



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

2008 MAY 19 AM 7:26  
23-APR-2008

Reference No.  
10225478

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address

Address [REDACTED]

Evening Telephone Number

City SOLON SPRINGS

State WI

Zip Code

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 [REDACTED] Date 4/30/08

**VEHICLE INFORMATION**

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

Make

Model

Model Year

4SLA8GN28V [REDACTED]

Safari

Serengeti

1997

Date Purchased  
July 1997

Dealer's Name and Telephone Number  
ITEN Chevrolet

Engine:

Fuel Type:

No: Cylinders

Diesel

Original Owner

Dealer's City  
Minneapolis

State  
MN

Zip Code

6

Transmission Type  
Allison

Antilock Brakes  
 Cruise Control

Powertrain

300 CAT Engine

Vehicle Component Code

351000 EQUIPMENT:RECREATIONAL VEHICLE

Multiple Failure: 1

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

Incident Date(s)  
06-JUN-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: DOTM19ABC036)

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

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

Yes  No

Yes  No

0

0

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 DOMETIC REFRIGERATOR, MODEL RM7732 (NA). THE CONTACT STATED THAT THE BOILER TUBE CRACKED. THE DEALER REPLACED THE COMPONENT WITH ANOTHER RM7732 COOLING SYSTEM AT THE COST OF \$1,111.80. ON JUNE 6, 2007, SHE RECEIVED A DOMETIC RECALL NOTICE FOR THE EQUIPMENT:RECREATIONAL VEHICLE; HOWEVER, HER REFRIGERATOR MODEL NUMBER WAS NOT INCLUDED IN THE RECALL. THE MANUFACTURER STATED THAT SINCE THE MODEL WAS NOT INCLUDED, THEY WOULD NOT REIMBURSE HER FOR THE REPAIR COST. THE PART NUMBER AND RECALL NUMBER WERE UNKNOWN. Received the recall letter in April of 2008. The crack in tube was located less than 2 inches from igniter for the propane on refrigerator. at the time of replacement I called Dometic, they said ours was not in recall. I disagree as the motorhome was manufactured April 03, 1997. There was yellow residue in back of refrigerator where crack in weld was located

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 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.

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

In addition to description on incident information I contacted Bob East who did the replacement installation and supports the fact there was a failure due to a poor weld on tubing, he regrets he did not take a picture of the problem. It was on his recommendation I pursue the matter as it is a potential danger to whom ever owns one of these refrigerators and also agreed I should be reimbursed for the replacement under these circumstances

I have enclosed copies of the recall letter + our replacement repair bill

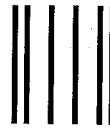
ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

**National Highway Traffic Safety Administration**

1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382

Official Business  
Penalty for Private Use \$300



**NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES**

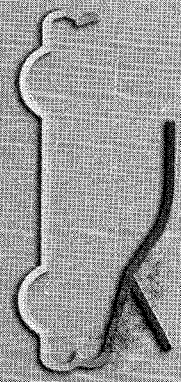
**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Ave SE  
Washington, DC 20077-9382**



**Think your vehicle has a safety defect?**



**If so:  
Use the enclosed form to file a report.**

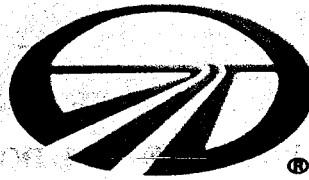
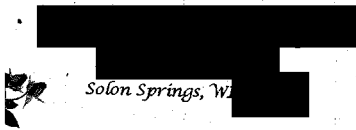
**or visit:  
[www.safercar.gov](http://www.safercar.gov)**

**or call:  
Vehicle Safety Hotline  
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration





**MONACO**  
**COACH CORPORATION**

**Subject:** Monaco Dometic Refrigerator Recall  
 NHTSA Recall # 07V423000

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**

Monaco 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. Monaco 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

Monaco, 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 Monaco 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 Monaco product are important to us and we regret any inconvenience to you.

Sincerely,

Monaco Coach Corporation



Solon Springs, WI

# SALES ORDER

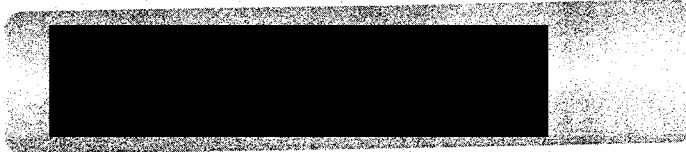
HWY 33 RV  
3805 Hwy. 33 N.  
Cloquet, MN 55720  
218-879-1708

2351

DATE  
6-6-07

SALESPERSON

SOLD TO:

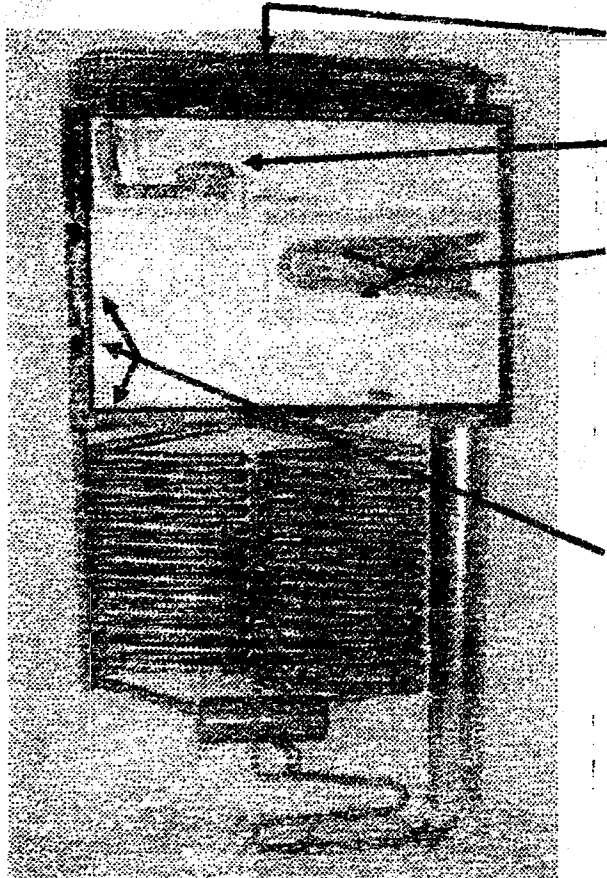


CUSTOMER ORDER NO.	TAX EXEMPT NO.	CASH	CHARGE	C.O.D.	TERMS	SHIP VIA	F.O.B. POINT
QUANTITY	STOCK NUMBER / DESCRIPTION					UNIT PRICE	AMOUNT
1	Nordic RM7030						926.57
2	C/U						
3							
4							
5	Labor						125.00
6	YOUR RECEIPT THANK YOU  06-06-07 14-38 0019  19 •926.57 I 05 •125.00 •926.57 I TX •60.23 I TX  •1111.80 CK						
7							
8							
9							
10							
11							
12							
13							
14							
15							
						TOTAL	1111.80

THIS SLIP MUST ACCOMPANY ALL CLAIMS AND RETURNED GOODS

# Warranty Activation & Installation Checklist

## Dometic RM7030 & RM7732 Replacement



### IMPORTANT:

After installing the replacement core, drill from inside the refrigerator out to make holes for the control wires, drain, and for the water line if there is an ice-maker. After installing pipes, pack around lines with putty tape.

Make sure condenser fins at the top of the refrigerator in the back are **level**.

Make sure the "freezer bars" are **level** from front to back and left to right.

Place 1/4 inch bead of **thermal mastic** on the freezer bars. Place 1/4 inch bead of **thermal mastic** on any exposed metal tubing in the foam pack that comes in contact with the aluminum fins. Thermal mastic is not a sealant. It is used to transfer the cold from the cooling unit into the freezer and refrigerator. **DO NOT** use thermal mastic as a sealant around the foam pack!

The **foam tape** around the foam pack eliminates the need for any sealant around the foam pack.

We recommend a light film of **petroleum jelly** be applied to the foam pack cavity before placing the cooling unit into the cabinet.

Seal around the cardboard back with **foil tape**. Put the gas flue **baffle** back into place.

Make sure the refrigerator is **level** once installed back into the cabinet and that the camper is level before operating the refrigerator.

N/A Return the Exchange Core for warranty activation.

**For Technical Assistance Call:**

(641) 322-4888

### Warranty Activation

Model Number RM7030 Remf

Serial Number 5530418

Date of Installation 6-6-07

Customer Name \_\_\_\_\_

Customer Address \_\_\_\_\_

Customer Phone \_\_\_\_\_

Dealer Name Hwy 33 RV

Dealer Address 3805 Hwy 33 N

Cloquet MN 55720

Dealer Phone 218-879-1708

Name of Installer Bob East

### One Year Warranty Policy

If the cooling unit fails within the first 30 days of installation, Nordic Cooling Units will replace the unit paying both freight and up to \$100 towards replacement labor. After 30 days from installation the customer is responsible for freight and labor. Receipt of the exchange core is required for warranty activation.

This form must be returned within 30 days of installation to:  
Nordic Cooling Units  
2365 125th Street  
Corning, IA 50841