

CL-10202625-3176

NNS-200

2007 SEP -4 AM 6: 54

[REDACTED]
Peachtree City, GA

[REDACTED]
August 23, 2007

Dometic Warranty Department
2320 Industrial Parkway
Elkhart, IN
46516

Dear Sirs:

Dometic Refrigerator - RM3862 Serial 01100213

On July 19, 2007, I sent to you a letter in accordance with your instructions under the "Dometic Corporation Refrigerators Pre-Notification Reimbursement Program." That letter with its 5 attachments are again enclosed in this letter.

You returned that letter and my attachments, postmarked August 15, with a form letter with one item marked as incomplete, (copy enclosed). That item states: "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;". My attachments identified the parts involved - #2934805090, the repair date - September 21, 2005, the total amount paid -\$1218.22, and the specific failure or reason for changing out the part - Fridge Problem, diagnosed bad cooling unit. My attachments included copies of all repair information and receipts. I don't know how I can make any more clear to you on these four items than I have already given to you as copies .

In addition, I was involved at that time on a WBCCI (Airstream) Caravan with 32 other RVs. When my refrigerator failed cooling, it was out of warranty and I had many "traveling helpers" diagnose my failure and store my perishables in their refrigerators. My symptoms were: 1) the refrigerator did not properly cool, 2) the smell of ammonia, and 3) yellow residue at the back or sides of the refrigerator - and it's still there. These are three of the four possible symptoms that were later listed on the initial Recall letter (copy enclosed). I drove the inoperative refrigerator to an authorized Dometic repair dealer - Lee's Family Trailer Sales in Windham, ME. I was advised immediately that a new cooling unit was necessary for repair. I would not have paid for an expensive replacement if an authorized Dometic repair dealer had not convinced me that it was necessary. After returning home, Dometic was aware that I had the cooling unit replaced and sent me an extended warranty form. I paid for the additional coverage (copy included in the original 5 attachments.) Your closer attention to this letter will be appreciated.

Sincerely,

[REDACTED]

Airstream
419 West Pike Street
P.O. Box 629
Jackson Center, OH
45334-0629

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

AA
0104101
KB



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

WHAT WE WILL DO

Airstream, in cooperation with Dometic, will provide owners of all covered refrigerators a rework for the potential defect at no charge for parts or labor. The rework consists of a secondary burner housing, a thermal fuse and a melt fuse.

WHAT YOU SHOULD DO

How Do I Know If My Refrigerator Is Being Recalled?

- 1) Find your refrigerators' model and serial numbers by opening the refrigerator door and looking for the sticker attached to the side wall of the interior. See the photo instructions included in this mailing for the exact location of the sticker.
- 2) Call **1-888-446-5157** or go to **www.DometicUSA.com** to confirm if your refrigerator is affected by the recall.

What To Do:

- 1) **Turn the refrigerator off immediately if you notice any of the following indicators:**

- Leakage or staining at the back of the refrigerator.
- Yellow residue at the back or sides of the refrigerator.
- The smell of ammonia.
- Refrigerator does not properly cool

Any unit found to have one or more of the characteristics mentioned above MUST be shut down and not operated until the unit is fixed and the recall rework administered.

For any unit that does fall within the recall population, but does not exhibit any of the four indicators mentioned in #1, consider the following:

- 2) Do not operate your refrigerator on LP gas. Switching to electric power lowers the incident rate associated with LP gas. If you own a 3-way refrigerator, running the unit on 12-volt power carries the least risk of all. 3-way refrigerators have model numbers that end in "3".

Dometic recommends that the unit not be operated on electric unless absolutely necessary until your unit has been serviced. **If you choose to operate your unit on electric prior to the recall rework, you must inspect the burner area weekly for any of the indicators referenced in number 1 above.**

- 3) Dometic recommends that you turn off the gas valve at the back of your refrigerator. **DO NOT**, however, attempt to disconnect the gas supply. Instructions on how to turn off the gas valve are included in this envelope.
- 4) If you must operate your refrigerator on electric, **DO NOT** operate your refrigerator while in transit or while occupants are asleep.

[REDACTED]
Peachtree City, GA

[REDACTED]
July 19, 2007

Dometic Warranty Department
2320 Industrial Parkway
Elkhart, IN
46516

Dear Sirs:

Dometic Refrigerator - RM3862 Serial 01100213

Airstream sent me notification of Dometic Refrigeration Recall, NHTSA Recall # - 07V-083 postmarked May 5, 2007. In accordance with the enclosed instructions, I called the Dometic Recall telephone number - 1-888-446-5157 on May 10, 2007 notifying you that I owned an affected refrigerator and requested a reimbursement form. I received nothing. I called the second time on June 6, 2007 and again received nothing from you. I called a third time on June 25, 2007 and requested a supervisor and received the proper forms from you postmarked July 10, 2007. Thank you.

I have enclosed the pre-notification reimbursement form along with a copy of my Dometicare Cooling Unit Service Contract on my replaced cooling unit and copies of receipts of my pre-notification remedy with parts involved and amounts paid as follows to Lee Family Trailer Sales of Windham, ME:

Part # 2934805090, Cooling Unit Type 805	919.50	
Shipping Charge	50.00	
Sales Tax (recalculated) - 5%	48.47	Disregard my starter difficulties and shop supplies
Cooling unit installation	200.25	
Total	1218.22	

Your attention to this letter will be appreciated.

Sincerely,

[REDACTED]

Airstream
419 West Pike Street
P.O. Box 629
Jackson Center, OH
45334-0629

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

[REDACTED]
First and Last Name

[REDACTED]
Street Address

PEACHTREE CITY GA [REDACTED]
City State Zip Code

[REDACTED]
Telephone

VEHICLE INFORMATION

2001 AIRSTREAM LAND YACHT 31
Year Make Model

5B4LP37JXY3 [REDACTED]
Vehicle Identification Number

REFRIGERATOR INFORMATION

RM B862 01100213
Model Number of Recalled Unit 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 that stating the total amount paid.
3. Any payment made under the Dometic Corporation Pre-notification Refrigerator Reimbursement Program is not an indication that Dometic Corporation believes that such repairs were in fact needed, and does not constitute a warranty that such repairs were properly performed; and Dometic Corporation expressly disclaims any such warranty express or implied.

Please return this completed form with required documentation to:

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

DOMETICARE COOLING UNIT SERVICE CONTRACT

██████████
PEACHTREE CITY GA ██████████

PRODUCT COVERED:	
DESCRIPTION:	COOLING UNIT
MODEL NUMBER:	RM3862
SERIAL NUMBER:	01100213
COVERAGE PURCHASED:	4
DOMETICARE#:	243426
COVERAGE PERIOD:	
EFFECTIVE:	09/26/06
EXPIRES:	09/26/10

This Dometicare Cooling Unit Service Contract entitles the owner named above to fast, convenient, top-quality service using a genuine new Dometic Cooling Unit-at any of our Dometic Team 2000 Service Centers from Coast to Coast.

WHEN YOU NEED SERVICE:

Call 1-800-544-4881 to obtain the location of the nearest Dometic Team 2000 Service Center.

Please keep this valuable Dometicare Cooling Unit Service Contract in a safe place with your other important RV papers.

THIS WARRANTY IS NOT TRANSFERABLE OR REFUNDABLE.

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