

NAR

CL-10203759-5799 NVS-200

9/5/2007

John Waters
Executive VP North America
Dometic Corp.
PO Box 490
Elkhart IN. 46515

EXECUTIVE SECRETARIAT
2007 SEP 13 AM 8:06

2007 SEP 11 P 2:53

TRAFFIC SAFETY

Dear Sir;

Enclosed you will find a claim I filed under your pre-notification reimbursement program per the Safety Recall Notice sent me by Fleetwood Enterprises Inc.

Also enclosed is your company's response, a form letter asking for two items, one of which is attached to my claim and the other, of course, impossible to comply with.

Since your company's Pre-Notification letter has a paragraph pertaining to my situation, that is, "incurred costs before this recall to remedy this defect", I find it ludicrous that I would be expected to know the serial number of a product that I had to replace and no longer have and was unaware of a recall at time of replacement.

As I stated in my claim letter, the model I bought was a direct replacement for the failed unit, so the model number must be decipherable to you.

For your information, I was told by your dealer, Camping World, that the coil that split open could not be repaired and if it could, the refrigerant used was not available to them.

If your paragraph concerning costs incurred for remedy before recall notice is not just a sop for NHTSA and glibble consumers, then I expect some reimbursement for my cost incurred replacing your defective refrigerator.

Sincerely,


Kanab, UT


cc NHTSA

NAR
09/13/07
KB

7/2/2007

Dometic Warranty Department
2320 Industrial parkway
Elkhart, IN 46516

Dometic Warranty Department,

I am filing a claim under your pre-notification reimbursement program per the Safety Recall Notice sent me by Fleetwood Enterprises Inc.

My name and mailing address are:

[REDACTED]
[REDACTED]
Kanab, UT [REDACTED]

I do not have the Model and Serial Number of the affected refrigerator for the following reason. The refrigerator, a Dometic, stopped cooling during a trip in September 2006. When I returned home I noticed a strong ammonia odor and when I removed the external panel, I discovered a crack in the cooling coil. I e-mailed your company to see if I could buy a coil direct from your company. I was told by a return e-mail you did not sell direct and I would have to contact one of your dealers. I was given no indication that a recall was in process at that time.

I contacted one of your dealers, Camping World, only to learn no one repaired the coil and I would need to buy a complete cooling section. I was also told the cost of the cooling section and labor would be close to the price of a new refrigerator.

I opted to replace, made an appointment and as you can see from the copy of the work order the defective refrigerator was replaced on 10/26/06.

No mention of a recall was forthcoming from Camping World either or I would have either kept the defective unit or at least noted the model and serial number.

I was told the new unit was a direct replacement for the old which may signify to you what the model number might have been.

My motorhome is a 1999 Fleetwood Flair. The VIN is 3FCNF53S0XJ [REDACTED].

A copy of the work order and receipt is attached.

Warranty on the vehicle and components has expired.

Sincerely, [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;
- ☒ 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

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).