

CL-10190078-1183

April 23, 2007

Dometic Corporation
PO Box 490
Elkhart, IN 46515

ATTN: [REDACTED]

RE: Dometic Model # NDR 1062 – Serial # 01100086

Dear Sirs:

I am writing in response to your recent letter denying my claim for reimbursement for damages that occurred when my refrigerator failed because of a coolant leak near where the electrical heater is located. It leaked a yellow substance and ammonia. I believe that we were lucky that we did not have a fire in our motorhome.

The form letter you replied with gave a multiple choice quiz to use to figure out your reason for rejection of our claim. By process of elimination I believe the reason was because the failure occurred prior to your arbitrary cut-off date for reimbursement. No reason was given for this arbitrary date. Its hard for me to understand why a refrigerator that you confirmed was one included in the recall and as I understand it, the failure was of the same nature as the recall concern, did not qualify for repair reimbursement.

If I am incorrect in assuming my failure and the recall are the same, then perhaps I still require repair work to prevent a future failure. The cooling unit was replaced with a new unit but the old heater was reinstalled.

I would appreciate your response to these questions and not another form letter.

Thank you,

[REDACTED]
[REDACTED]
[REDACTED]

Madison, AL [REDACTED]

Installed in our 2000 Newmar MountainAire S/N 4VZBN249XY [REDACTED]

CC: Newmar Corporation

National Highway Traffic Safety Administration; ATTN: Daniel C. Smith

NAR
CQ
2 May 07