

CL-10191099-3908

[REDACTED]
Tillamook, OR [REDACTED]

April 24, 2007

Administrator,
National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20290

RE: Dometic Recall 06E-076

Dear Sir:

Yesterday we took our Gulf Stream RV, model Sun Voyager, in to Auburn RV Service Center, per the recall letter we received from Dometic. We had called and made the appointment a while back, so they were able to order the item needed for the refrigerator, model RM3862. In my opinion (retired mechanic) this kit was not a correction of the defect. It was merely putting a metal box around the danger area with a thermo-coupler to turn off the gas if it starts a fire. This will probably get Dometic past the warranty period, and then if it fails, only the refrigerator cooling unit will have gone up in smoke, not our entire RV, but we will have to purchase a new refrigerator. A proper fix would be to replace the entire cooling unit now, so the chance of a fire is totally eliminated.

When we made the appointment they cautioned us that we might have to pay for the change in spite of it being a recall. This was because Dometic had notified them that they would pay only \$40 for the change over/repair of defect. As their shop charges \$95 per hour for labor, they said if the change took much more than about 20 minutes, we would be charged for the difference in labor charges. And such was the case. It took them about 2 and a half hours to finish the job. Because it was the first Dometic refrigerator worked on for this recall, they did not charge for an hour of their time to be fair. But they had to move the refrigerator forward due to the tight area to work in from the back of it. We have dealt with Auburn RV before and found them to be fair and honest people. They did not "pad" the time the job took them, but he said because it was the first one, he was slower than he will be in the future now that he has gone through all the steps on ours. Hence, his not charging for an hour of his work. Nevertheless, our cost for the recall was \$95.

Enclosed is a copy of the work order. As the letter from Dometic said to send you a letter "if the repair facility ...is unable to rework this noncompliance without charge," we are doing so. I do not believe we should have had to pay for a recall, nor should the repair facility have to "eat" over an hour of their labor because Dometic has mis-estimated the time it would take to do the job.

Also please note the comment made by Auburn RV about the recall repair kit being a "patch job" rather than a permanent repair. They requested my wife sign this to show we are aware of its nature.

Please advise me of how I am to secure a repayment of the \$95 from Dometic. Please advise me if you agree that the patch job is not adequate and if an additional change will be needed.

Sincerely,
[REDACTED]

[REDACTED]
enc

cc: Dometic Corp, PO Box 490, Elkhart, IN 46515

mc
5/10/07
cc

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**