source of ignition, fire may occur. This involves all units produced from April 1997 to May 2003 equipped with the following refrigerators: NDR1062, RM2652, RM2662, RM2663, RM2852, RM2862, RM3662, RM3663, RM3862, and RM3863. See the attached Dometic information for details on refrigerator serial numbers.</p>																	
RECOMMENDED SOLUTION																	
<p>Dometic Corporation has released <b>NHTSA Recall 06E-076</b> to provide an installation of a secondary burner housing and certain fuses that will prevent this condition from occurring. Dometic information attached; <b>READ AND REVIEW THE ENTIRE DOCUMENT BEFORE PROCEEDING!</b> Any questions should be directed to Dometic Corporation at 1-888-446-5157. Should you determine the refrigerator you are dealing with is in need of recall repairs, contact Dometic to receive the correct procedure and authorization to commence with repairs.</p>																	

If you have any questions regarding this T.S.B., please contact a Warranty Service Representative at Newmar Corporation.



## RE: Dometic Refrigerator Recall

Dear Valued Customer,

Dometic Corporation has determined that some of the refrigerators that it manufactured between April 1997 and May 2003 for installation in recreational vehicles may contain a defect that relates to motor vehicle safety. A program has been put into place that makes part ordering, installation, data entry and payment quick and easy. Here is a rundown of the recall:

### THE PROBLEM

Under some circumstances, a fatigue crack can develop in the boiler tube of the identified refrigerators, which can permit the release of pressurized coolant solution. If this solution is exposed to an ignition source under certain specific circumstances, it can result in a vehicle fire.

### AFFECTED UNITS

The potentially affected refrigerators have the following model numbers:

NDR1062, RM2652, RM2662, RM2663, RM2852, RM2862, RM3662, RM3663, RM3862, RM3863

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

713xxxxx through 752xxxxx	801xxxxx through 852xxxxx
901xxxxx through 952xxxxx	001xxxxx through 052xxxxx
101xxxxx through 152xxxxx	201xxxxx through 252xxxxx
301xxxxx through 319xxxxx	

If the refrigerator is not one of the identified models, or if its serial number is not within the range specified above, it is not covered by this recall.

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

Rework kits will be available for installations on April 16, 2007.

## **PAYMENT**

In each rework kit there will be a Service Claim Card. **For each and every rework installation, this card must be filled out completely and mailed to the address on the back of the card.** 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 the completed card is received.

For more information on the Service Claim Card, please see the **Data Collection and Payment** sheet included in this mailing.

The rate for an installation will be a flat \$40. In-house and 3<sup>rd</sup> party testing, along with numerous field test installations, have gone into 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.

## **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. Switching to electric power lowers the incident rate associated with LP gas. If you own a 3-way refrigerator, running the unit on 12-volt power carries the least risk of all. 3-way refrigerators have model numbers that end in "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.**

- 3) Dometic recommends that you turn off the gas valve at the back of your refrigerator. DO NOT, however, attempt to disconnect the gas supply. Instructions on how to turn off the gas valve are included in this envelope.
- 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 will be available on April 16, 2007. At that time, 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, 400 Seventh Street, 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 can be reimbursed 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. A copy of that sheet is included in this mailing.

#### **POSTER AND INFO CARD**

Included in this mailing is a poster with contact information about the recall. We would greatly appreciate it if you would hang this poster inside of your building where customers might see it. Also included is a small information card with the recall contact info for use at your discretion.

## 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 poster, to known distributors and retail outlets along the distribution chain within five days from its receipt.

If you still have any of the refrigerators covered by this notification in your possession or inventory, please contact us at 1-888-446-5157. You will be advised how to rework any of the affected units. 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.

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 Corporation

RECALL 06E-076





# IMPORTANT

## Dometic Recall Information

Dometic Corporation is continually committed to maintaining a high level of satisfaction and excellence now and in the future. That is why Dometic is voluntarily recalling certain refrigerators that may have a potential safety defect. The recall affects Dometic two-door refrigerators manufactured between April 1997 and May 2003.

The well-being of Dometic customers is of highest concern. A serious problem resulting in a fire may occur in an exceptionally small fraction of Dometic two-door refrigerators, but to address that potential risk, **please contact us immediately for more information.**

**1-888-446-5157**

**[www.DometicUSA.com](http://www.DometicUSA.com)**







# IMPORTANT

Dometic Recall Information

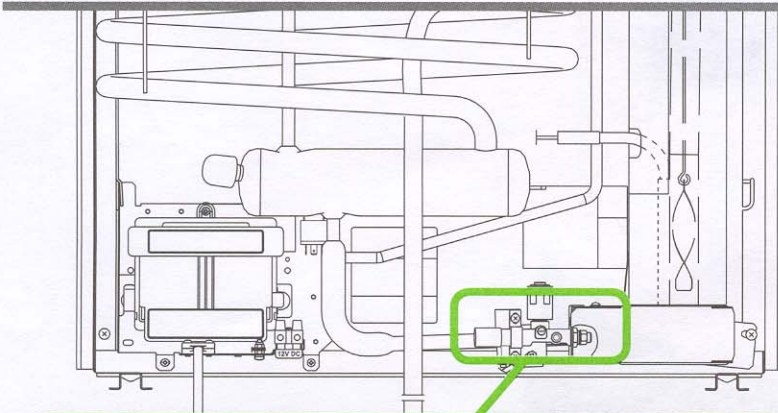
## SERIAL NUMBER/GAS VALVE INSTRUCTIONS

RECALL 06E-076

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

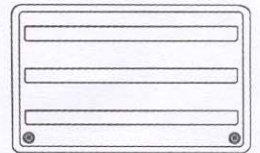
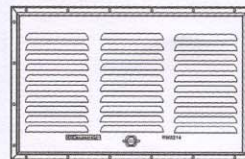
The serial and model numbers are both located on a **sticker** inside the fridge door. *It could be on either side of the interior.*

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



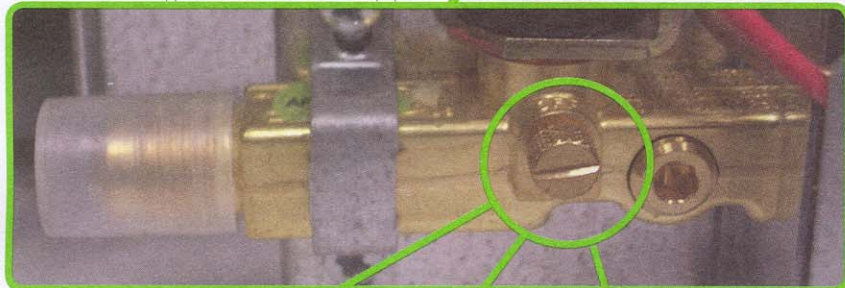
### How to close the gas valve on your Dometic refrigerator

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 vent will look like one of the two following illustrations:



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.

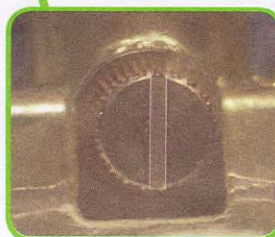
The valve is closed if the flathead slot in the screw runs up and down. The valve is still open if the flathead slot in the screw runs side to side.



Open



Turn Clockwise



Closed





# IMPORTANT


Dometic Recall Information

# DATA COLLECTION AND PAYMENT

RECALL 06E-076

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 below.

 <b>Dometic®</b>		Dometic Refrigerator Recall - 06E076 Repair Service Claim Card	
<u>Customer Information</u>		<u>Dealer/Repair Center Information</u>	
Name		Dometic Dealer #	
Address		Name	
City and State		Address	
Zip		City and State	
		Zip	
		Work Order #	
<u>Recalled Unit Information</u>		<u>Recreational Vehicle Information</u>	
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 \*

FORM NO 331 1232.000

## DETAILS

- We are required by federal law to submit complete information. Therefore, for each and every rework kit install, this card **MUST be filled out completely**. Payment will not be given for the installation unless every box on the card is completely and legibly filled in.
- The card features pre-paid postage on the reverse side, as well as the address that it must be mailed to. That address is:

Stericycle, Inc.  
2670 Executive Drive, STE. A  
Indianapolis, IN 46241

- The card must be mailed no later than 48 hours after the rework.