

To: Dometic Steering Cable Customers
From: David Wolfe – Product Manager
Date: August 2022
Subject: Steering Cable Retaining Nut Campaign Notice

Dear valued Boat Owner,

Our records indicate you may have a Dometic SeaStar Cable Steering System installed on your boat which may have a defective retaining nut. We have become aware of a few isolated cases, in which some boat builders have experienced cable retaining nut failure during installation or use resulting in potential starboard steering loss. If not addressed, this could result in property damage, personal injury, or death.

Dometic is taking the initiative to contact customers because this is a potential **Safety Issue**.

The attached Advisory Notice (AN2022005) concerns our Dometic SeaStar Steering Cables, and details how to identify if your Steering System uses a cable within the specific range of affected production cables.

The inspection process detailed in the Advisory Notice (AN2022005) must be performed before the boat is operated. If your cable falls within the specific range, you must **discontinue use of the boat** and **complete the inspection and/or contact your dealer** to schedule an appointment to inspect and, if defective, replace your cable as soon as possible at no cost to you.

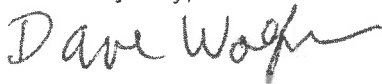
Contact Information:

Dometic Customer Service:

Email: Lit-tech_web@dometic.com
phone: 877-663-8396 Option 1

We sincerely regret the necessity for this action, but we are certain that you will agree that safety comes first. Thank you in advance for your understanding and support.

Yours very truly,



Dave Wolfe
Dometic - Product and Support Manager

Dometic Steering Cable

Dometic Marine has become aware of a few isolated cases of Dometic Steering Cables with defective Retaining Nuts. Occurrences to date have arisen during installation and inspection. However, the potential exists where a defective cable has passed through install and inspection without detection. A defective cable degrades the ability to steer the boat in the Starboard (Right) direction. This may lead to loss of steering control resulting in property damage, personal injury and/or death.

This issue has been identified on cables manufactured between the dates of April 26, 2022 (date code 22116) and August 19, 2022 (date code 22231) ONLY. If a date code is not present or not legible, consider the cable to be affected. Instructions are provided below to identify affected date codes and to inspect cables for the defective nut.

Because of the possibility of steering disruption, cables within this range must be inspected and defective cables replaced as soon as possible.

All potential cables MUST have the cable inspected and defective cables replaced prior to operation of the boat. If the boat is in use, discontinue use until the cable can be properly inspected.

How to determine if your cable is affected

1. Check the model type of your cable

Affected models:

Rotary Steering

| | | |
|--------|-------|--------|
| SSC62 | SS132 | SSX176 |
| SSC131 | SS137 | SSX177 |
| SSCX64 | SS147 | |



Rack Steering

| | |
|---------|-------|
| SSC124 | SS141 |
| SSC134 | SS151 |
| SSCX154 | |



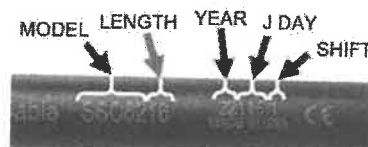
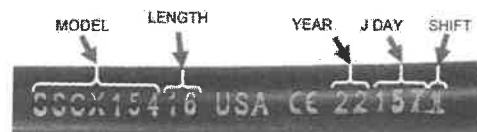
Kicker Cables
433



2. Check cable date of manufacture

Cables are either heat stamped, or laser marked with their product information at the engine end of the cable.

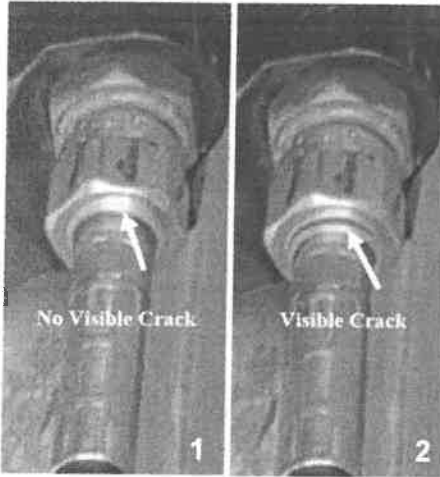
Cables identified within this date range must be physically inspected as per the following **Step 3** and **Step 4** or **5**.



Affected products are within:

YEAR "22"
and between
DAY range:
116 through 231
ONLY.

3. Inspecting installations – Visual



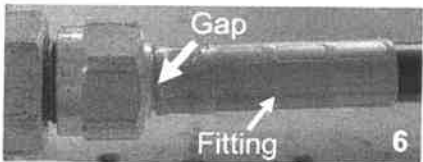
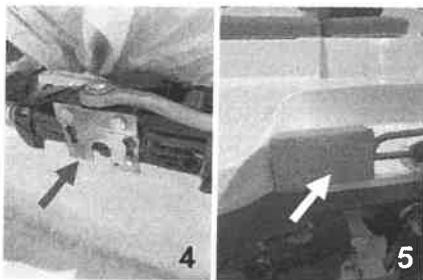
- a) If your cable has been marked on the retaining nut with a green dot shown below in **Photo 3**, the cable has been inspected by the factory and is not defective.



- No further action is required on your part.
- b) On an installed, Fully Tightened nut, the first indication of a defect is a visible crack on the nut shoulder, as shown in **Photo 2**.

NOTE: Any evidence of a visible crack, as shown in **Photo 2**, around the shoulder is a failure. Proceed to **Step 6**.

4. Inspecting installations – Option A: Locked Tiller Arm or Output Ram



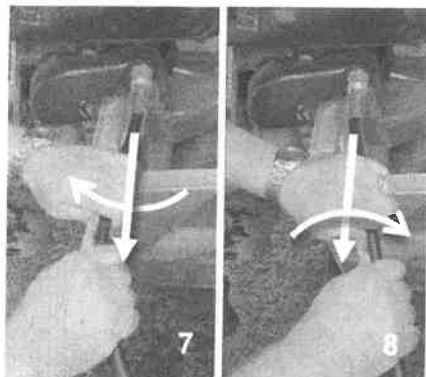
- a) If available, use the shipping brace that comes with your motor to immobilize the motor from turning as shown in **Photo 4**.
- b) If the shipping brace is not available, or your motor does not incorporate this feature, block starboard steering by preventing the output ram and drag link from extending, as shown in **Photo 5**.
- c) With an installed cable and Fully Tightened nut, the initial fitting gap is less than 1/8 inch (0.125") as shown in **Photo 6**. This is also the case for a non-defective cable.
- d) Have an observer watch the conduit fitting and retaining nut gap.
- e) With the motor locked from **Step 4** part **a)** or **b)**, apply 20 lbf-ft steering wheel torque in a Starboard (Right) turn.
- f) When a Fully Tightened and **Defective** nut is present, any of the following can occur and indicates a failure:
- i. The gap shown in **Photo 7** is larger than 1/8 inch (0.125"),
 - ii. The gap shown in **Photo 7** changes length by more than 1/16 inch (0.063"),
 - iii. Any formation of a visible crack as shown in **Step 3, Photo 2**,
 - iv. Separation of the cable from the nut.

NOTE: Ensure the nut is Fully Tightened when making this determination.

- g) On a non-defective cable, with a Fully Tightened nut, the fitting will not move, and will be rigidly fixed with the nut.
- h) If any of the steps above result in failure, the inspection is complete. Proceed to **Step 6**.

NOTE: If you are able to perform the steps as detailed above, and no failures occur, your cable is not defective, and no other action is required on your part.

- i) If you are unable to block engine movement or you cannot perform the steps detailed above, **Option B** detailed in **Step 5** may be used.

5. Inspecting installations – Option B: Side Load

For installation which cannot block steering output an alternate method may be available if there is exposed cable near the engine mount.

- a) Ensure the retaining nut is **Fully Tightened**.
- b) Grasp the suspect conduit firmly with both hands approximately 4 inches from the end of the conduit fitting as shown in **Photo 7**.
- c) Rotate around the cable and Pull outward away from the retaining nut as shown in **Photos 7 and 8**.

NOTE: This is not a twisting motion similar to a screw driver, but is a cranking motion.

- d) Repeat up to 10 cycles.
- e) On a defective cable, the steel conduit fitting will move significantly with the cranking motion, and the nut shoulder will form a visible crack as shown in **Step 3, Photo 2**, or may sever completely allowing the cable to release from the nut.
- f) If any of the steps above result in failure, your inspection is complete. Proceed to **Step 6**.

NOTE: On a non-defective cable, the fitting will hold very firm, and no visible crack will form. Your cable is not defective, and no other action is required on your part.

6. How to repair your boat - RGA

If any of the inspection procedures above identifies a defective cable, you may either:

- a) contact Dometic
email: Lit-tech_web@dometic.com
Phone: (877) 663-8396 Option 1

Dometic will provide an **RGA** (Return Goods Authorization) to exchange your cable.

Required Information:

- Cable **Model Type**. From **Step 1**.
(Example: SSC62)
- Cable Production **Date Code** from **Step 2**.
(Year and Day: YYDDD Example: 22116)
- Method used above to identify the defective cable
(Visual, and **Option A** or **Option B**)
- Manufacturer **Name** and Boat **Hull Number**

OR

- b) contact your nearest dealer for an appointment to have your cable inspected and, if defective, replaced at no cost to you.

7. Technical Assistance

For technical assistance with this procedure or the inability to perform the inspections due to boat configuration, you may contact Dometic technical support directly.

e-mail: Lit-tech_web@dometic.com
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