

CL-10192138-5708

[REDACTED]
[REDACTED]
[REDACTED]
Champaign, IL [REDACTED]

May 4, 2007

Service Office
The Dometic Corporation
509 South Poplar Street
LaGrange, IN 46761

Encl: (1) Photos of affected unit
(2) Kastco Invoice

Sir:

In early April I received a letter from Country Coach advising of a possible recall of the Dometic refrigerator installed in our 2003 Allure 1st Avenue VIN #4U7A8EV1331 [REDACTED] Serial #30935. As our coach did fall within the possibly affected VIN numbers of Vehicle Safety Defect Owner Notification 07V-031. I contacted Dometic Corporation and was advised that our unit (NDR 1292) was not in the affected group of Dometic Refrigerators.

On April 27th we arrived at our site location in Breckenridge, Colorado, and the following morning noticed that our Dometic refrigerator was not operating correctly. While it did indicate that both the electrical and gas functions were operating there was no cooling to the unit. I attempted to contact Dometic Corporation at that time but was not successful as it was the weekend.

On April 30th I was successful in contacting Dometic Corporation and was advised that our unit was out of the warranty period by a factor of 2 days (in service date of our coach was April 28, 2004). However, Dometic would grant a 30 day extension to the warranty period to cover the cost of a new cooling unit but I would have to cover the installation charges. While a bit perplexed, I agreed to this as a satisfactory resolution even though I had attempted to contact Dometic while the unit was still under warranty without success. I was then advised that there was an authorized technician in our area who could repair the unit and given his contact number.

I contacted Steve Visich (Kastco RV, Inc.) and he stopped by to check out the unit and the possible cause of failure. What he found was the same problem that is associated with the Dometic Recall. That is, there was a coolant leak in the vicinity of the boiler tube. He contacted Dometic advising them of his findings and ordered the new cooling unit at that time. He also advised them that they should add this series refrigerator to the recall list. Additionally, he passed this information on to a Mr. Bill Hendrix of Dometic. The new unit arrived the following day and was installed. It was checked out and is operating satisfactorily.

NAR
CG
23 May 07

I was very impressed with Dometic's initial handling of this problem and Mr. Visich's technical knowledge and timeliness. However, after seeing the actual cause of the unit's failure I feel that the Service Charge of \$1070.00 should also be covered by Dometic Corporation as it is for the same reason as the other affected units involved in the Safety Defect Recall.

What really concerns me is the possible damage or actual loss of a Country Coach as well as possible loss of life with this particular unit installed and the resulting liability. I sincerely feel for both Dometic Corporation and Country Coach sake's that it should be added to the recall list as well.

For the record, the unit in question is:

Dometic Side by Side Refrigerator/Freezer
Model: NDR1292
Serial #: 251-00056

I am enclosing photos of the unit removed from our coach for your review along with a copy of the work order from Kastco. A timely response to my concerns would be greatly appreciated as well as reimbursement for the service charges.

Thank you in advance.

Sincerely,

A large black rectangular redaction box covering the signature area.

Copy to: President, Country Coach, Inc. w/enclosures
Administrator, National Highway Traffic Safety Administration w/enclosures



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OMETIC CORP. ELKHART IND. USA AND FOR DOMESTIC DISTRIBUTION INC. CAMBRIDGE ONTARIO CANADA



5 Z21.196-1005
REFRIGERATOR

MOD.NO.		INPUT RATE
PROD.NO.		
SER.NO.		EQUIPPED FOR LP G/L
120V 60Hz	3.5 Amp	MANIFOLD PRESSURE OF 11"
12V	Amp	REFRIGERANT 717
INSTALL ONLY WITH KIT NO 5A		TESTED TO 850 LBF PER SQ IN
		2932720-00 ²⁷ MADE

Kastco R.V.
85 Tiger Run Road
Breckenridge, Co
80424

Invoice: [REDACTED]

05/3/07

[REDACTED]
[REDACTED]
Champaign, IL
[REDACTED]
[REDACTED]

2003 Country Coach Allure Motorhome
Vin # 4U7A8EV133 [REDACTED]
Dometic Side by Side Model #NDR 1292
Serial # [REDACTED]
Service call to Tiger Run Resort, Breckenridge, Co

\$100

R & R Refrigerator and R & R cooling unit and transfer over all wiring , cooling fan and

Parts to new cooling unit. Drill and tap holes to attach the interior panels inside the box
\$900

Sub-total	\$1000
Tax 7 %	\$ 70
Total	\$1070