



## Customer Services Bulletin

27/03/2020

TB-M-0047 – TB-C-0055



### Re: Dometic Fridge Condenser Pipe

Dear Colleague,

Following an inspection of products fitted with the new Dometic 10-series 153 litre electronic fridge freezer (with universal handed door mechanism) it has been identified that the condenser pipe may have not have been correctly secured in its retaining clip.

The purpose of this pipe is to evacuate water from the fridge freezer outside the vehicle through the lower exterior vent. If it is not secured there is the possibility that any water discharged will be directed inside the vehicle. This is of particular concern when the fridge freezer is defrosted.

Vehicles affected include selected models from the Autograph III motorhome range and all models from the Alicanto Grande I caravan range.

Autograph III

Models affected: Autograph 79-2F, 79-4F, 79-4I, 79-4T & 81-6

Autograph III VIN sequences:

- **Autograph III 79-2F & 79-4F**      **79F06770 - 79207459**
- **Autograph III 79-4i**      **79i06549 - 79i07490**

- **Autograph III 79-4T**                      **79T06794 - 79T07500**
- **Autograph III 81-6**                      **81606844 - 81607413**

Alicanto Grande I VIN sequence:

- **Estoril, Sintra & Porto**                      **LAO00001 to LAO02659**

All models produced after these VIN sequences have already been assessed and cleared for dispatch.

As a precautionary measure, we therefore believe it is necessary for an additional inspection of the models in question and if required the condenser pipe should be secured in place following the attached Standard Operating Procedure SOP (Z-SOP-RPC-P-SP-0011-01). The estimated time required to complete the check and secure the pipe in position would be 15 minutes. The warranty code to be used is: 9999084

I would like to take this opportunity to apologise for any inconvenience that this matter may cause you and your customers, but we thank you in advance for your continued support and assistance.

Best regards

Dave Evans  
Head of Customer Services



## Fridge Water Drain Pipe Fixing

**Z-SOP-RPC-P-SP-0011**

Document Revision History			
Revision	Reason For Change	Date	By
01	Initial Write Up	19.03.2020	MM

### Models Affected

#### ALL ALICANTO MODELS

ESTORIL

FARO

PORTO

SINTRA

#### AUTOGRAPH 3 MODELS

79-2F

79-4F

79-4i

79-4T

816



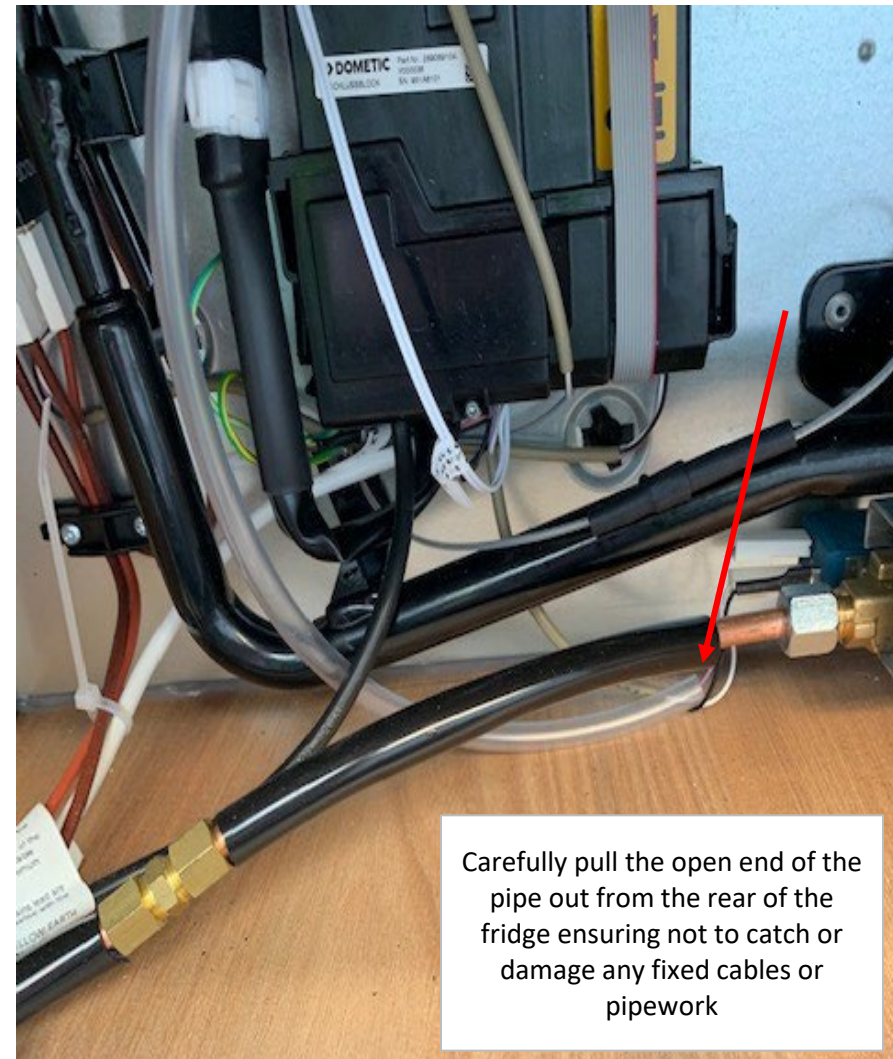
Locate the BOTTOM fridge vent cover  
Carefully push the fixing clips UPWARDS

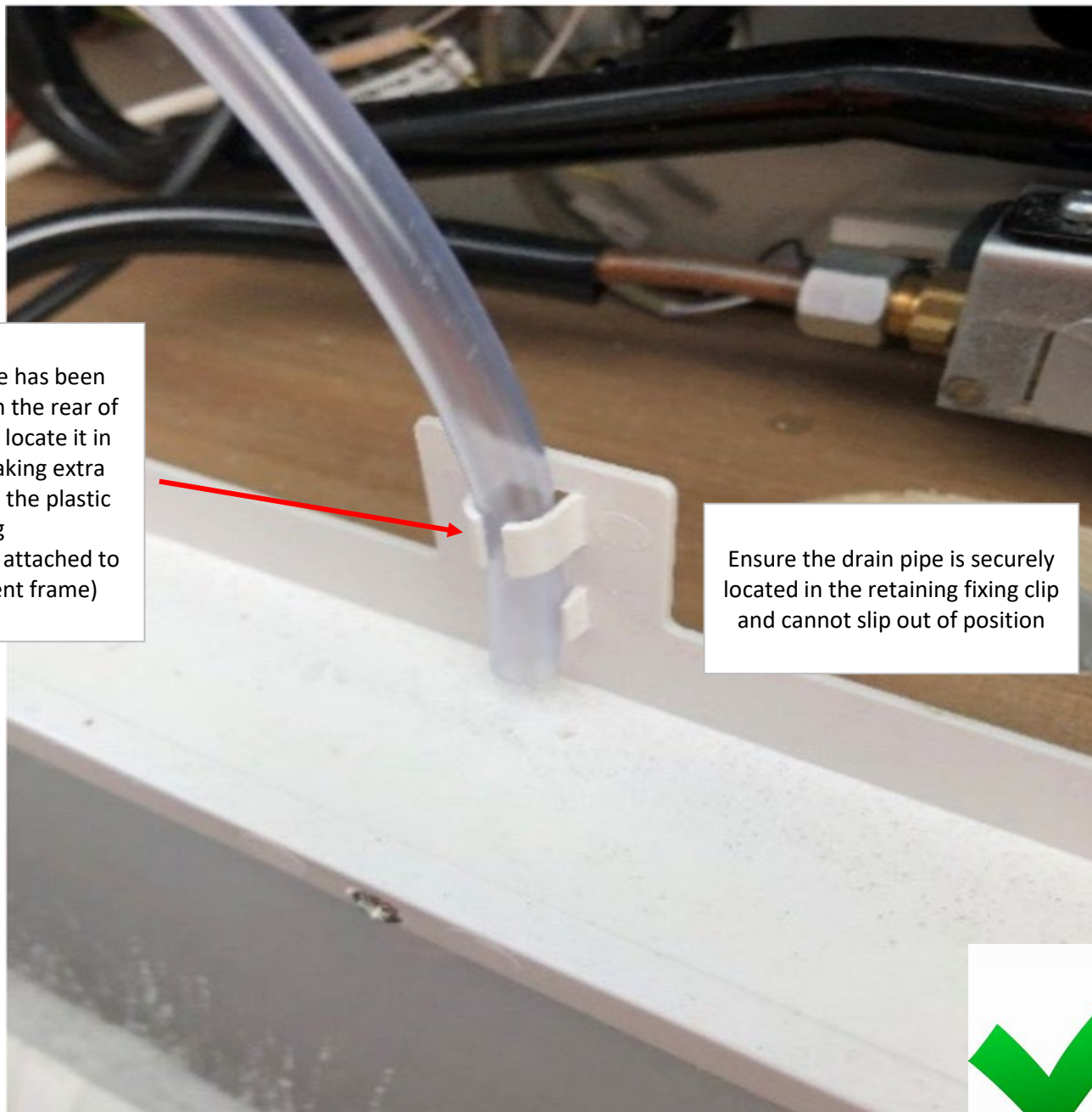


Carefully remove the fridge vent cover from the inner casing









Once the drain pipe has been safely removed from the rear of the fridge, carefully locate it in the retaining clip taking extra care not to damage the plastic moulding  
(The retaining clip is attached to the inner fridge vent frame)

Ensure the drain pipe is securely located in the retaining fixing clip and cannot slip out of position



Re-fitting the outer fridge vent cover:  
Insert fridge vent Right Hand Side first, ensure the  
top cover engages with X2 clips on Right Hand Side  
of frame.



X2 location clips

Once the right hand side of the cover is fully  
located,  
carefully push the left hand side of vent in so  
both sides are fully locked into  
position/engaged.





Once the outer cover is in the correct position,  
Gently slide down the two fixing clips until  
they "click" into place. This secures the fridge  
vent onto the frame.

Pull **gently** on the Left Hand Side and the Right  
Hand Side of the frame to check its fully  
locked into position.

