



Subject: Keystone RV Company Dometic Refrigerator Recall

Dear Valued Customer:

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

### **REASON FOR THIS RECALL**

Keystone RV Company “Keystone” has decided that a defect which relates to motor vehicle safety exists in certain vehicles it manufactured equipped with Dometic refrigerators. This decision was based on information provided by Dometic Corporation that a defect exists in some of the refrigerators that Dometic manufactured between June 1, 2003 and September 30, 2006 for installation in recreational vehicles. Keystone installed these refrigerators in vehicles that it manufactured from June 1, 2003 to April 30, 2007.

#### **The Problem:**

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 Vehicle Models:**

- 2004 Cabana Travel Trailers
- 2006 Cambridge Fifth Wheels
- 2006 – 2007 Challenger Fifth Wheels
- 2004 – 2007 Cougar Travel Trailers and Fifth Wheels
- 2004 – 2005 Cougar High Country Fifth Wheels
- 2006 – 2007 Everest Fifth Wheels
- 2007 Fuzion Fifth Wheels
- 2006 – 2007 Hobbi Travel Trailers
- 2006 – 2007 Laredo Travel Trailers and Fifth Wheels
- 2004 – 2007 Montana Fifth Wheels
- 2004 – 2007 Montana Big Sky Fifth Wheels
- 2004 – 2007 Montana Mountaineer Travel Trailers and Fifth Wheels
- 2006 – 2007 NRG Travel Trailers
- 2004 – 2007 Outback Travel Trailers and Fifth Wheels
- 2005 – 2007 Outback Sydney Travel Trailers and Fifth Wheels
- 2007 Passport Travel Trailers
- 2004 – 2007 Springdale Travel Trailers and Fifth Wheels
- 2004 – 2007 Springdale Clearwater Travel Trailers
- 2007 Springdale Limited Travel Trailers
- 2007 Springdale Summerland Travel Trailers
- 2004 – 2007 Sprinter Travel Trailers and Fifth Wheels
- 2004 – 2007 Tail-Gator Travel Trailers and Fifth Wheels
- 2006 – 2007 VR1 Travel Trailers

**Affected Refrigerator Models:**

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 pose a potential safety hazard.

**WHAT WE WILL DO**

Keystone, in cooperation with Dometic, will provide owners of all covered refrigerators a rework for the potential defect at no charge for parts or labor. The rework consists of secondary burner housing, a thermal fuse and a melt fuse.

**WHAT YOU SHOULD DO**

**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. See the photo instructions included in this mailing for the exact location of the sticker.
- 2) Call **1-888-446-5157** or go to **www.dometic.com/recall** 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.

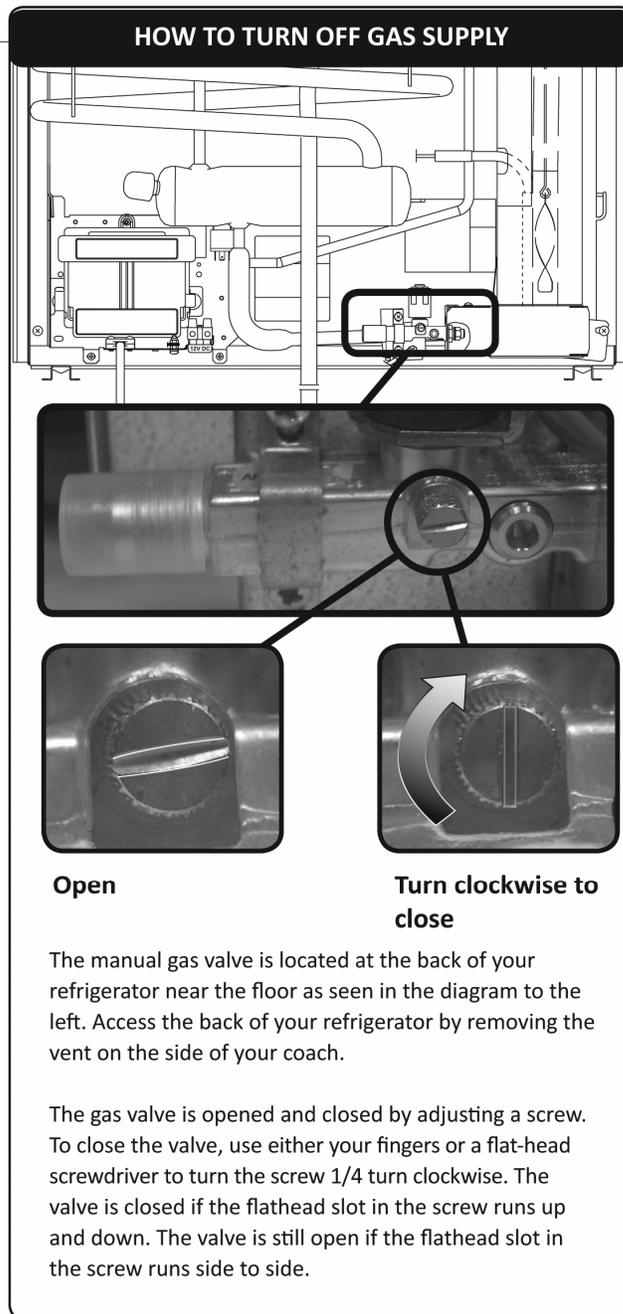
**Any unit found to have one or more of the characteristics mentioned above MUST be shut down and not operated until the unit is fixed and the recall rework administered.**

**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.





**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. 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 is available. Please 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. Please bring this letter with you at the time of your scheduled service.**

- 6) If the repair facility fails or is unable to rework 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, 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.

**If You No Longer Own This Recreational Vehicle:**

If you are no longer the owner of the recreational vehicle, we would greatly appreciate you furnishing us with the name and address of the new owner by calling 1-888-446-5157.

**You May Receive More Than One Mailing In Regards To The Recall:**

To reach as many customers as possible Keystone 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.

Your safety and satisfaction with your Keystone product are important to us and we regret any inconvenience to you.

Sincerely,

Rick Deisler  
Sales & Service Manager  
**Keystone RV Company**