

Attn - Administrator CL-10216067-3815
National Highway Traffic Safety Administration
DEC 30, 2007
2008 JAN 16 AM 8:16
2007 JAN 15 AM 2:44

Mr. Cwing:

We have thought long and hard about writing this letter but certain issues have come to light and we feel you should know how we feel.

In April of 2002 we purchased a Hurricane Motor Home from your company for \$58,900 Cash. At the time of purchase the unit was like new inside. We were told that the lady in the household decided after a very short period of time & very few miles that she wanted 2 slideouts. This was the only reason for an apparently "like new" Coach being traded in.

While we were considering the purchase my husband questioned what appeared to him as repair to the rear passenger's side corner & side. We were totally assured by your salesman, Larry Friesen, that that was not the case and the

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unit was sound. During our ownership a wrinkle developed on the bedroom wall on the driver's side. We had this checked out by your service department and were assured - "Not to Worry - all is Well!" We again questioned damage to the rear of the Coach.

Time passed and in the fall of 2006 we decided to trade the Motorhome in for a travel trailer. Our decision was based on MPG and insurance costs. We came back to you people to see what you had available. We immediately got the impression that you didn't want our unit but we could bring it in for inspection. We did find a Cedar Creek used unit on the lot that had a nice layout. However we questioned what looked to us as water stains on the upholstery & ceiling of the front slide. Again, we were assured that was not the case.

We brought our Motorhome in and were told we had serious damage to the bedroom wall - Passenger's side - Same side we originally questioned. You also told us

that no one would take our unit in this condition. After discussion between Management (maybe you?) and Dennis Johnson you came up with a deal that you would take our motorhome on an even trade for the Cedar Creek. This was a large dollar loss to us but we were led to believe this was the best anyone would do for us. We felt we didn't have a big choice and so we closed the deal you offered.

After we got the coach home I went in to clean. There had been a strong musty ~~and~~ odor but that sometimes happens when units have been closed. On this morning - it was raining inside the unit. We immediately brought the unit back to you. We had discovered a Gapping Hole in the Slide Out Seal. Your service department said they couldn't get the correct seal & so they "fixed it" - which didn't work - still leaked. So - back we go. This time you got the problem fixed. I had a very hard time getting the musty smell out of the coach - by now we're really wondering just what we had traded for. Upon further inspection we found old water stains in

Several places in the coach. The coach had leaked before we purchased it. It also had been refurbished which was evident from the new carpeting & stool, etc.

Now to the straw that broke the camels back! In Sept, 07 our refrigerator stopped working. After several attempts to fix it (and nothing worked) we found an article in a trailer magazine that our Serial #. had a recall notice. We immediately brought the unit to you for repair or replacement. We were told by your Service Department that there was a fatigue crack in the boiler tube & the gas had been out. You also told us we were Not covered by the recall & it would be \$1100⁰⁰ to fix it. We checked our warranty and for reason unknown to us we hadn't purchased it. We could buy it now but would immediately lose 1/3 of coverage because of the date of purchase. This would cost us another \$1600⁰⁰ - We even talked about a trade on the unit at several \$1200⁰⁰.

We just couldn't believe our unit wasn't covered so I called the Company - Dometic - hot line & found

our problem was identical to the
recall description - a fatigue Crack
in the boiler tube - Now I am mad!

I called directly to your Service department
and spoke with a young man (Name??)
He said he would call the factory
himself & get back with us. Within
20 minutes Dennis Johnson called telling
us the Serviceman had gone aboard and
beyond the call of duty and had gotten
Domestic to replace our unit at no
Cost. He also told us it would be 2 weeks
before the unit came in - No problem -
at least we are out \$1100⁰⁰. In less than
1 week the Serviceman called saying the
unit was fixed. No one but this Serviceman
was present when we picked up the Crack.

I forgot to add - when Mr. Johnson called
us he said "Domestic was replacing our
unit as a favor to Ewing because of
favors extended to them by you."

In Nov, 07 we left our home for

winter in Florida. when we arrived we had a recall notice from Forest River on our refrigerator, of which I have attached a copy.

How would you feel if you were in our place? Maybe that you had taken it in the pocketbook - several times!

We just want you to know that we aren't stupid about these events. We feel our Motor Home was damaged when we purchased it & you knew it. We feel our Cedar Creek had water damage and you knew it. We also feel you tried for \$1100⁰⁰ on the refrigerator and more on buying an extended warranty. Sorry to say we won't be back for any more - not will we again recommend you to our friends looking for units. We are sorry - We trusted you people.

- CC[©] Dometic
(2) National Highway
Traffic Safety Admin.
(3) Forest River
(4) D. Johnson

[REDACTED]
[REDACTED] - Nottawa, Me.
[REDACTED]



Subject: Forest River Dometic Refrigerator Recall
NHTSA Recall # 07V85000

Dear Valued Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

REASON FOR THIS RECALL

Forest River has decided that a defect which relates to motor vehicle safety exists in certain vehicles it manufactured equipped with Dometic refrigerators. This decision was based on information provided by Dometic Corporation that a defect exists in some of the refrigerators that Dometic manufactured between April 1997 and May 2003 for installation in recreational vehicles. Forest River installed these refrigerators in recreational vehicles that it manufactured from April 1997 to May 2003.

The Problem:

A fatigue crack can develop in the boiler tube of the identified refrigerators, which can permit the release of pressurized coolant solution. If this solution is exposed to an ignition source under certain specific circumstances, it can result in a vehicle fire.

Affected Units:

The potentially affected refrigerators have the following model numbers:

NDR1062, RM2652, RM2662, RM2663, RM2852, RM2862, RM3662, RM3663, RM3862, RM3863

The possibly affected units have serial numbers beginning with the following combinations:

713xxxxx through 752xxxxx

801xxxxx through 852xxxxx

901xxxxx through 952xxxxx

001xxxxx through 052xxxxx

101xxxxx through 152xxxxx

201xxxxx through 252xxxxx

301xxxxx through 319xxxxx.

If you own one of the above units, it requires immediate service and continuing use could pose a potential safety hazard.

WHAT WE WILL DO

Forest River, 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 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.
- 5) The rework kit is available. Please call your preferred service center to set up an appointment. For help in locating a service center, or for the most up-to-date recall information, call 1-888-446-5157.

Please do not simply go to a dealer or service center without an appointment, since some facilities will not be performing this work, and the ones that are doing the work will need to obtain the appropriate parts from us. Please bring this letter with you at the time of your scheduled service.

- 6) If the repair facility fails or is unable to rework this noncompliance without charge and within a reasonable time, please contact us at the number provided above so we can attempt to resolve the problem. You may also submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SW, Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.
- 7) If you previously paid to repair or replace a Dometic refrigerator that failed due to this defect, you can be reimbursed for your costs pursuant to Dometic's Pre-Notification Reimbursement Program. To be eligible for reimbursement under that Program, you must complete and submit the required form and provide the necessary documentation. The Program and form can be obtained by calling 1-888-446-5157.

If You No Longer Own This Recreational Vehicle:

If you are no longer the owner of the recreational vehicle, we would greatly appreciate you furnishing us with the name and address of the new owner by calling 1-888-446-5157.

You May Receive More Than One Mailing In Regards To The Recall:

To reach as many customers as possible, Forest River and Dometic will each send notifications in regards to this recall. Be advised that though you may receive multiple notifications, all pertain to this same, single recall.

Your safety and satisfaction with your Forest River product are important to us and we regret any inconvenience to you.

Sincerely,

Forest River