

For the urgent attention of selected
RV Aftermarket & Reseller customers

29th June 2023

Dear Customer,

RE: Product Safety Recall of MOBICOOL windows and replacement window blades

Please be advised that Dometic is conducting a recall of MOBICOOL Recreational Vehicle (RV) windows.

Dometic has been advised of a manufacturing defect from our supplier of MOBICOOL branded RV windows. After conducting extensive investigation and testing, including potential hazards to road users, we need to recall and replace the affected component to ensure ongoing product safety and quality.

Fault Description

Due to a manufacturing defect, there may be a faulty adhesive bond between the inner and outer window blades that make up the window blade assembly.

The adhesive bond can deteriorate over time, potentially leading to delamination of the inner and outer window blades, which ultimately may lead to detachment of the window blade assembly when the vehicle is in motion presenting a hazard to road users.

Affected Products

All sizes of MOBICOOL ABS and CHAL complete windows and replacement window blades sold to you between 3-May 2022 and 15-October 2022. Specifically, complete windows with production batch numbers 86 to 98, 100 to 106 and 137244 and all replacement window blades. Refer to full listing of affected part numbers at the end of this document.

Next Steps and Your Support

Dometic will be undertaking and managing this recall and providing replacement of affected MOBICOOL window blades as a remedy. To effectively reach as many affected end-consumers as possible we will need your assistance as follows:

1) Check your stock

In case you still have stock of MOBICOOL windows or replacement blades, Dometic asks you to inspect your inventory. Refer to the following instructions on how to identify affected batch numbers. Any affected stock can be managed via the normal Sales Order Return (SRO) process.

2) Provide contact details of whom you have sold affected products to

If you have subsequently on-sold the affected products to customers or end-consumers, Dometic needs to contact those individuals. We require a list of customer & end-consumer details including name, email address, phone numbers the purchase date and/or invoice number.

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3) Dometic to directly contact customers & end-consumers

Dometic will then make contact with your customers & end-consumers who may be affected by this recall and coordinate inspection and if necessary, arrange rectification of affected windows (replacement window blade free of charge).

Further Support and Information

Dometic is fully committed to ensure our products are safe, fit for purpose and backed by the support of a global company during this recall.

While we understand that this recall may cause inconvenience to your business and end-consumers, Dometic is taking every possible step to minimise this inconvenience for you through:

Dedicated MOBICOOL recall customer service and technical support

Through our customer service teams and telephone-based technical support teams.

Phone **1300 304 220** (press 3 for recall)

Email **mobicoolrecall@dometic.com**

Recall website

Consumers can visit the following website to see if they are affected by this recall.

www.dometicrecall.com.au

Make safe arrangements

Consumers who have affected windows can follow our 'make safe' work instructions so they can continue their journey while they await replacements.

If you have any questions about this recall, please contact your Dometic sales representative.

Please note that this letter is for trade customers and resellers of MOBICOOL windows and replacement blades – please do not forward to consumers.

Finally, we wish to assure you that we have not taken this recall decision lightly, Dometic sincerely apologises for this inconvenience.

Sincerely,

Dometic Australia

Affected MOBICOOL Window Part Numbers

MOBICOOL complete window assemblies and replacement window blades sold & delivered between 3-June 2022 and 15-October 2022.

MOBICOOL Complete Window Assemblies

CHAL Window Assemblies	
Dometic part number	Window Size (mm)
DM-AA-CW1000800	1000X800
DM-AA-CW1100450	1100X450
DM-AA-CW1100550	1100X550
DM-AA-CW1200350	1200X350
DM-AA-CW1200500	1200X500
DM-AA-CW1450550	1450X550
DM-AA-CW500350	500X350
DM-AA-CW500450	500X450
DM-AA-CW500500	500X500
DM-AA-CW700400	700X400
DM-AA-CW700800	700X800
DM-AA-CW900450	900X450
DM-AA-CW900500	900X500
DM-AA-CW900550	900X550
DM-AA-CW900900	900X900

ABS Window Assemblies	
Dometic part number	Window Size (mm)
DM-AA-PW1000800	1000X800
DM-AA-PW1100450	1100X450
DM-AA-PW1200350	1200X350
DM-AA-PW1200500	1200X500
DM-AA-PW1450550	1450X550
DM-AA-PW500350	500X350
DM-AA-PW500450	500X450
DM-AA-PW700400	700X400
DM-AA-PW700800	700X800
DM-AA-PW900450	900X450
DM-AA-PW900900	900X900

MOBICOOL Replacement Window Blades

Replacement Blades (suits CHAL and ABS frames)	
Dometic part number	Window Size (mm)
DM-W1000800-003	1000X800
DM-W1100450-003	1100X450
DM-W1100550-003	1100X550
DM-W1200350-003	1200X350
DM-1200500-003	1200X500
DM-1450550-003	1450X550
DM-500350-003	500X350
DM-500450-003	500X450
DM-500500-003	500X500
DM-700400-003	700X400
DM-700800-003	700X800
DM-900450-003	900X450
DM-900500-003	900X500
DM-900550-003	900X550
DM-900900-003	900X900

Batch Number Identification Instructions for MOBICOOL RV Windows



⚠ IMPORTANT INFORMATION

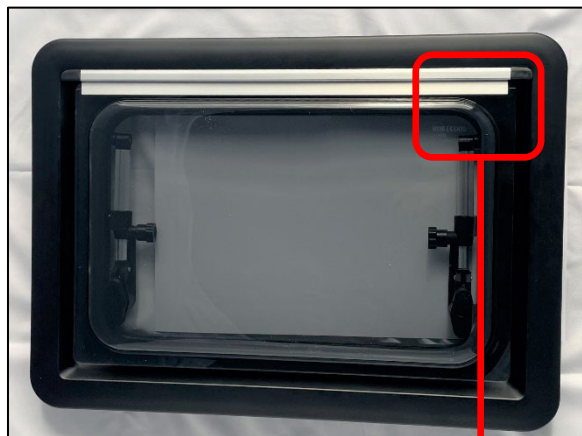
Correctly identifying affected MOBICOOL windows is a critical part of this recall. These instructions will help you quickly and accurately identify affected batches of windows that require replacement.

Additional Information

Affected windows can be 'made safe' while awaiting replacement windowpanes, or while towing the caravan for assessment or repair. Please refer to the Make Safe Instructions for MOBICOOL Windows.

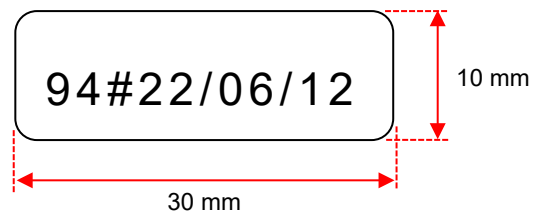
Window Identification

Visually confirm the windows are indeed MOBICOOL windows (top right-hand corner).



Batch Number Label Identification

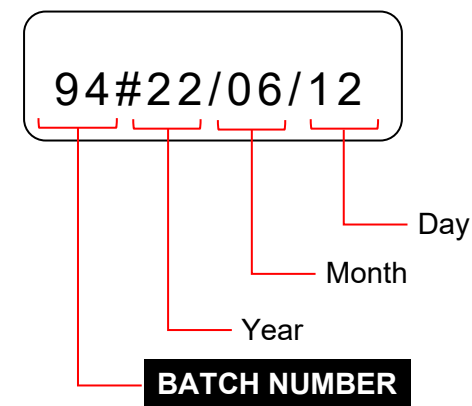
The batch number label of MOBICOOL windows is a small white label with a sequence of numbers printed in black ink.



Refer to the instructions on the following page which describes where to locate the batch number label.

Batch Number Interpretation

Batch number labels of MOBICOOL windows consist of the batch number followed by a # followed by the production date in reverse sequence (as below).



Affected batch numbers of MOBICOOL windows are as follows:

- 86, 87, 88, 89,
- 90, 91, 92, 93, 94, 95, 96, 97, 98,
- 100, 101, 102, 103, 104, 105,
- 106, 137244.

IMPORTANT INFORMATION

Batch number labels for MOBICOOL windows may be found in different positions and may require removal of the off-white-coloured inner window frame.

Further Assistance

If you are not skilled or confident to remove the inner window frame & blind assembly – please refer to a Dometic Service Agent.

Locating Batch Number Labels

Batch labels may be visible without removing the inner window frame & blind assembly.

Labels may be visible on the black outer window frame (viewed through the gap between the inner & outer window frame).



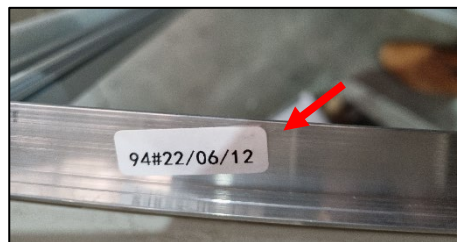
Inner Window Frame & Blind Assembly

To positively identify the batch number label on MOBICOOL windows, you may need to remove the inner window frame & blind assembly.

If you are not skilled or confident removing the inner window frame & blind assembly – please refer to a Dometic Service Agent.



Batch number labels may be located either on the silver aluminium support frame or off-white plastic cover.



Outer Window Frame

Once the inner window frame & blind assembly is removed, batch number labels may clearly be visible on the black outer frame in various locations.

