



U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
**To Report Vehicle Safety Defects**  
**1-888-DASH-2-DOT**  
**(1-888-327-4236)**  
**INTERNET: www.nhtsa.dot.gov/hotline**

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

2007 AUG 13  
20 JUL 2007

111 7-16  
Reference No.  
10197060

**OWNER INFORMATION (Type or Print)**

Name

Address

City

PORT OFORD

State

OR

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO

In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 1/1

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

Make

Model

Model Year

381 TRAVEL TRAILER

Alpha

Ideal

2002

VIN # 1BA2830322A

Date Purchased

Dealer's Name and Telephone Number 1-800-575-0818

Engine:

Fuel Type:

Dec 06

WIN CLARK'S CONSIGNMENT CO

No: Cylinders

N/A

Original Owner

Dealer's City

State

Zip Code

N/A

N/A

Transmission Type

☐ Antilock Brakes

Powertrain

Vehicle Component Code

350000 EQUIPMENT

Multiple Failure: 2

N/A

N/A

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s)

Failure Mileage

Failure Speed

23-JUN-2007

N/A

N/A

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment

Failure Location:

☐ Prior Repair

Tire Component Code

Tire Failure Type

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

☐ Yes ☒ No

☐ Yes ☒ No

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;

i.e., parts repaired or replaced (and if old part is available).

TL\*THE CONTACT OWNS TWO DOMETIC RM3862 REFRIGERATORS. THE CONTACT RECEIVED A SAFETY RECALL NOTICE FOR BOTH DOMETICS. HE HAS ATTEMPTED TO HAVE THE RECALL REPAIR WORK PERFORMED FOR FOUR MONTHS NOW. THE CONTACT IS 100% DISABLED AND THE REFRIGERATORS CANNOT BE TRANSPORTED TO THE MANUFACTURER FOR THE REPAIRS. THE CONTACT OFFERED TO PAY DOMETIC TO MAKE A SERVICE CALL. DOMETIC REFUSED AND INFORMED HIM TO TRANSPORT THE REFRIGERATORS. THE SERIAL NUMBERS FOR BOTH DOMETICS ARE 12300034 AND 20500046. THE PART AND RECALL NUMBERS WERE UNKNOWN.

See Attached

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

3 Aug 07

Cynthia Glass, Acting Chief  
Correspondence Research division  
Office of Defects Investigation  
Enforcement

Dear Ms/Mrs/Mz.

Thank you for your prompt attention in this matter, which is greatly appreciated. I must apologize for the discoloration on several of the enclosed documents, as my printer seems to have also taken a dislike to Dometic correspondence. I trust that the enclosed documentation will be of assistance in clarification of this matter, for as I have pointed out several times to Dometic, since both units are on their recall list, and since both apparently were installed at the same time, it seems to make sense that the second time might also fail shortly or in the future. Per their own correspondence, due to faulty tubing in the freezer system, it could possibly cause a fire, which is the initial reason for the recall.

I have tried approximately four times, via telephone to the number supplied by them, attempting to get corrective action initiated, but each time I have been forced to go through the entire process of supplying model numbers, etc, and then be told by whoever is answering the phones, that I do not exist in their computer system. When I requested that they verify all previously supplied information with the individual listed on the correspondence I have received, they deny knowing the individual or even recognizing Dometic Tech Service. The telephone number listed on the bottom of the said correspondence, connects one with a store in some other part of Illinois, who also have no idea of who or what you are speaking of. Although I have no concrete proof of what is taking place, I highly suspicion that whoever took over the Dometic mishap, is probably utilizing female prison inmates, or have farmed out the answering to a foreign country, for several times the individual hardly spoke English, let alone understood it. I have yet to be informed who I was actually communicating via phone with, for when I asked for their name, it was either not understandable, or as the last time, they merely disconnected the call. This is rapidly turning into more of a problem than it should have, especially initially whoever I spoke with, agreed with me and thought that what I suggested was the best way for all parties concerned.

It is strange that after my last correspondence to T.J. Paulus, they suddenly materialized a third party company from who knows where, who just might authorize exactly what I had suggested initially. Frankly, although I did state that I was even willing to pay for the service call, from probably Coos Bay, (aprox.. 100 mile round trip), I really do not feel that I should, but it that is what it takes to correct Dometic's poor quality control, so be it.

I trust that this will serve to assist in this matter, and if need be, please feel free to contact me further. My cell phone # is [REDACTED], and although there are areas here where it does not allow my answering, it will record a message, and I will return calls as soon as possible.

Once again, I thank you and your most courteous staff in this matter. Dometic certainly could learn from your personnel, for they apparently have failed Public Relations 101, and also apparently have failed to give sufficient knowledge to those allegedly representing them. At one time Dometic was a respected name, but not any more in my opinion, and a number of other individuals also I am sure.

Sincerely, [REDACTED]

[REDACTED]  
[REDACTED]  
Port Orford, Or. [REDACTED]

**DOMETIC CORPORATION REFRIGERATORS  
PRE-NOTIFICATION REIMBURSEMENT FORM**

[REDACTED]  
First and Last Name

[REDACTED]  
Street Address

Port Orford Or.  
City State Zip Code

Telephone

**VEHICLE INFORMATION**

2002  
Year

Isle of  
Make

RV/PHA  
Model

1A42830322A  
Vehicle Identification Number

**REFRIGERATOR INFORMATION**

(2) RA 3662

Model Number of Recalled Unit

1230023/76 20500046

Serial Number of Recalled Unit

1. Did you obtain the pre-notification remedy when it could have been remedied at no charge under warranty, but our representative either refused or failed to remedy the recall problem under our warranty program?  
Yes ☐ No ☒

If you checked "Yes" you must provide documentation with your submission reflecting such refusal.

2. You must provide a copy of the receipt for the pre-notification remedy, identifying the parts involved and stating the total amount paid.

Please return this completed form with required documentation to:

**Dometic Warranty Department  
2320 Industrial Parkway  
Elkhart, IN 46516**

Dometic Warranty Department  
2320 Industrial Parkway  
Elkhart, IN 46516

To Whom It May Concern:

Enclosed correspondence received this date, and will be followed with telephonic correspondence soonest.

In regards to said correspondence, see enclosed, reason for no receipt was due to my having been informed initially, verbally by telephone, to NOT make repairs at that time, but to wait for shipment of two (2) replacement units from your department. Since it was agreed, by someone with common sense at your end, that since both units were under warranty and on the recall list, that it would be more sensible to replace both units at the same time, and ship both back to you, along with a receipt for cost of said installation. Apparently, although this was discussed with at least two different individuals, neither of which I recall giving their names, someone failed to follow up or inform others of the proposed plan. Unless I hear differently both in writing and verbally when I call your section, Tuesday 29 May 07, I will authorize replacement of both units immediately, obtain a receipt for said action, and also for my inconvenience and loss of refrigeration. My consul and I feel that this is more than fair, as it is probably just a question of time before the second unit also fails.

I trust this explanation of why there was no receipt forwarded to you initially, since there has been no repairs of any sort yet will suffice?

Please note corrected mailing address for correspondence. [REDACTED]  
Port Orford, OR, [REDACTED] is merely the location of the unit. Please send all correspondence to [REDACTED] Port Orford, OR. [REDACTED]

Thank You;

[REDACTED]  
[REDACTED]  
Port Orford, OR [REDACTED]



### Dometic Corporation Refrigerator Reimbursement Program

We are in receipt of your Dometic Recall Pre-Notification Reimbursement Form.

We are unable to process your request because one or more of the following required claim documents were either incomplete or missing altogether.

- ✓ your name and mailing address; *shown*
- ✓ the model and serial number of recalled refrigerator; *shown*
- ✓ the make, model, model year and vehicle identification number of your vehicle; *shown*
- n/a* • a copy of the receipt for the pre-notification remedy, which identifies parts involved and states the total amount paid; and
- n/a* • If the pre-recall remedy was obtained when it could have been remedied at no charge under warranty, documentation indicating that an authorized representative either refused or failed to remedy the recall problem under the warranty program.

Included in this return mailing are the original documents that you sent. Please include the information that was missing, according to the list above, before resubmitting.

To resubmit your claim for reimbursement, mail the complete package, as well as this notification, to:

Dometic Warranty Department  
2320 Industrial Parkway  
Elkhart, IN 46516

*All above items requested - supplied as directed - what is the problem?*

12 Jun 07

Dometic Corporation  
2320 Industrial Parkway  
Elkhart, IN. 46516

T.J. Paulus  
Dometic Tech Service

In reply to your correspondence of 6 Jun 07, I will once again explain in detail why it is not feasible or practical from several view points, for me to do as you have requested, i.e. "take my coach to an authorized Dometic dealer to get the work done" etc.

As explained previously via initial telephone conversation and I believe also in writing, I live in my unit. Therefore unless you are prepared to authorize the following expenses, and I list them herein, I believe you will agree that my proposal is more acceptable.

1. I am a disabled veteran and live in my unit.
2. Due to the number of collectable and breakable items therein, I estimate aprox. Four – six hours of labor to remove and package said items in order to move said unit, as requested. Cost for labor is approximated at \$200 - \$400, providing that I am able to find someone trustworthy.
3. Cost of transportation, both ways by a professional mover -- estimated between
4. \$200 - \$300, or possibly higher. Unit was placed by such and is set up on a permanent basis where it is at present.
5. Cost of storage for said objects, unknown at this time but estimated at over \$100 per month, depending on length of time for arrival of replacement parts and repair.
6. Cost for me to move into a suitable Motel in the area while said repairs are being made, again unknown at this time, depending on length of time involved. Going rate at present ranges between \$75 - \$95 per night.
7. Cost to re-level unit a second time due to move, estimated at another \$100, providing movers are willing to do so.
8. Cost of labor to remove from storage, and replace in unit -- again in the area of \$200 - \$400, again depending upon ability to finding trustworthy personnel.
9. Compensation to myself, per consul, for inconvenience during this time, to be decided

Now, since I initially was assured, by a representative of your firm, identity never given, that due to all of the above, and the fact that both units were on the recall list, that my proposal of having my agent install the replacement items, which were to be shipped to me by an agency of your choosing, made sense. Especially since one unit had already gone bad, and that it probably was merely a matter of time before the second unit, which was installed at the same time, failed. It was also agreed, that I had a responsible repairman in the area, that I was to have the repairs made; submit the billing to your firm for reimbursement; and return the two (2) units to you or dispose of them as you directed.

I understand that you have been plagued by numerous calls regarding the recall, and I may sympathize with you, but I also feel that I have been more than patient, and feel I have also been cooperative, or have tried to be so, almost to the limits of reasonability. I would like to add that just this date, I tried three (3) times to reach someone in your firm at the telephone number listed on your correspondence, to no avail. I did reach another town in IN., but it certainly wasn't Dometic, and yes I did dial the number correctly all three times. Apparently the telephone service in your area is experiencing some difficulty with their system, much the same as you are with the Dometic line? I cannot help but wonder where this correspondence will finally end up, but I assure you that I certainly intend keeping a copy of this, as I have all other written correspondence. I trust that this will suffice in reply to your latest correspondence, and that I soon will be receiving the requested two (2) replacement units, and may finally settle this matter, hopefully before the afore mentioned unit goes bad also. Hopefully the replacement units will be of a better quality.

Sincerely,

[REDACTED]  
[REDACTED]

Port Orford, OR.  
[REDACTED]

cc: Legal file



### Dometic Corporation Refrigerator Reimbursement Program

We are in receipt of your Dometic Recall Pre-Notification Reimbursement Form.

We are unable to process your request because one or more of the following required claim documents were either incomplete or missing altogether.

- ☐ your name and mailing address;
- ☐ the model and serial number of recalled refrigerator;
- ☐ the make, model, model year and vehicle identification number of your vehicle;
- ☒ a copy of the receipt for the pre-notification remedy, which identifies parts involved, repair date and states the total amount paid as well as the specific failure or reason for changing out the part;
- ☐ If the pre-recall remedy was obtained when it could have been remedied at no charge under warranty, documentation indicating that an authorized representative either refused or failed to remedy the recall problem under the warranty program.

Included in this return mailing are the original documents that you sent. Please include the information that was missing, according to the list above, before resubmitting.

To resubmit your claim for reimbursement, mail the complete package, as well as this notification, to:

Dometic Warranty Department  
2320 Industrial Parkway  
Elkhart, IN 46516

23 Jun 07

Dometic Corporation  
PO Box 490  
Elkhart, IN 46515

ATTN: T.J. Paulus  
Dometic Tech Service

Correspondence of 18 Jun 07, received this date, and it seems that we are still at a block when it comes to understanding even written statements. I will try, once again, to put it in very simple language for all concerned.

#1 - I realize that my option is to have a mobile dealer come to my location and make necessary installations, i.e. "kit" as you termed them. I thought that I had made it clear in previous correspondence, that was exactly what I wished to do, but have been unable to do so, due to your firm not having supplied the previously mentioned "kits".

#2 - I also pointed out that since your firm has had so much trouble with defective "kits", and since both of my units were on the recall list, that I thought it more practicable and less expensive for all concerned, to have two (2) replacement units forwarded either to me, or to the mobile repair facility in this area, and replace both at the same time. It really seems that would be better than waiting for the second unit to go bad, and then go through all of this nonsense a second time. All it is doing, is causing both of us stress, which I certainly do not need, and I doubt if you do, and if push comes to shove, who do you think is going to gain anything, other than attorneys? I have no desire to get into such a rat race as that, although I assure you that there are plenty of individuals who would probably jump on a case action suit pertaining to such as this.

#3 - If Dometic is willing to pay for the replacement units, as you say, and I am willing to handle the service call cost, I fail to see what the delay is? I reserve the right to choose a repairman whom I have trust in, and who is close by, not one who is unknown and would charge an exorbitant for a service call in excess of fifty (50) miles each way.

#4 - In previous correspondence, I fail to see where I had chosen to make my vehicle without wheels, as you stated. I merely pointed out that it would be most inconvenient and impractical to move the RV from present setting. I assure you that the wheels are still in place, and the vehicle movable.

#5 - You apologize for any inconvenience? Then why not just ship the two units, as previously discussed both in correspondence and via telephone with representatives of your firm, and state how you wished me to dispose/return the old units?

I trust that I have managed to make this as simple and clear as possible, but if not, well I guess that other steps will have to be necessarily taken to further clarify things. All I want to do is to get both units back on line before the second one goes belly up, and then in the future I will certainly steer clear of anything with the name Dometic on it, and advise others to do likewise.

Sincerely;



July 3, 2007

██████████  
Port Orford, OR ██████████

Dear ██████████

Any authorized Dometic dealer can call us to order recall kits. We will send them at no charge to the dealer. Sending new refrigerators is not the program that we have in place. I have just been informed that the third party company that we have handling the recall has been authorized to cover a service call on a case by case basis. At this point all I can advise you to do, is call them and plead your case. I am not saying that they will or will not accept your claim but you will have to call to find out. Please call 1-888-446-5157 to file a claim for a service call. Either way you will have to have an authorized Dometic dealer come to your location and install the recall kits for you or you will have to take your coach to the dealership to have it done. We again apologize for any inconvenience.

Sincerely,

A handwritten signature in dark ink, appearing to read 'T.J. Paulus'.

T.J. Paulus

Dometic Tech Service