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**Dear Coachmen Owner:**

**OWNER SAFETY DEFECT NOTIFICATION:**

This notice is sent to you in accordance with requirements of the National Traffic and Motor Vehicle Safety Act and Transport Canada.

Coachmen has been notified by Dometic Corporation that a defect relating to motor vehicle safety exists in certain refrigerators manufactured by Dometic that may have been installed in your recreational vehicle.

**THE PROBLEM**

After some period of use, a fatigue crack may develop in the boiler tube of the involved refrigerators that may release a sufficient amount of pressurized coolant solution in to 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.

**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 you own one of the above units, it requires immediate service and continuing use could result in a vehicle fire.**

**HOW DO I KNOW IF MY REFRIGERATOR IS BEING RECALLED?**

- 1) Find your refrigerators' model and serial numbers by opening the refrigerator door and looking for the sticker attached to the side wall of the interior.
- 2) Call 1-888-446-5157 or go to [www.DometicUSA.com](http://www.DometicUSA.com) to confirm if your refrigerator is affected by the recall.

**WHAT TO DO**

- 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 regularly 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 Dometic Corporation at 1-888-446-5157, or contact Coachmen Customer Service at 1-800-453-6064.

**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 Dometic. 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 Avenue, SE, 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.

**IF YOU NO LONGER OWN THIS REFRIGERATOR**

If you are no longer the owner of the affected refrigerator, we would greatly appreciate you furnishing us with the name and address of the new owner by calling Dometic at 1-888-446-5157 or Coachmen Customer Service at 1-800-453-6064.

**YOU MAY RECEIVE MORE THAN ONE MAILING IN REGARDS TO THIS RECALL**

To reach as many customers as possible, Coachmen and Dometic will each send notifications in regards to this recall. Be advised that though you may receive multiple notifications, all pertain to this same, single recall.

We regret any inconvenience related to this recall campaign. Our first priority is the safety of our products and the satisfaction of our customers. Thank you for your attention to this important matter.

Sincerely,

COACHMEN RV COMPANY