



## PRODUCT RECALL TECHNICAL BULLETIN

### 9100 POWER AWNING, WEATHERPRO AWNING AND MOTOR SERVICE KITS

April 24, 2013

Dometic is committed to providing a quality product for the enjoyment of our customers. We go to great lengths to thoroughly test our products. In our on-going testing process we have recognized a potential condition related to 9100 POWER AWNINGS, WEATHERPRO AWNINGS AND MOTOR SERVICE KITS (complete awnings and/or parts/accessories, included). This potential condition affects ONLY product manufactured between February 13, 2013, [306XXXXX serial #] through April 9, 2013, [314XXXXX serial #]. The serial # appears on a label on the right underside of the fabric and on the roller tube. On the Motor Service Kit the serial # appears on the end cap of the shipping tube.

**Background** We recently introduced an enhanced redesign of certain components associated with the motor in our 9100 Power Awning, WeatherPro Awning and Motor Service Kits. There is an important step in our installation instructions which, in conjunction with our design change, **CANNOT BE BYPASSED from the proper sequence (see below, as presented in our instructions).**

5. **WARNING** IMPACT OR PINCH HAZARD. Do NOT remove cotter pin from torsion rod (at end cap) until top casting is secured to front channel. Otherwise, rapid casting spin off will occur. Spring tension will attempt to spin the hardware and/or fabric roller tube quickly and unexpectedly. Failure to obey this warning could result in death or serious injury.

Remove cotter pin from left end of torsion rod (LH end cap). See (FIG. 6).

 Removing cotter pin will release factory preset torsion (spring) tension.

- Straighten bent end of cotter pin.
- Rotate fabric roller tube (as if unrolling awning) by pulling bottom of tube toward you.  
 This will reduce pressure on cotter pin for easier removal.
- While holding fabric roller tube, pull cotter pin out and discard.

**Condition** Through on-going testing, we have become aware that in some cases this step is being bypassed during installation. In bypassing this installation step, whether **at your location or at the OEM level**, the 9100 Power Awning, WeatherPro Awning, or Motor Service Kit installation can damage the awning motor. **If this motor damage occurs it is possible that the awning can unfurl unexpectedly, either while the coach is at rest or while in transit.**

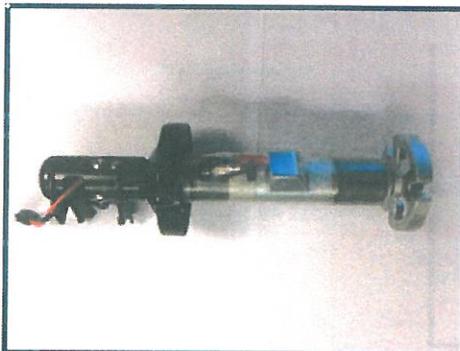
**Action** Due to this potential condition, which will not be evident from post-installation inspection, Dometic is requesting that you do not offer any units with an installed 9100 Power Awning, WeatherPro Awning, or Motor Service Kit manufactured within this date range described above. We need you to confirm the serial number of any units that you may have purchased directly from Dometic (which are included on attached document) or any units that may have been purchased from an OEM or OEM distributor (units repaired at the OEM will have a blue or green dot on the right hand motor end-cap). We have provided the attached visual depiction of the affected motors for your convenience. **We are providing a letter (attached) for YOU to send to your customer** requesting that they should **NOT DRIVE their vehicle** until they have called the number provided in that customer letter. We will be making contact with each dealer to support the replacement and quarantine of these units. If you have confirmed a serial number, as outlined, then please call **1-888-447-0003**. We will provide detailed instructions during this call.

Dometic greatly appreciates your assistance in correcting this potential condition.

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Awning Motor –  
Pre February 13, 2013. This motor  
is **not** affected by the product  
recall.



**Awning Motor –  
This motor is affected by the  
product recall.**  
Serial Range 306xxxxx to 314xxxxx  
Manufacturing Date Range  
02/13/2013 to 04/09/2013



Awning Motor –  
Post April 9, 2013. This motor is  
**not** affected by the product recall.