

CL/0196929

NVS-200

Dometic Corporation
Service Office
509 S. Popular Street
LaGrange, IN 46761

June 30, 2007

RECEIVED

2007 JUL 11 AM 9:41

Ref: NHTSA Recall # - 07V-083

cc: Airstream Customer Service
419 W Pike Street
PO Box 629
Jackson Center, OH 45334

Administrator
National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20590

Schmidt's RV and Equipment Repair
1470 Rancho View Drive
Pahrump, NV 89048

I am writing in regards to a problem with the Dometic Model RM3862SS refrigerator installed in my 2004 Airstream Classic 34' travel trailer s/n 516421. My repairman (Schmidt's RV and Equipment Repair) tried via telephone and I tried by telephone and website to successfully settle this problem with Dometic but we were unsuccessful. I am aware of the financial and logistic problems Dometic is encountering by following the stories on Internet RV forums and mail lists but not being able to resolve this forces me to write this letter.

I parked my trailer in Pahrump, Nevada two years after it's purchase with a working refrigerator. Four weeks later I noticed it stopped cooling while operating on electric. Since I was getting ready to take an extended trip without the trailer I decided to investigate when I returned. When I returned I found a recall letter from Airstream concerning the reference recall. The notice listed involved serial numbers ending at 319xxxxx, the serial number on my refrigerator was 32000030. I was shocked to read details of the symptoms I involved in the recall units. They were exactly the same as I encountered with my unit. Luckily I had the system operating on electric when the cooling system leak occurred instead of propane thus preventing a fire.

My refrigerator failed EXACTLY in the same failure mode as the recall! My refrigerator cooling unit was made in week 17 of 2003 (s/n 6868), EXACTLY the same as the failing cooling units in the recall. I think that my out of serial number range refrigerator contained a cooling unit from the production run that was discovered to be faulty. I am just glad that I did not have to deal with a fire when my cooling unit failed.

Right now I am not looking for compensation for lost food, the inconvenience of no refrigeration, or the added expense of eating out while waiting for a working refrigerator. All I wish is to be compensated for the cost of parts, labor, and tax of the replacement unit, \$1,574.67. The failed unit is being retained by Schmidt's RV and Equipment Repair for your evaluation, if needed.

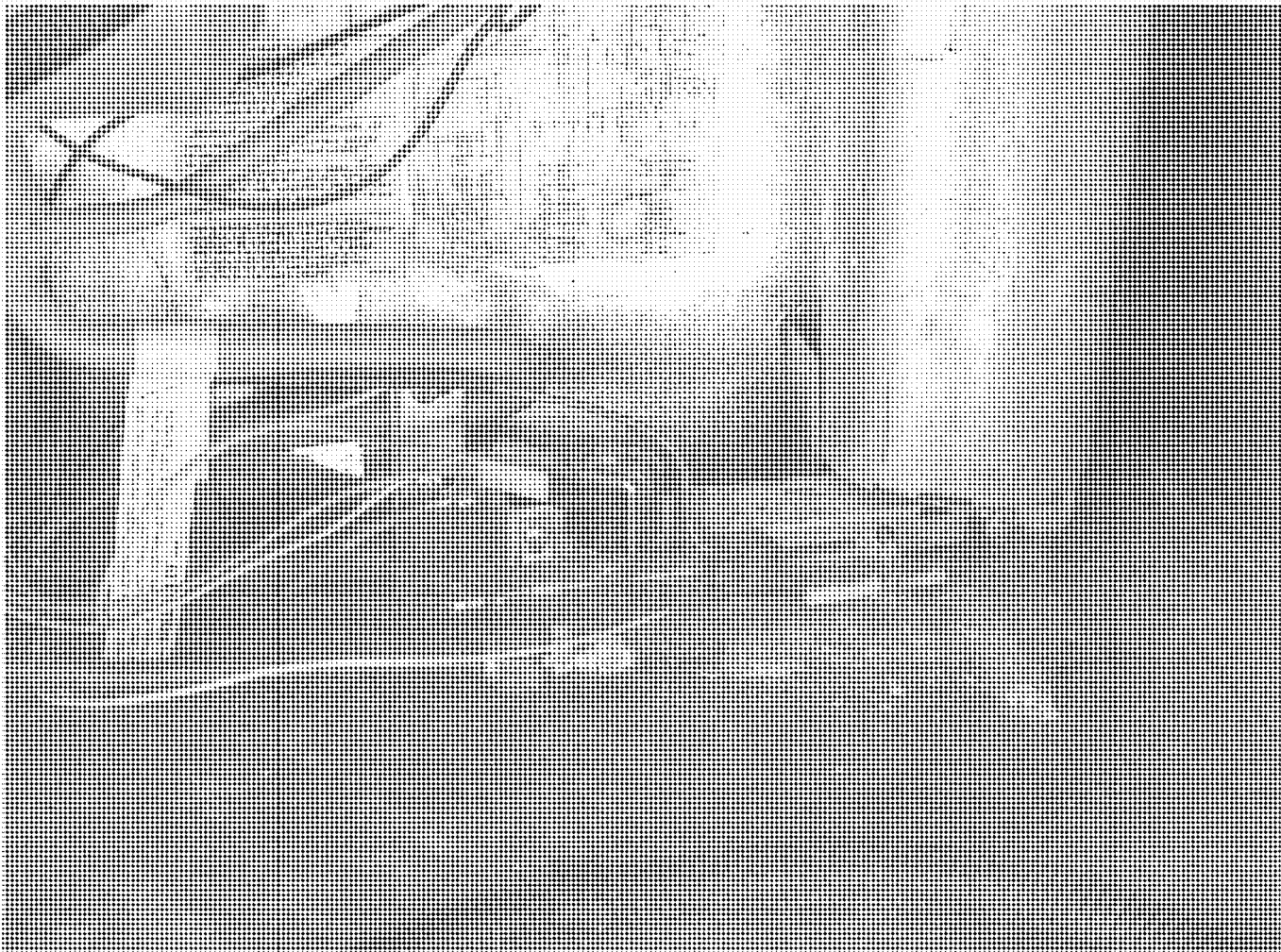
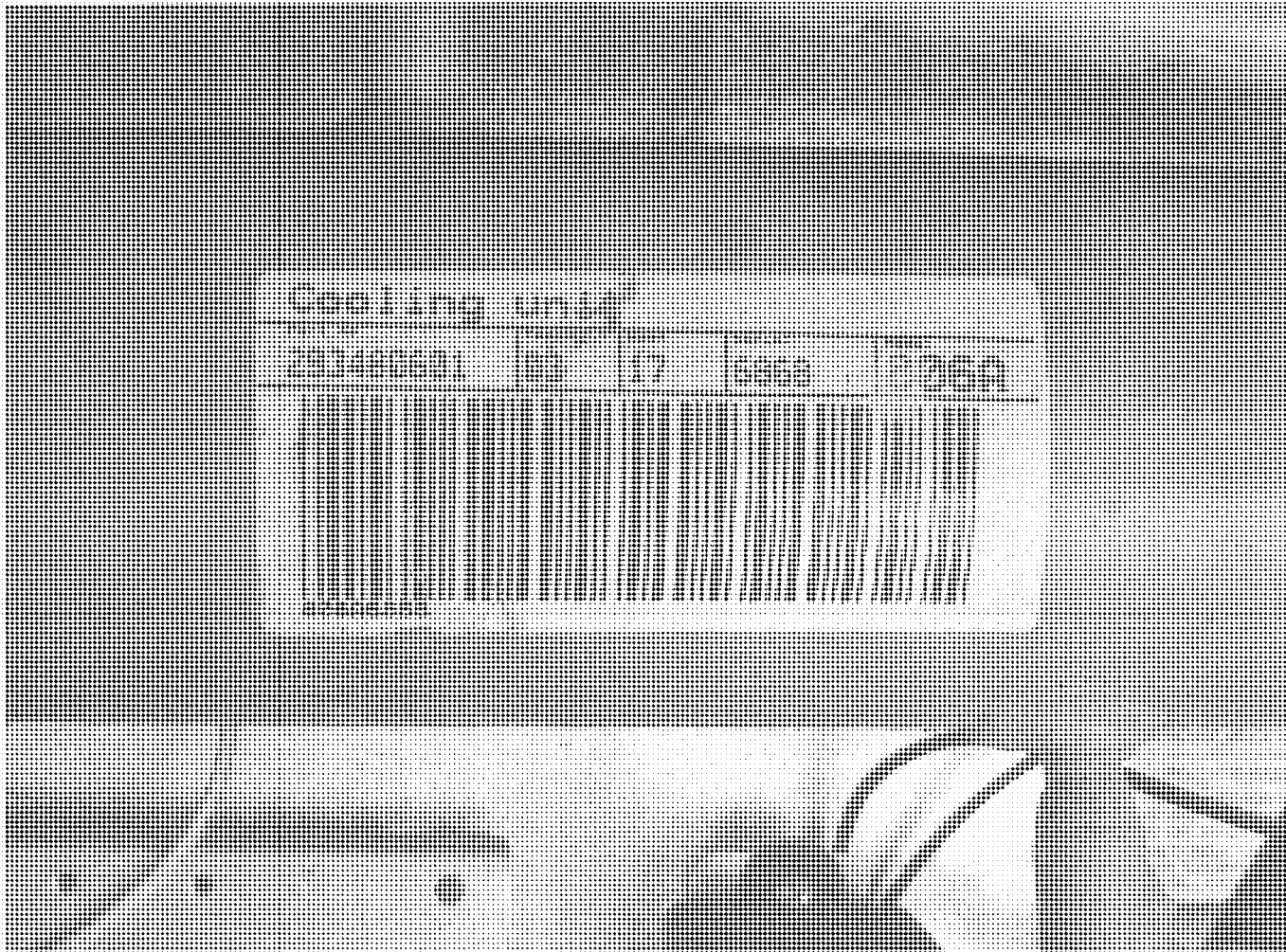
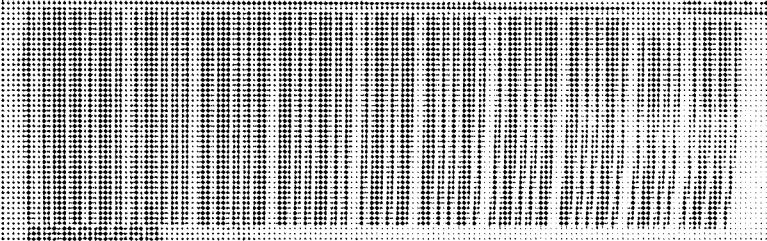
[Redacted signature block]
[Redacted]
[Redacted]
Livingston, TX
[Redacted]

Attachments:
Copy of repair invoice # [Redacted]
Photos of failed cooling unit s/n 6868

AA
7-11-07
mc

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THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**