



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) www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

29-APR-2008

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OWNER INFORMATION (Type or Print)

Name, Address, City (BEECH ISLAND), State (SC), 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 (checked) NO (checked) Signature of Owner Date 6/14/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number, Make (KEYSTONE), Model (SPRINGDALE), Model Year (2004), Date Purchased, Dealer's Name (CAMPING TIME RV), Engine, Fuel Type, Original Owner, Dealer's City (SNAILVILLE), State (GA), Zip Code, Transmission Type, Antilock Brakes, Cruise Control, Powertrain, Vehicle Component Code (350000 EQUIPMENT), Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) (01-DEC-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 (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 2004 KEYSTONE SPRINGDALE TRAILER. ON DECEMBER 1, 2007, THE CONTACT NOTICED COOLANT FLUID WAS LEAKING FROM HIS DOMETIC REFRIGERATOR. HE HAD NOT RECEIVED A RECALL NOTICE, BUT AFTER FURTHER INVESTIGATION INTO THE FAILURE, HE DISCOVERED THERE WAS A RECALL. HE CALLED DOMETIC SINCE HE DID NOT RECEIVE A RECALL NOTICE. DOMETIC CONFIRMED THAT THE VEHICLE WAS INCLUDED IN THE RECALL. THE VEHICLE WAS TAKEN TO THE DEALER FOR REPAIR AND THEY STATED THAT THEY WOULD ONLY INSTALL A HEAT SHIELD TO PREVENT A FIRE. THE REFRIGERATOR WOULD NOT WORK BECAUSE THERE WAS A FRACTURE IN THE BOILER TUBE AND HE NEEDED IT REPLACED IF HE WISH TO USE THE REFRIGERATOR. DOMETIC STATED THAT THEY WOULD SELL THE CONTACT A REPLACEMENT UNIT AT A DISCOUNTED PRICE. THE RECALL NUMBER WAS UNKNOWN. THE TRAILER HAD NO FURTHER INFORMATION.

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.

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

When we purchased our Springdale RVA, ^{we} were told that the Dometic name was a plus with appliances. I was advised to install a circuit at home that would allow the Refrigerator to run. This was to help in the life of the appliance. So I did this. The unit went bad & leaked the fluid from the unit. I never received ~~the~~ recall letter and was given a long runaround about the unit not being under warranty. I feel Dometic pushed me to the side instead of repairing the unit. I had to buy a new expensive refrigerator. ATTACH ADDITIONAL SHEETS IF NECESSARY If the unit had been at the least 1/2 life, I could have understood but this unit is not far out of warranty.

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

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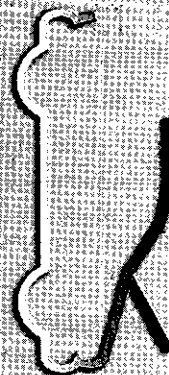
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US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave SE
Washington, DC 20077-9382



Think your vehicle has a safety defect?



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

or visit:
www.safercar.gov

or call:
Vehicle Safety Hotline
888-327-4236



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