



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 ☐

10-MAR-2008

Reference No.
10220667

2008 APR -2 AM 8:15

OWNER INFORMATION (Type or Print)

Name

Address

City

ONTARIO

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 / /

VEHICLE INFORMATION

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

Make

Model

Model Year

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

351000 EQUIPMENT:RECREATIONAL VEHICLE

Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

17-AUG-2007

Failure Mileage

Failure Speed

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: DOTM9ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

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

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

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 A 2001 KEYSTONE RV. THE VEHICLE HAS A DOMETIC, MODEL NUMBER RM2852 REFRIGERATOR. THE CONTACT REPLACED HIS FIRST DOMETIC DUE TO FLUID LEAKAGE BEFORE IT FAILED. THE SECOND DOMETIC BEGAN LEAKING AND ALSO FAILED. HE PAID OUT OF POCKET FOR THE REPAIR OF THIS DOMETIC. NHTSA CAMPAIGN ID NUMBER 06E076000 (EQUIPMENT: RECREATIONAL VEHICLE) WAS LATER ISSUED AND THE CONTACT ATTEMPTED TO RECEIVE REIMBURSEMENT FOR THE REPLACEMENT FEE. HE WAS INFORMED THAT THE FAILURE WITH HIS DOMETIC WAS NOT RELATED TO THE DEFECT IN THE RECALL. THE PART NUMBER WAS UNKNOWN.

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.

US DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION , NVS-210
1200 NEW JERSEY AVE. SE
WASHINGTON, DC 20077-9382

MARCH 19, 2008

TO WHOM IT MAY CONCERN,

IN JULY 12, 2001 WE PURCHASED A 5TH WHEEL RV, MFG. BY KEYSTONE COMPANY FROM BODILY RV CENTER IN MERIDIAN IDAHO. THE UNIT WAS A MONTANA MODEL # 2955RL, VEHICLE ID # 4YDF29523 [REDACTED]. INSTALLED IN THIS RV WAS A DOMETIC REFRIGERATOR MODEL # RM2852, SERIAL # [REDACTED]

WHILE ON THE ROAD IN OKLAHOMA IN NOVEMBER 2002, THE REFRIGERATOR QUIT COOLING. WE HAD THE UNIT CHECKED IN EL PASO, TEXAS AND THEY COULD NOT REPAIR OR REPLACE IT. THEREFORE, WE HAD TO TRAVEL TO MESA, ARIZONA TO CAMPING WORLD COMPANY. THEY TESTED IT AND SAID IT HAD TO BE REPLACED. THE DIAGNOSIS WAS A RESTRICTED COOLING UNIT. A NEW DOMETIC REFRIGERATOR MODEL # RM2852, SERIAL # [REDACTED] WAS INSTALLED NOVEMBER 12, 2002 UNDER THE FACTORY WARRANTY. THE R.V. WAS BROUGHT BACK HOME MARCH 2003.

DUE TO A LONG TERM INJURY TO MYSELF THE RV WAS WINTERIZED AND IN STORAGE TILL JUNE 2004. IT WAS THEN USED 2 OR 3 SHORT WEEKENDS TRIPS. THE RV WAS THEN WINTERIZED AGAIN AND STORED UNTIL JULY 2005, WHEN WE WENT ON A TRIP BACK EAST TO OHIO. IN WISCONSIN THE REFRIGERATOR STOPPED COOLING. IN CHECKING FOR THE PROBLEM I OPENED THE OUTSIDE ACCESS DOOR TO THE REFRIGERATOR AND FOUND YELLOW RESIDUE ON THE DECK AROUND AND UNDER THE BURNER AREA. I TURNED THE UNIT OFF. WE LOST ALL THE FOOD AND MEATS.

WE CALLED DOMETIC COMPANY AND GOT NO WHERE. WE ALSO CALLED OUR RV DEALER IN IDAHO. THE IDAHO DEALER TOLD US TO CALL CAMPING WORLD SINCE THEY INSTALLED THE UNIT. WE LOCATED THE NEAREST CAMPING WORLD IN BOLINGBROOK, ILLINOIS. AN APPOINTMENT WAS SET UP FOR JULY 23, 2005. THERE WERE NUMEROUS CALLS TO DOMETIC BY CAMPING WORLD AND OURSELVES. THE RESPONSE FROM DOMETIC WAS THEY WERE NOT GOING TO ADMIT TO ANY FACTORY DEFECTS AND NO WARRANTY. CAMPING WORLD SAID THEY COULD ONLY REPLACE IT WITH A NEW ONE WHICH WAS IN THEIR STOCK. THIS IS NOW THE THIRD REFRIGERATOR IN THIS RV. A DOMETIC REFRIGERATOR MODEL # RM2852, SERIAL # [REDACTED] WAS INSTALLED. WE PAID \$989.99 PLUS INSTALLATION OF \$157.50 AND \$10.00 FOR MISC. SUPPLIES. WE ALSO BOUGHT A 2 YEAR EXTENDED WARRANTY FOR \$139.99.

MARCH 7, 2007 WE WERE MADE AWARE THAT DOMETIC FINALLY RECOGNIZED THEIR PROBLEM AND A RECALL WAS MADE AS PER BODILY RV, MERIDIAN, IDAHO. I WROTE TO DOMETIC EXPLAINING DETAILS ALONG WITH WHAT PAPER WORK I HAD. THEY CHOSE TO USE THE DIAGNOSIS GIVEN BY CAMPING WORLD IN MESA, ARIZONA ON THE ORIGINAL UNIT WHICH THE PAPER WORK REFERRED TO A RESTRICTED COOLING UNIT. SEE INVOICE #94005, DATED 11-12-02. DOMETIC DENIED REIMBURSEMENT REFERRING TO BLOCKED COOLING UNIT. I NEVER RECEIVED A DIAGNOSIS FROM CAMPING WORLD IN BOLINGBROOK. THEY DIDN'T GIVE US ANY THING EXCEPT A BILL AND WARRANTY SINCE WE WERE HAVING TO PAY FOR THIS UNIT. I LATER CALLED CAMPING WORLD IN BOLLINGBROOK BUT THEY TOLD ME THEY DIDN'T HAVE ANY MORE RECORDS ON THIS REPAIR.

I WROTE TAMMY WORLEY (EDITORIAL COORDINATOR) FOR GOOD SAM CLUB MAGAZINE. AGAIN THE SAME REPORT CAME BACK FROM DOMETIC.

MARCH 8, 2008 I RECEIVED ANOTHER NOTICE FROM KEYSTONE RV COMPANY FOR THE DOMETIC RECALL # 07V-134. THAT IS WHEN I CALLED YOUR HOT LINE AND

RECEIVED CONFIRMATION # 10220667. HAD I KNOWN THAT A RECALL WOULD ADDRESS THIS ISSUE, I WOULD HAVE BEEN SURE THEY WROTE THE DIAGNOSIS ON THE BILL AT BOLINGBROOK TO PROVE THE UNIT LET GO IN THE TUBING THUS LEAKING OUT SOLUTION AND LEAVING A YELLOW RESIDUE IN THE REFRIGERATOR COMPARTMENT.

I'LL BET WE ARE NOT THE ONLY PEOPLE WHO HAD TO BUY A NEW UNIT AND NOW BEING DENIED THE CLAIM BY DOMETIC. RECALL ITEM # 7 SHOULD APPLY AS IT STATES.

I'M NOT ONE TO RING MY OWN BELL, BUT I SPENT 45 YRS. AS A SERVICE TECH IN ALL TYPES OF GAS EQUIPMENT OF WHICH SOME WERE GAS FIRED REFRIGERATORS AND GAS A/C'S, ALL OF WHICH USED AMONIA SOLUTION. I HAVE SEEN PLENTY OF LEAKING UNITS LEAVING A YELLOW RESIDUE AND ODOR.

SEE ATTACHMENTS.

SINCERELY YOURS,



2nd Unit Replace in Mesa Az
which had to be replaced in BOLINGBROOK Ill.

It's Easy to Get Peace of Mind and Protection for Your New Investment

We truly appreciate that you have chosen to purchase a Dometic product for your recreational vehicle and we want to help you protect this wise investment. That's why we back our products with one of the most comprehensive warranties in the industry. All you need to do is complete and mail your Owner's Registration Card today to enjoy these advantages:

■ WARRANTY VERIFICATION

Your prompt registration records your right to protection under the terms and conditions of your warranty.

■ OWNER CONFIRMATION

Your completed Owner's Registration Card serves as confirmation of ownership in the event of product damage or theft.

■ MODEL REGISTRATION

Returning the attached card right away guarantees you'll receive all information and discounts for which you qualify as owner of your model.

■ SERVICE CONTRACT INVITATION

Returning the attached card assures you of an invitation to purchase an Optional Service Contract which lets you add 1, 2 or 3 years of additional warranty coverage.

Register on line at www.eDometic.com

IMPORTANT:
Return Within
10 Days

DETACH AND MAIL This PORTION

Dometic® Owner's Registration Card

H 2 Unit
Registering your product is an essential step to ensure that you receive all of the benefits you are entitled to as a DOMETIC customer. So complete the information below and mail your Owner's Registration Card today!

Name

Address

City

State /Prov.

Date of Purchase

MO.

DAY

YEAR

Zip Code

Canadian Zip Code

RM 2852

REFRIGERATOR MODEL NUMBER

SERIAL NUMBER

LOCATION NUMBER

013

ORIGINAL UNIT in New RV

CAMPING WORLD.

CUSTOMER SERVICE WORK ORDER

INVOICE NO. 94005

DATE 11-12-02

APPT. TIME 0800

WRITTEN BY JD

☒ MANUFACTURER WARRANTY ☐ CUSTOMER SERVICE ☐ SERVICE/INST WARRANTY

Customer Information

Customer Name

VIN No. 4YDF2952319

Home Address

Vehicle License No.

City: ONTARIO

Odometer 77

State: OK

Brand of Unit: MONTANA

Phone

Year of Unit: 01 5th WH

Description of Problem/Damage

Date of Installation 7-12-01

Invoice Number:

Product Installed: RM 2852 DOMETIC

Model Number RM 2852

Serial Number

Extended Warranty # 921 146002

Installation Location

Installing Technician Name

Description of complaint

CALL DOMETIC - possible warranty
NO COOLING - CHECK & ADVISE

Description of Repair

Restricted Cooling unit. Burner tube had bent no heat
in collector chamber 86

Repairing Technician

ARMAN / JEFF 20

Inspected by C.J. M...

Internal Expense

Qty.	Cat. No.	Description of Parts/Products	Amount	Labor Chg.
1	12716	RM 2852 REPAIR KIT		

ALL ABOVE SAID R

Combined Sub Totals

Customer Signature

Total Amount Due

VCB #

RGA #

Vendor Name

I HEREBY AUTHORIZE THE SAID INSTALLATION/REPAIR TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND HEREBY GRANT YOU AND YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE FOR THE PURPOSE OF TESTING AND OR INSPECTION. IT IS ALSO UNDERSTOOD THAT CAMPING WORLD IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES DUE TO ANY CAUSE BEYOND CAMPING WORLD'S CONTROL.

*All parts are new unless otherwise noted.

CUSTOMER'S SIGNATURE

CUSTOMER COPY

630 759-6655
 812 933-2251
 618 384-3891
 618 985-6959
 217 935-9015
 217 864-2343

\$9.00 4785
 12.00
 630-259-6655
 1:00
 630 South Wood
 20
 30
 630 South Wood
 30
 630 South Wood
 30

Protection for Your New Investment

We truly appreciate that you have chosen to purchase a Dometic product for your recreational vehicle and we want to help you protect this wise investment. We at Dometic back our products with one of the most comprehensive warranties in the industry. Complete the registration card below and mail to us or register your Product on-line at www.edometic.com.

■ WARRANTY VERIFICATION

Your prompt registration records your right to protection under the terms and conditions of your warranty.

■ OWNER CONFIRMATION

Your completed Owner's registration card serves as confirmation of ownership in the event of product damage or theft.

■ FACTORY COMMUNICATION

Returning your card or registering on-line guarantees you will receive product information and specials. Leaving your email address below will allow us to communicate with you quickly and efficiently.

■ 3 PLUS 3 SERVICE CONTRACT

Returning the card below or registering on-line assures you of an invitation to take advantage of an Optional 3 Plus 3 Full Service Contract which allows you to add up to 3 years of additional warranty coverage.

IMPORTANT:
Return Within
10 Days

DETACH AND MAIL THIS PORTION



Owner's Registration Card

Registering your product is an essential step to ensure that you receive all the benefits you are entitled to as a DOMETIC customer. Complete the information below and mail to us or register on-line at www.edometic.com. **Be sure to include your email address so that we can communicate with you quickly and efficiently. Your address will remain confidential and will not be distributed to third parties.**

Name

Address

City

State/Prov.

Date of Purchase

Zip/Postal

MO.

DAY

YEAR

Code

Email Address

REFRIGERATOR MODEL NUMBER

Form No. 3102577.081 2/04
(French 3105389.043)

RM2852RB

3 ReFrig

As of 6-5-07 NOT IN Recall

216919

P.O. #

Customer Name:

MVR 17499



CAMPING WORLD

Home Address:

City:

Ontario

St.: Or Zip

Ph.

DATE IN

DATE PROMISED

TIME IN

TIME PROMISED

Qty.	Catalog #	Special Order	Model #	Serial #	Description of Installation or Service	Amount	Inst./Service Fee		P.C. No.
							Price	Chrg.	
1	17776 15382				Refrigerator Reverse door	985.00	175.00	85	NR
									Year: 2001
									Type of Unit: SH
									Brand: Montone
									VIN#: 4YF55341
									Vehicle Lic:
									Mileage:
					Supplies	10.00			

This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. A standard charge for supplies is made on each work order. This charge varies depending on the type of work performed. Additional materials required for a complete and professional installation will be quoted upon inspection.

I hereby authorize the said installation/repair to be done along with the necessary material and hereby grant you and your employees permission to operate the vehicle for the purpose of testing and/or inspection. It is also understood that Camping World is not responsible for loss or damage to vehicle or articles left in vehicle due to any cause beyond Camping World's control. Old parts requested by customer: ☐ Yes ☐ No
 Estimate: \$ 2169.19 Authorized By: [Signature]

ADD. COST

\$

REASON:

REV. EST.

AUTHORIZED BY

☐ IN PERSON
☐ PHONE #

DATE

TIME

 All work was done properly
 and according to state law.

Installed By: [Signature]

Inspected By: [Signature]

Miles N/A

90-DAY WARRANTY ON SERVICE

CAMPING WORLD

 620 S Woodcreek Dr.
 Bolivar, MO 64440
 (630) 759-6655 or (800) 621-1028
 Shop online at www.campingworld.com

WORK ORDER # 216919

WORK ORDER # 216919

WORK ORDER # 216919

MEMBER TRANSACTION

CUSTOMER NUMBER

4 5TH WHEEL

02/14/2006 Active

AMERICAN REFR 7 50T

00012776000 985.00

PC PRICE

REGULAR PRICE 1098.89

INSTALLATION FEE

99012776000 157.50

PC PRICE

REGULAR PRICE 175.00

GENERAL SUPPLIES

0098010000 10.00

PRICE LEVEL 10

2 YR REFRIG WARRANTY

00980063000 139.99

PRICE LEVEL 10

SUBTOTAL

Merchandise Tax

TOTAL

MASTERCARD

#####1455

PURCHASE

SWIPE

APPROVED

AUTH# 210445

INVOICE # 651

07/23/05 03.07PM

 Repairment Unit
 #3

CUSTOMER COPY



**Keystone RV
Company™**

Subject: Keystone RV Dometic Refrigerator Recall
NHTSA Recall # 07V-134

Dear Valued Customer:

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

REASON FOR THIS RECALL

Keystone RV was notified by Dometic Corporation that a defect which related to motor vehicle safety exists on some of the refrigerators that it manufactured between April 1997 and May 2003 for installation in recreational vehicles. Keystone RV installed these refrigerators in recreational vehicles that it manufactured from April 1997 to December of 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.

*Called Hot Line 1-888-327-4236 - Filed Complaint
Confirmation # 10220667 - I'll Rec Forms questionare*

APPR 4-6 weeks

WHAT WE WILL DO

Keystone RV, 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.

- 5) The rework kit will be available in early April 2007. At that time, 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, 400 Seventh Street, 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>.

- X 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, Keystone 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 Keystone product are important to us and we regret any inconvenience to you.

Sincerely,

Keystone RV

**KEYSTONE RV COMPANY
RETAIL WARRANTY REGISTRATION**

VEHICLE IDENTIFICATION NUMBER 4YDF2952319 
MODEL NUMBER 2955R MODEL YEAR 2001

MAKE (circle one)				TYPE (circle one)	
Sprinter	Springdale	<u>Montana</u>	Mountaineer	Travel Trailer	Fifth Wheel
Tailgator	Bobcat	Cougar	Cabana		

SELLING DEALER Gary Bodily RV Center
ADDRESS 5500 Cleveland Blvd
CITY Cadwell STATE ID ZIP CODE 83605
PHONE 208-459-7778

RETAIL PURCHASER 
ADDRESS 
CITY Ontario STATE OR ZIP CODE 
PHONE _____

DATE OF RETAIL SALE 7-12-01
RETAIL SIGNATURE 
AUTHORIZED DEALER SIGNATURE _____

DEALER SALES REPRESENTATIVE _____
HOME ADDRESS _____
CITY _____ STATE _____ ZIP CODE _____
SOCIAL SECURITY # _____
DEALER SALES REPRESENTATIVE SIGNATURE _____
DEALER MANAGER SIGNATURE _____

Mail Warranty Registration within thirty (30) days of sales to:

KEYSTONE RV COMPANY

3000 Westgate
Pendleton, OR 97801
Phone: 541-276-6075

Faxed copies will NOT be accepted

For Keystone Office use Only:

MDY _____ SD _____ P _____ K _____

ORIGINAL - KEYSTONE

YELLOW - DEALER

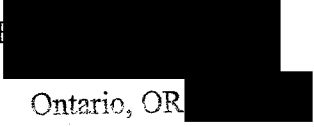
PINK - KEYSTONE ACCOUNTING

HIGHWAYS

THE OFFICIAL PUBLICATION OF THE GOOD SAM CLUB

August 8, 2007

Customer Service Manager
Dometic Corporation
599 South Poplar St.
LaGrange, IN 46761

RE: 

Ontario, OR

Dear Sir/Madame:

This letter comes to you from "Action Line," a regular column of Highways, a monthly magazine serving more than one million members of the Good Sam Club. We received the enclosed letter from one of our members who is having difficulty resolving a problem that concerns your company. As an impartial, third party mediator, "Action Line" tries to bring the member and business together to equitably resolve their differences.

Due to the large volume of mail handled by this department, only a fraction of the letters we receive are published. Letters that are chosen for the column are edited for style and length. Every attempt is made to choose letters that have educational value for our members.

Your earliest reply concerning this problem, plus a copy of any correspondence forwarded to our member will be appreciated.

Thank you for your assistance with this matter.

Sincerely,



Tammy Worley
Editorial Coordinator

RE: 

Enclosures



August 17, 2007

Tammy Worley
Highways
2575 Vista Del Mar Dr
Ventura CA 93001

RE:

[REDACTED]
Ontario OR [REDACTED]

DO NOT PUBLISH

Tammy,

We are in receipt of your letter regarding [REDACTED]

This customer has been denied in a pre-notification reimbursement attempt due to problem not being related to the defect involved in the recall. Once again this customer will be denied in their attempts at pre-notification reimbursement due to the specific defect being a blocked cooling unit and not the defect described in the recall.

We appreciate this opportunity to address their concerns, and hope all their future travels are trouble free. Please do not hesitate to contact us any time we can be of assistance.

Sincerely,

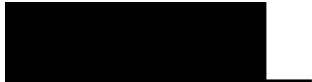
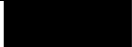
A handwritten signature in cursive script that reads 'Erik Lemler'.

Erik Lemler
Technical Service Representative

HIGHWAYS

THE OFFICIAL PUBLICATION OF THE GOOD SAM CLUB

August 23, 2007


Ontario, OR 

Dear 

Enclosed please find a copy of the most recent correspondence I have received from Dometic concerning the "Action Line" complaint I filed on your behalf. Unless I hear further from them, I will consider the matter closed.

Sincerely,



Tammy Worley
Editorial Coordinator

Enclosure



Dometic Corporation Refrigerator Reimbursement Program

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

Your reimbursement claim has been denied. A list of exclusions provided to you with the Reimbursement Program form outlined possible reasons for denial of a claim. Your claim was denied for one of the following reasons:

- ☐ The pre-notification repair occurred earlier than August 28, 2005, the reimbursement period established in Dometic's reimbursement plan as submitted to NHTSA.
- ☐ costs were incurred while our original warranty was in effect and would have provided a free remedy (without any consumer payment) of the problem involved in the recall.
- ☒ the pre-notification remedy did not address the defect involved in the recall;
- ☐ the pre-notification remedy was not reasonably necessary to correct the defect involved in the recall;
- ☐ the damages to personal property are considered incidental or consequential.
- ☐ the claim has already been submitted and paid.
- ☐ the model and serial number supplied doesn't fall under the recall.
- ☐ the repairs performed don't fall within the failures identified in the recall.

Included in this return mailing are the documents that you sent to us.