

Newmar Corporation Warranty Department

Technical Service Bulletin

| Date Issued | Model Year(s) Affected | | Model(s) Affected | | TSB # |
|---|--|---|--|--|-------|
| 12/29/2010 | 2002 - 2010 | | | | 379 |
| Brand | | | | | Type |
| All <input type="checkbox"/> | American Star <input type="checkbox"/> | Mountain Aire <input checked="" type="checkbox"/> | All <input type="checkbox"/> T T <input type="checkbox"/> | | |
| Cypress <input checked="" type="checkbox"/> | Dutch Star <input type="checkbox"/> | Kountry Aire <input checked="" type="checkbox"/> | F W <input checked="" type="checkbox"/> C A <input type="checkbox"/> | | |
| Northern Star <input type="checkbox"/> | Kountry Star <input checked="" type="checkbox"/> | Essex <input checked="" type="checkbox"/> | D P <input checked="" 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"/> | Torrey Pine <input checked="" type="checkbox"/> | | | |
| <input type="checkbox"/> Air Conditioning & Heating <input checked="" type="checkbox"/> Electrical Components | | | | | |
| <input 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 | | | | | |
| Description of Problem | | | | | |
| <p>The purpose of this TSB is to inform you that Dimplex North America Limited has announced a voluntary recall and replacement program for certain plug-in remote control receivers that were sold individually and with certain Dimplex, Electraflame, Symphony and Optiflame branded electric fireplaces, stoves and fireplace inserts supplied to WESCO International, Inc.</p> <p>What is the Problem?</p> <p>In some instances, the plug-in remote control receiver can overheat, posing a fire hazard. This voluntary recall does not affect the safe operation of the electric fireplace or stove when connected without the use of the plug-in remote control receiver.</p> | | | | | |
| Recommended Solution | | | | | |
| <p>What Should You Do? (NHTSA# 10V-434) (TRANSPORT CANADA'S # 10-320)</p> <p>1. Products in Inventory: You must stop the sale of the affected products and any vehicles that include these products. <u>Please note that it is a violation of Federal law to deliver the recalled equipment or vehicles containing this equipment under a sale or lease until this defect has been remedied.</u> You should then:</p> <ul style="list-style-type: none"> Isolate affected inventory; Remove the remote control kit (receiver and transmitter) from the package (or from vehicles); Note the Model # / Doc ID # <u>and</u> the date code as illustrated in the attachment, "How to Identify Recalled Plug-In Remote Control Receivers"; Dispose of the remote control kit; and Complete the enclosed Vehicle Manufacturer Plug-in Remote Control Kit Replacement Form. <p>Dimplex North America will send you a new plug-in remote control kit, Model No. 47-1010-R* (note the asterisk *), at no charge for each kit listed on the form. On the new version, the name "Dimplex" appears on the front of the receiver in red.</p> | | | | | |

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

SAFETY RECALL NOTICE

Dear [Vehicle Manufacturer]:

The purpose of this letter is to inform you that Dimplex North America Limited has announced a voluntary recall and replacement program for certain plug-in remote control receivers that were sold individually and with certain Dimplex, Electraflame, Symphony and Optiflame branded electric fireplaces, stoves and fireplace inserts supplied to WESCO International, Inc. Our records indicate that we have resold some of the affected products to [VEHICLE MANUFACTURER] for installation as original equipment in certain vehicles manufactured by your company.

What Products Are Affected?

The following plug-in remote control receivers and fireplace/stove kits are affected.

| Remote Accessories/Replacement Parts: | Electric Fireplace Kits | Electric Stove Kit |
|---------------------------------------|-------------------------|--------------------|
| 6800050200RP | BF6000 | DS5598RC |
| 6800050300RP | BF6000* | |
| 6800050400RP | DF2305 | |
| 6800240200RP | DF2603 | |
| BFPI-RC | DFI2309 | |
| | NNF5500 | |

The affected remote control receivers bear the following model numbers:

Model No. 47-1001

Model No. 47-1010-R

Model No. APT-1315

Doc ID # 255K656-61-8367R (for older models that do not have a model number)

These products parts were manufactured from 1998 through 2008.

What is the Problem?

In some instances, the plug-in remote control receiver can overheat, posing a fire hazard. Dimplex North America has received multiple reports of damage extending beyond the failure of the product itself, one report of a fire (non-vehicle) causing property damage, and no reports of injuries or fatalities.

This voluntary recall does not affect the safe operation of the electric fireplace or stove when connected without the use of the plug-in remote control receiver.

What Should You Do?

1. Products in Inventory: You must stop the sale of the affected products and any vehicles that include these products. Please note that it is a violation of Federal law to deliver the recalled equipment or vehicles containing this equipment under a sale or lease until this defect has been remedied. You should then:

- Isolate affected inventory;
- Remove the remote control kit (receiver and transmitter) from the package (or from vehicles);
- Note the Model # / Doc ID # and the date code as illustrated in the attachment, “*How to Identify Recalled Plug-In Remote Control Receivers*”;
- Dispose of the remote control kit; and
- Complete the enclosed Vehicle Manufacturer Plug-in Remote Control Kit Replacement Form.

Dimplex North America will send you a new plug-in remote control kit, Model No. 47-1010-R* (note the asterisk *), at no charge for each kit listed on the form. On the new version, the name “Dimplex” appears on the front of the receiver in red.

2. Products/Vehicles Beyond the Control of [VEHICLE MANUFACTURER]: For vehicles containing recalled remote control receivers that are beyond the control of [VEHICLE MANUFACTURER], [VEHICLE MANUFACTURER] must make a safety defect determination in accordance with 49 USC 30118 *et seq.* and, as appropriate, submit a Defect Notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573.

Dimplex North America will conduct the recall and remedy campaign. Accordingly, [Vehicle Manufacturer] should instruct owners to (1) immediately unplug the receiver from the electrical outlet and unplug the fireplace from the receiver; (2) note the Model #/ Doc. ID # and date code of the receiver (refer to the attachment, “*How to Identify Recalled Plug-In Remote Control Receivers*”); (3) note the make, model, model year and the vehicle identification number (VIN) of the vehicle in which the product was installed; (4) dispose of the receiver; (5) contact Dimplex North America Technical Customer Service at 1-888-DIMPLEX (1-888-346-7539) from 8 am – 4:30 pm Eastern Monday through Friday to receive a replacement kit. Dimplex has provided the enclosed Owner Notification template for your convenience.

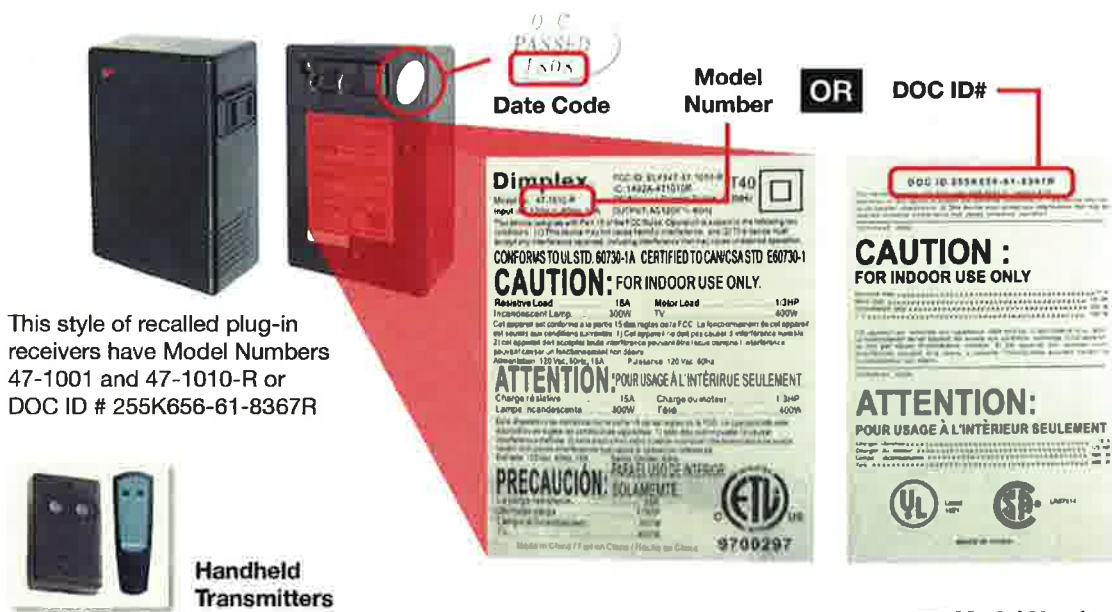
Dimplex North America will share vehicle-specific recall completion information with each vehicle manufacturer to enable each manufacturer to file their quarterly recall status reports with NHTSA.

* * *

We apologize for the inconvenience, but we know you share our interest in ensuring the continued satisfaction and safety of our customers. If you have any questions, please contact Ms. Terry Kitchen at Dimplex North America at 1-800-668-6663 ext. 468.

Enclosures: Plug-in Remote Control Kit Replacement Form
How to Identify Recalled Plug-In Remote Control Receivers
Remote Control Replacement Instructions For BF6000, BF6000*,
DF2603, NNF5500
Owner Notification Template

How to identify recalled plug-in remote control receivers:



This style of recalled plug-in receivers have Model Numbers 47-1001 and 47-1010-R or DOC ID # 255K656-61-8367R

This style of recalled plug-in receiver has Model Number APT-1315



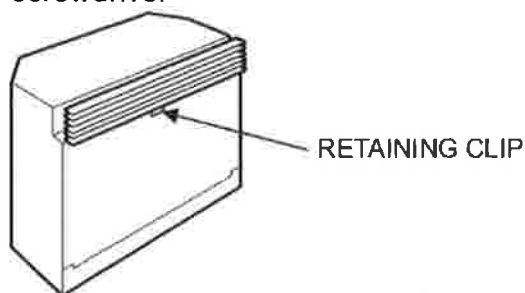
Dimplex North America Limited
1367 Industrial Road
Cambridge, Ontario N1R 7G8

Remote Control Replacement Instructions For BF6000, BF6000*, DF2603, NNF5500

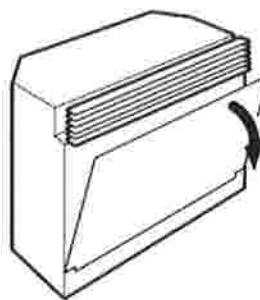
1) Remove the fireplace from its installed location to access the plug-in remote control behind the unit.

2) If the fireplace is fixed in place, follow the following instructions for fireplace removal:

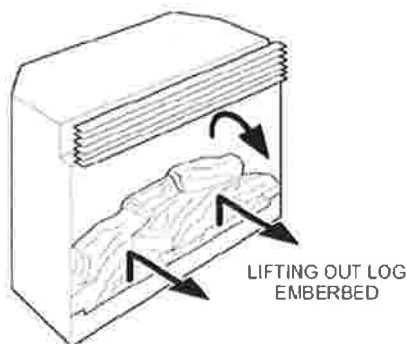
a) Remove retaining clip using a slot screwdriver



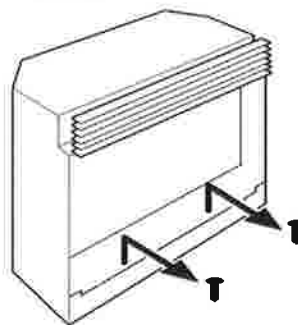
b) Remove glass



c) Remove log set



d) Remove the screws that fasten the bottom of the fireplace to the floor.



e) Pull the fireplace from its installed location to access the plug-in remote control.

If you need assistance locating the remote control receiver or removing the fireplace to access the remote, please contact Dimplex North America Technical Customer Service at 1-888-DIMPLEX (1-888-346-7539) from 8 am – 4:30 pm Eastern Monday through Friday; when prompted, press “1” for “Customer Service” and then “1” again for “Parts Service and Technical Support”.

