

Safety Defect and Noncompliance Report Guide for Vehicles

PART 573 Defect and Noncompliance Report

Date: 6/25/13

This report serves as [insert reporting manufacturer's name]'s notification to the U.S. Department of Transportation, National Highway Traffic Safety Administration that a [insert as applicable: "defect related to motor vehicle safety" or "noncompliance with Federal Motor Vehicle Safety Standards"] exists in certain [identify the vehicles at issue]. [Manufacturer] decided that this [insert "defect" or "noncompliance," as applicable] existed in these vehicles on [insert date].

I. Manufacturer, Designated Agent, and Other Chain of Distribution Information

Manufacturer's corporate name: OBS INC.

Vehicle brand or trademark name owner(s) (where applicable):

Designated Agent (imported vehicles): Bob Ferne  
Greensburg Pub. Lib. - cab/body Adv. III

---

Syngenta - Trailer Voyager

---

Fossil Ridge Pub. Lib. - bus Concept

---

Canton Police Depart. - cab/body Adv. III

---

If this notification concerns a defective or noncompliant component that the above identified manufacturer did not manufacture, identify that component and provide the name, address, and phone number of the manufacturer of the component (if this manufacturer is unknown, provide this information as to the supplier of the component):

Dometic Corporation  
Awning Recall Department  
2320 Industrial Parkway  
Elkhart, IN 46516  
(888) 943-4905  
Ref.# 42227039

---

Name, address, email, and phone and fax numbers for the person(s) to whom inquiries about this report should be directed:

OBS INC, 1324 Tuscarawas St.W., Canton, OH 44702

bobferne@obsinc.net

(330) 453-3725 X316

(330) 453-0611 fax

Manufacturer's assigned campaign number (where applicable):

II. Identification of the Recall Population and Its Size

Complete the tables below for each group of vehicles subject to this notification. Additional tables may be necessary where there are more than three groups subject to a notification.

Make: Ford/ Utilimaster body
Model: Adventure III (OBS) Ford E4FF
Model Year(s): 2013
Inclusive dates of manufacture (month and year): Delivered 4/12/13
Body Style/Type (for non-passenger cars): Van/truck box
Other information necessary to describe these vehicles (e.g., VIN range, GVWR or class for trucks, displacement for motorcycles, and number of passengers for buses): Vin# 1EDXE4FSX1 [REDACTED]
Total number of these vehicles: 1

Make: Royal-RC Trailer
Model: RTBGN
Model Year(s): 2013
Inclusive dates of manufacture (month and year): Delivered 4/15/13
Body Style/Type (for non-passenger cars): Trailer
Other information necessary to describe these vehicles (e.g., VIN range, GVWR or class for trucks, displacement for motorcycles, and number of passengers for buses): Vin# 5LAGE3639DM1 [REDACTED]

Total number of these vehicles: 1

<b>Make:</b> Blue Bird
<b>Model:</b> D3FE 3107A OBS-Concept
<b>Model Year(s):</b> 2014
<b>Inclusive dates of manufacture (month and year):</b> Delivered 7/1/13
<b>Body Style/Type (for non-passenger cars):</b> Bus
<b>Other information necessary to describe these vehicles (e.g., VIN range, GVWR or class for trucks, displacement for motorcycles, and number of passengers for buses):</b> Vin# 1BABFCPHOEF [REDACTED]
Total number of these vehicles: 1

Provide the following information as to all the groups of vehicles:

Grand total number of vehicles: \_\_\_\_\_

The percentage of the recall population you estimate actually contain the defect or noncompliance: \_\_\_\_\_

XXXXXXXXXXXXXXXXXX

Total number of these vehicles:

Make: Ford/Utilimaster body
Model: E45F OBS- Adventure III
Model Year(s): 2009
Inclusive dates of manufacture (month and year): 7/21/09
Body Style/Type (for non-passenger cars): Van/truck box
Other information necessary to describe these vehicles (e.g., VIN range, GVWR or class for trucks, displacement for motorcycles, and number of passengers for buses): 1FDXE45S79 [REDACTED]
Total number of these vehicles: 1

Provide the following information as to all the groups of vehicles:

Grand total number of vehicles: 4

The percentage of the recall population you estimate actually contain the defect or noncompliance: 1 (25%)

Identify and describe how the recall population was determined (e.g., on what basis the recalled models were selected and how the inclusive dates of manufacture were determined):

Letter from NHTSA 6/20/13

email from Dometic 6/21/13

Describe how the recall population is different from any similar vehicles not subject to this notification:

**III. Description of the Defect or Noncompliance and Chronology of Events**

Describe the defect or noncompliance, including a summary and detailed description of the nature and physical location (if appropriate) of the defect or noncompliance. Graphic aids should be provided where necessary.

Dometic certified letter April 19, 2013, Dometic letter Chronology of Events Leading to Defect Determination

see attached

Describe the cause(s) of the defect or noncompliance condition.

**RECEIVED**

By Recall Management Division at 3:58 pm, Apr 22, 2013



April 19, 2013

**VIA CERTIFIED MAIL, Ret. Rec. Req.**

Ms. Nancy Lewis  
Associate Administrator of Enforcement  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue SE  
Washington, DC 20590

*replace note*

*S/N # 306-314  
range*

*- Crystal  
& Auxiliary Recall Dept.  
& fabric near motor*

**Subject: Dometic Corporation Recreation Vehicle Power Awning Recall Notification**

Dear Ms. Lewis:

Please find enclosed a Notification of Defect which Dometic Corporation is submitting pursuant to 49CFR, Part 573.6. The components of this Defect Notice at this time are:

1. Notification of Defect
2. Chronology
3. OEM Letters sent out within the 5 day notification requirement
4. Aftermarket and dealer letters sent out within the 5 day notification requirement.
5. Remedy explanation
6. Remedy Verification and reimbursement card
7. Explanation of immediate and ongoing action on the part of Dometic to quarantine as much of the population as possible and repair potentially defective product before the Recreation Vehicle leaves the OEM.

Please establish a recall campaign number for Dometic Corporation to handle the campaign for this potential defect matter and notify us as soon as possible so that we can have it added to the Remedy Verification and Reimbursement Card noted in item 6.

We are continuing the preparation of the other media documents for your review or approval and the compilation of dealer and OEM lists for this population of products. This information will be submitted as soon as they are completed.

Thank you for your consideration.

Respectfully,

Patrick N. McConnell  
Dometic Corporation  
Chief Engineer, Complimentary Products and Agency

c.c. Dan Fuller, Jim Menefee, Bryce Lemon,

## POTENTIAL DEFECT NOTIFICATION

Dometic Corporation ("Dometic"), a supplier of original equipment and aftermarket products for manufacturers of recreation vehicles ("RV's") and suppliers/dealers for the RV aftermarket has determined during the week of April 15<sup>th</sup>, 2013 that a potential defect may exist in the items of motor vehicle equipment listed below. Dometic is voluntarily submitting this notification of a potential defect to the National Highway Transportation Safety Administration in accordance with the applicable provisions of 49 CFR Part 573.

Dometic Corporation is a Delaware Corporation with its principal place of business at 9100 Shelbyville Road, Suite 120, Louisville, Kentucky 40222. The Dometic products affected by this notice were manufactured by Dometic Corporation, at 509 South Poplar Street, Lagrange, Indiana, 46761. The registered agent for Dometic Corporation is Corporation Trust Company, 1209 Orange Street, Wilmington, Delaware 19801.

The affected Dometic products which may contain the potential defect are motor driven recreation vehicle power awnings manufactured between February 13<sup>th</sup>, 2013 and April 9<sup>th</sup>, 2013. The potentially affected awnings have the model designations set forth below:

### WeatherPro Models

805XXXXXXXXXX  
815XXXXXXXXXX  
825XXXXXXXXXX  
835XXXXXXXXXX  
845XXXXXXXXXX  
885XXXXXXXXXX  
855XXXXXXXXXX  
905XXXXXXXXXX

### 9100 Power Awning Models

910XXXXXXXXXX	915XXXXXXXXXX
912XXXXXXXXXX	916XXXXXXXXXX
913XXXXXXXXXX	917XXXXXXXXXX
914XXXXXXXXXX	918XXXXXXXXXX

### Awning "Motor Service Kit" Part Numbers

3307923.XXXX  
3310423.XXXX

The possibly affected units will have the serial numbers that are located either on the right hand fabric or the right hand end of the fabric roller tube, beginning with the following digit combinations:

**306XXXXX through 314XXXXX**

### THESE SERIAL NUMBERS ARE NOT LOCATED ON THE SUPPORTING ARMS

The potential defect is associated with the motor assembly of the power awnings when installed as completed power awning assemblies, and is associated with the awning installation process. (The awnings "motor service kits" are not subject to the same potential installation process; however, because the awning "motor service kits" are the same motor assemblies as are included in the power awning assemblies, Dometic recognizes that there

may be some unknown service activities that could expose the vulnerability of those awning "motor service kits" as well.)

With respect to the installation process of the completed power awning assemblies which include the subject motor assembly, it is possible that installers may unintentionally fail to strictly follow the instructions in sequence, and may not remove a torsion protective anti-rotation cotter pin from the end cap of the fabric roller tube assembly (FRTA) until after the side arms for the awning are installed on the side walls of the recreation vehicle ("RV"). In the event that the awning installation instructions are not strictly followed in sequence by the installer and the cotter pin is left in place while raising the awning to the side wall of the RV, the motor assembly screws may potentially experience abnormal torque if the attached arms are not lifted from a horizontal position to a vertical position simultaneously. This abnormal torque potentially can shear the two motor assembly screws inside the awning roller tube, which will enable the fabric of the awning to possibly unfurl while the recreation vehicle is either parked or in transit.

On February 13<sup>th</sup>, 2013 Dometic implemented a design change on its power awnings that introduced a new motor assembly. This design revision also reduced the number of parts in the motor assembly and altered the torque load on the awning motor such that the motor assembly screws absorb the rotational torque when the awning is deployed and when it is retracted. All engineering test results during the alternate motor qualifying tests were well below any failure of normal operation for the application or for the appliance. At that time there were no indications of installation sequence issues or excessive torque being experienced on any of the Dometic power awnings or motor kits such that Dometic would have been alerted to the potential failure mode.

On April 9<sup>th</sup>, 2013 during an in-house product review meeting, Dometic received reports and samples from the field of failed motor assemblies still mounted in the end cap of the FRTA and immediately began to examine them for cause. Dometic observed in these samples that the motor assembly screws and the motor housing "locating spur" were broken or sheared off. Dometic did not know the root cause of failure and began to test to determine how a failure could occur.

Dometic was only able to duplicate failures when the torsion protective anti-rotation cotter pins were left in during installation beyond the sequence point as noted in the assembly instructions. Dometic then ran torque tests to determine the difference between the torque at normal conditions and those experienced if the installation instructions are not followed in sequence and the torsion protective anti-rotation cotter pin is left in place beyond the sequence point, as instructed. Dometic discovered that if the torsion protective anti-rotation cotter pin is not pulled out until the product is fully installed on the RV exterior wall, instead of at the appropriate step as set out in the instructions, there is a potential that the motor assembly may become compromised such that the torque applied to the motor assembly screws may exceed their shear strength. Such failure may not be immediately visible, or known to the installer.

For the service part replacement awning "motor service kits" that are sold for service purposes, Dometic does not believe that there is a likelihood of the installation-related defect occurring because the awnings that these awning "motor service kits" are installed on are already on the RV and the side arms are in a fixed position, in the same plane, on the side of the RV. However, in light of the potential of a defect-related failure if unknown or unpredictable steps are taken during the replacement of the awning "motor service kit", Dometic is pursuing the return of these components as well.

The products in question are power awnings used in original manufacture of RV's, or as replacement power awnings for RV's, or as motor assembly kits for the replacement aftermarket. The total population of power awnings or kits that can potentially exhibit this installation defect condition is 27,098.

Dometic has prepared this notice upon the determination of the possibility that the motor assembly screws may unexpectedly fail, and the condition, if existing within an awning assembly, may not be apparent. Dometic is

continuing to gather information on the potential defect and will forward any and all relevant information as it become available.

Dometic has immediately acted and has issued a bulletin to all OEM customers to **stop shipment**. Dometic has also notified all aftermarket suppliers and dealers of the potential condition, and that inspection and repair must be undertaken. We believe that a large proportion of the population of products of this design, which may be vulnerable to an installation issue, are still within the OEM's possession, or in the possession of their dealers; the remainder of the awning assemblies or motor kits have been shipped to the aftermarket and Dometic is in the process of working with aftermarket suppliers and dealers to identify any customers which may have had replacement awnings or kits installed since February 13<sup>th</sup> 2013. Therefore we feel that by acting quickly we may be able to prevent exposure for a large number of instances in which end users may have a compromised motor assembly in place.

Dometic's remedial action is to replace the motor assembly with another model that is not subject to an out-of-sequence installation problem, and does not have screws holding the motor assembly together in such a way as to be vulnerable to torque-shearing. Dometic currently has in excess of 20 teams that are deployed at various OEM's starting with the highest users and are working our way through the population of product on their lots.

Dometic has prepared an Aftermarket Notice and other appropriate notifications that will cover all Dometic service centers and replacement product outlets. A list of Original Equipment Manufacturers and Aftermarket suppliers to whom Dometic has sold the population of these power awnings is being prepared and all will be provided to the NHTSA either herewith or upon completion.

This notice was prepared by and inquiries should be sent to:

Mr. Patrick N. McConnell  
Chief Engineer Complimentary Products and Agency  
Dometic Corporation  
509 South Poplar St.  
Lagrange, IN 46761  
Phone: 260-463-2191  
Fax: 260-463-7627

Dated this 18<sup>th</sup> day of April, 2013  
Dometic Corporation

By:   
Patrick N. McConnell  
Chief Engineer, Complimentary Products and Agency



## CHRONOLOGY OF EVENTS LEADING TO DEFECT DETERMINATION

On February 13<sup>th</sup>, 2013 Dometic implemented a design change on their power awnings for recreation vehicles(RV) that introduced a new motor assembly. This design revision also reduced the number of parts in the motor assembly and altered the torque load on the awning motor such that the motor assembly screws can absorb the rotational torque when the awning is deployed and when it is retracted. All Dometic test results during the alternate motor assembly qualifying tests were well below any failure of normal operation for the application or for the appliance. At that time there were no indications of installation sequence issues or excessive torque being experienced on any of the Dometic power awnings or motor kits for reasons that would have alerted Dometic to the potential failure mode.

On April 9<sup>th</sup>, 2013 during an in-house product review meeting, Dometic received reports and samples of failed motor assemblies still mounted in the end cap of the fabric roller tube assembly (FRTA) and immediately began to examine them for cause. Dometic observed in these samples that the motor assembly screws and the motor housing "locating spur" were broken or sheared off. Dometic did not know the root cause of failure and began to test to determine how a failure could occur.

Dometic was only able to duplicate failures when the torsion protective anti-rotation cotter pins were left in during installation, beyond the sequence point as noted in the assembly instructions. Dometic then ran torque tests to determine the difference between the torque at normal conditions and those experienced if the installation instructions are not followed in sequence and the torsion protective anti-rotation cotter pin is left in place beyond the sequence point, as instructed. Dometic discovered that if the torsion protective anti-rotation cotter pin is not pulled out until the product is fully installed on the RV exterior wall, instead of at the appropriate step as set out in the instructions, there is a potential that the motor assembly may become compromised such that the torque applied to the motor assembly screws may exceed their shear strength.

In the evaluation of the motor assembly, its retention screws, and housing locating spur, Dometic determined that there was no immediate likelihood of the installation defect occurring during a normal motor assembly replacement process. However, it was noted that any simultaneous service activity that might involve dis-installing the awning side arms or other unknown or unpredictable steps on the part of the service personnel might create abnormal torque on the motor assembly screws and cause them to shear. Dometic is therefore including the motor assembly service kit in any defect notification. Dometic also noted that such failure may not be immediately visible, or known to the installer.

In meetings held on April 12<sup>th</sup>, 2013 it was verified that some OEM installers do not follow the product installation instructions and may wait to pull the torsion protective anti-rotation cotter pin out until the product is fully installed on the RV exterior wall. At that time Dometic realized that a potential exists for the motor assembly to be compromised leading to a condition in which the screws can be subject to shearing during the process of installation or later use.

Based upon the results of the in-house testing and analysis of the Dometic power awning motors using the new motor assembly, Dometic has made the decision that a "safety-related defect" may exist when the torsion protective anti-rotation cotter pin is left in after the awning side arms are assembled to the fabric roller tube assembly (FRTA), and for any awning motor service kit. Therefore Dometic is promptly notifying NHTSA on April 19<sup>th</sup>, 2013 within the 5 day requirement outlined in the applicable provisions of 49 CFR Part 573.6.



## PRODUCT RECALL

### TECHNICAL BULLETIN

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

April 17, 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 discovered 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, [306XXXX serial #] through April 9, 2013, [314XXXX serial #]. The awning serial # appears on a label on the right underside of the fabric and on the roller tube. The Motor Service Kit's 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 casing 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 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 SHIP 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 from Dometic. We have provided the attached visual depiction of the affected motors for your convenience. 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 is filing a "safety-related defect" notification campaign with the National Highway Transportation Safety Administration (NHTSA). As required by 49CFR 573 the OEM is also required to file a "safety-related defect" notification with NHTSA. We are also filing a "safety-related defect" notification with Transport Canada. However, if you have sold or shipped Recreation Vehicles into Canada, with the recalled power awning assemblies in place it is our understanding you are required by Canadian Law to file a Vehicle Manufacturers Recall Campaign with Transport Canada on behalf of your Recreational Vehicle Company.

Dometic Corporation • 2320 Industrial Parkway • Elkhart, IN 46516  
Phone 1-888-447-0003



## PRODUCT RECALL

### TECHNICAL BULLETIN

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

April 17, 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).

**(i)** 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.

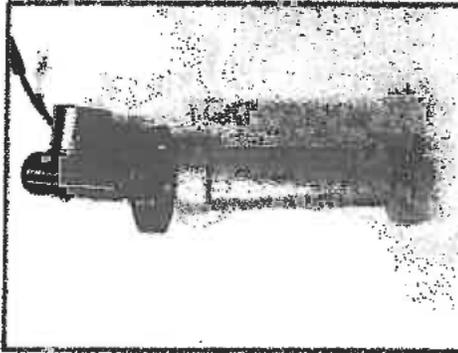
**(i)** This will reduce pressure on cotter pin for easier removal.

- While holding fabric roller tube, pull cotter pin out and discard.

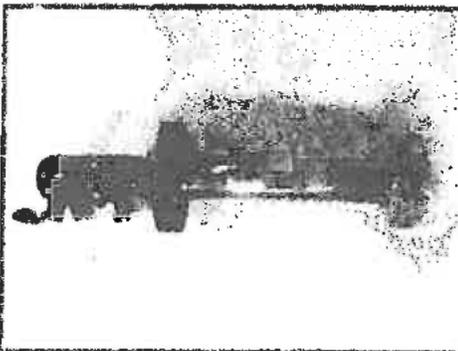
**Condition** Through on-going testing, we have become aware that in some cases this step is being bypassed during installation. In bypassing this installation step, whether *at your location or at the OEM level*, the 9100 Power Awning, WeatherPro Awning, or Motor Service Kit installation can damage 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.

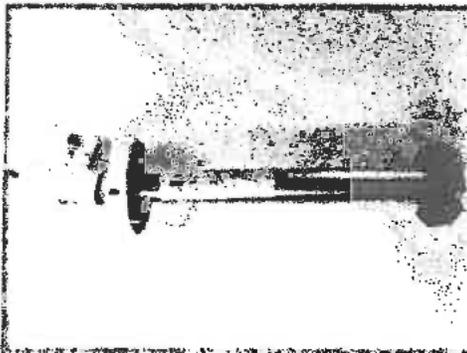
Dometic greatly appreciates your assistance in correcting this potential condition.



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



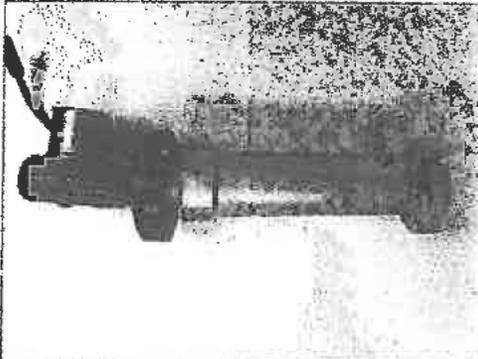
**Awning Motor –**  
This motor is affected by the  
product recall.  
Serial Range 306xxxx to 314xxxx  
Manufacturing Date Range  
02/13/2013 to 04/09/2013



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



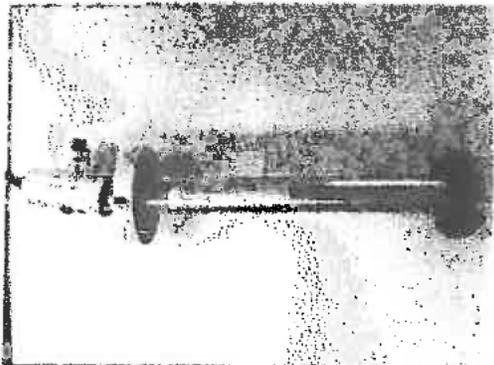
Dometic greatly appreciates your assistance in correcting this potential condition.



**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 306xxxx to 314xxxx  
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.



Sample Recall Card – This card will be included with the motor service kit.

<b>Dometic</b>			
<i>Customer Information</i>		<i>Dealer/Repair Center Information</i>	
Name		Dometic Dealer #	
Address		Name	
City and State		Address	
Zip		City and State	
		Zip	
		Work Order #	
<i>Recalled Unit Information</i>		<i>Recreational Vehicle Information</i>	
Model #		VIN #	
Serial #		Manufacturer	
Recall Date			

*\*This card must be thoroughly completed and returned within 2 days of completion of repair service to expedite reimbursement\**

DOMETIC CORPORATION  
2320 Industrial Parkway  
Elkhart, IN 46516



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 425 ELKHART IN

POSTAGE WILL BE PAID BY ADDRESSEE

DOMETIC CORPORATION  
2320 INDUSTRIAL PARKWAY  
ELKHART IN 46516



Describe the safety consequence(s) of the defect or noncompliance condition.  
see attached Dometic earlier forms

---

---

---

---

Identify any warning(s) that may precede the defect or noncompliance condition.

---

---

---

---

*For defects*, provide a dated, chronological summary of all the principle events that were the basis for the determination that the defect is related to motor vehicle safety, including a summary of all warranty claims, field or service reports, and other information such as numbers of crashes, injuries and fatalities.

---

---

---

---

*For noncompliances*, identify the test results and other information considered in determining the existence of the noncompliance, and provide the date of each test and observation indicative of that noncompliance.

---

---

---

---

---

**IV. The Remedy Program and Its Schedule**

Describe the program for remedying the defect or noncompliance, including the plan for reimbursing those owners and purchasers who may have incurred costs to remedy the defect or noncompliance before receiving the manufacturer's notification concerning that defect or noncompliance. Also include, where applicable, details with dates concerning any production remedy that was conducted or will be conducted.

OBS sent letter dated June 26, 2013, followed up with telephone calls to customers. None of the four units installed had an issue after checking. (8/7/13)  
see attached letter

Provide the estimated date(s) on which owner and purchaser notifications will be issued and the estimated date(s) for completion of those notifications.

Provide the estimated date(s) on which dealer and distributor notifications will be issued and the estimated date(s) for completion of those notifications.

Clearly describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.

**\*\*\*\*\* IMPORTANT REMINDERS \*\*\*\*\***

A DRAFT version of the letter that the manufacturer intends to mail to owners and purchasers notifying them of the defect and/or noncompliance must be submitted to NHTSA at least five Federal Government business days before those letters are issued. In addition, it is recommended that the draft version of the letter that the manufacturer intends to send to its dealers and distributors concerning the defect and/or noncompliance also be submitted for review. For prompt receipt and review, drafts may be submitted to the attention of the Recall Management Division (NVS-215) via facsimile on (202) 366-7882, or email to RMD.ODI@dot.gov.

A representative copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, dealer, or purchaser, must be submitted to NHTSA no later than five days after they are initially sent. This requirement applies both to the final version of the notification letter that is sent to owners and purchasers, as well as the final version that is sent to dealers and distributors. It also includes any follow-up notifications issued concerning a recall. The representative copies of the letters sent to owners and purchasers, and dealers and distributors, must be submitted via certified mail. It is strongly recommended, however, that additional representative copies be submitted via facsimile on (202) 366-7882, or email to RMD.ODI@dot.gov, so that the submission can be more promptly reviewed. All submissions should be conspicuously labeled with the appropriate NHTSA-assigned recall number.