

To: Dometic Customers / SeaStar Hydraulic Hose Customers
From: Aldo Mastropieri – Product Manager
Date: February 2020
Subject: SeaStar Hydraulic Hose Campaign Notice

Dear OEM Builder or Distributor,

Our records indicate that you may have a SeaStar steering system installed on your boat which may have low burst strength hydraulic steering hoses. We have recently been made aware of a few isolated cases where the steering can become unresponsive due to a low burst pressure of the hose.

The attached Advisory Notice (Part # 810148) is concerning our SeaStar hydraulic steering hose. The occurrences seen so far are mainly occurring during the low-pressure purging procedure. However, in extreme cases this hose could burst during operation and may lead to loss of steering control resulting in property damage, personal injury and/or death.

The Advisory Notice instructs how to inspect the steering system and determine if it is within the affected date range and lot numbers, and then how to go about replacing the hoses as soon as possible. If the boat is in use, the system check outlined on page 42 from the link below **MUST** be performed before the boat is operated.

<http://www.seastarsolutions.com/wp-content/uploads/2018/04/929784G.pdf>

BOAT OWNERS/DEALERS: To advise boat owners/dealers of this potential issue, we have setup two options to facilitate the distribution of the letter and advisory notices:

1) You may provide Dometic with copies of your records indicating the boat owner/dealer name, address and Hull ID #. Dometic will directly issue the letter and advisory notice.

OR

2) Dometic authorizes you to send the “boat owner” letter and “advisory notice” (both attached) directly to the boat owner/dealer.

Please notify us via email at marine.warranty@dometic.com on which of the two options above you have chosen.

If you have any questions or concerns, please contact our Dometic Warranty department by email at marine.warranty@dometic.com.

**SEASTAR™**

Hydraulic Hose Campaign

Dometic Marine (formerly SeaStar Solutions) has become aware of a few isolated cases of SeaStar Steering Hose 1000 PSI with a low burst strength. SeaStar tube and SeaStar 1500 PSI Pro Hose are **not** affected. Optimus steering systems use SeaStar Pro hose and are **not** affected. The occurrences seen so far have arisen during the in-boat purging procedure and proof test. However, in extreme cases this hose could burst during operation and may lead to loss of steering control resulting in property damage, personal injury and/or death.

The issue has been identified to hose with date of manufacture Oct. 4, 2019 to Feb. 14, 2020 ONLY with lot codes listed below. Both the **date** and **lot number** must be in the range for the hose to be affected. If a date of manufacture is not present, consider the hose to be affected. Date format on the hose is Month, Day, Year. Bulk hose, sold in 1000 ft. reels are also possibly affected, but have no date code on the product. Therefore, the lot code alone should be used to determine if the hose is part of the recall. Note that multiple lots may be present on a single 1000 ft. hose reel. Instructions are provided below to identify the affected hose.

Because of the possibility of steering disruption, affected hose must be replaced as soon as possible.

All potential systems MUST have the affected hoses replaced prior to operation of the boat. If the boat is in use, the system check MUST be performed before the boat is operated according to your steering system manual. Instructions can be found at this link (page 42):

www.seastarsolutions.com/wp-content/uploads/2018/04/929784G.pdf

U.S.C.G. campaign number 20SD0002.

How to determine if your hose is affected

1. Check the type of hose

- a. If it is printed as SEASTAR® STEERING HOSE 5/16 I.D. 1000 PSI, as shown in figure A, proceed to item 2.
- b. If it is printed with SEASTAR STEERING TUBE 502 or SEASTAR PRO® STEERING HOSE 5/16 I.D. 1500 PSI, it is **not** affected, and **no further action is required**.



Figure A.



2. Check the date of manufacture of the hose

The manufacturing date is printed on the hose packaging label or the box label as shown in figure B. If the hose is already installed, it is printed on the hose in white, next to one of the fittings, shown in figure C.

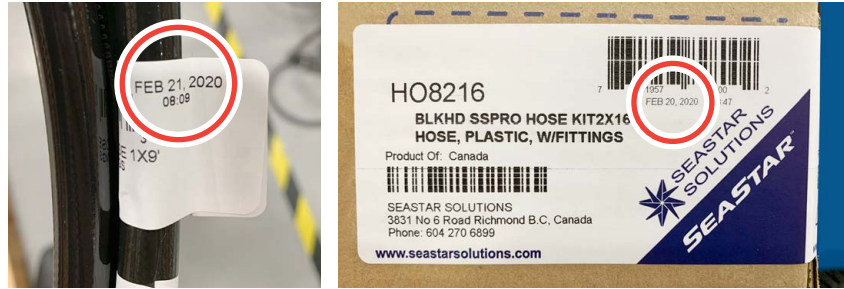


Figure B.

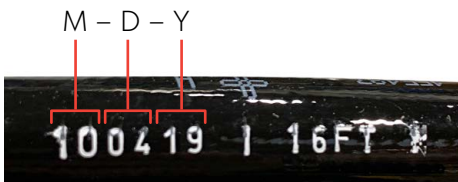


Figure C.

- a. If it falls between **Oct. 04 2019 (10 04 19)** and **Feb. 14 2020 (02 14 20)**, or there is no date on either end of the hose, proceed to item 3.
- b. If it is outside this range, **no further action is required.**

3. Check the lot number of the hose

- a. **For hose assemblies:** The lot number is printed on the hose every 12 inches, directly to the right of the "Made in Mexico" label. See figure D. If it is one of the numbers listed below, proceed to Item 5.



Figure D.



Figure E.

- b. **For bulk hose (1000' reels):** The lot number is printed on the outside of the label as shown in figure E. Note that reels may include up to three different lots, however only one lot number will be printed on the label. If it is one of the lot numbers listed below, proceed to Item 5.
- c. If the lot number is not listed below, **no further action is required.**



4. Affected lot numbers

155146, 155147, 155148, 155149, 155150, 155153, 155154, 155156, 155157, 155158, 155165, 155166, 155167, 155170, 155171, 155172, 155178, 155179, 155180, 155181, 155188, 155195, 155197, 155198, 155199, 155211, 155212, 155213, 155214, 155215, 155220, 155221, 155222, 155223, 155224, 155230, 155231, 155232, 155235, 155236, 155237, 155238, 155239, 155240, 155241, 155242, 155243, 155244, 155245, 155246, 155247, 155248, 155249, 155250, 155376, 155377, 155409

5. How to make a claim

If you find affected hose, contact: Marine.Warranty@dometic.com with the information listed below.

Dometic will provide you with a RGA (Return Goods Authorization) to return your hoses and will send out replacement hose kits as soon as possible.

If you have questions or need assistance please call: 604-238-5019.

Information required for RGA:

1. Part number of hose(s) affected
2. Quantity of each part number affected
3. Type of claim:
 - a. Boat Install
 - i. Provide Hull Identification Number and
 - ii. Hose Lot Code(s)
 - b. Stock Return
 - i. Hose/Steering Kit Packaging Date and
 - ii. Hose Lot Code(s)