



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
27-MAY-2008
AM 10:14

Repository
Reference No.
10228945

OWNER INFORMATION (Type or Print)

Name
Address
City BINGHAMTON State NY Zip Code

Daytime Telephone Number
Evening Telephone Number
E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an address to the vehicle manufacturer, DO NOT provide your name or address to the vehicle manufacturer.
Signature of Owner
Date 06/16/2008

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
Cruise Control
Powertrain
Vehicle Component Code
350000 EQUIPMENT
Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
23-MAY-2008
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

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 1999 FOREST RIVER CAMPER WITH A DOMETIC REFRIGERATOR (MODEL NUMBER IS RM2852). THE CONTACT STATED THAT THE DOMETIC REFRIGERATOR LEAKED. SHE RECEIVED A SAFETY RECALL NOTIFICATION FOR THE DOMETIC REFRIGERATOR (NHTSA CAMPAIGN ID #08E032000) HOWEVER; THE MANUFACTURER STATED THAT THEY WERE NO LONGER PROVIDING RECALL REPAIRS. THE PURCHASE DATE WAS 04/1998

PLEASE SEE ATTACHED 1-2-3 & 4

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.

June 16, 2008

Dear NHTSA

I received your Vehicle Owners Questionarr regarding recall campaign ID #08E032000, this differs from the recall notice that we received regarding the Dometic propane gas/electric refrigerator, enclosed is a copy of that rexcall, #07V85000..

According to the reall notice Dometic will furnish a rework for parts and labor on the regrigerator at no charge to people with model #RM2852 model #80901708 refrigerators in their campers, that is the number of the refrigerator in our 1999 Cardinal 5th wheel, that we bought from Hermans Trailer sales in 1998. A copy of that bill is enclosed.

At the time we recieved the recall, we were unable to get to see the camper due to inclement weather, and since there was no experation date on the recall notice, we were under the impression that it did not matter when we were able to get to the camper.

When we did get to see it , we noticed that there was a yellow liquid leaking from the back and when it was turned on, it did not get cold.

We followed the instructiosns in the recall notice and turned it off. We then called 1-888\446-5157 the number in the recall and was toled that after April 30th Dometic was no longer furnishing the rework and the only thing they would do was to send a shiel to go over the back of the refrerator to stop the leak and we could then only use it on ~~electric~~ *electric*. We told them that was unsatisfactory, since you don't always camp where there in electricity and need to have a propane gas/electric refrigerator.

We got in touch with a local RV repair service and had them repair the refrigerator, this cost us \$1,138.82, a copy of that bill is enclosed. We feel this amount should be refunded to us by Dometic, the manufacurers of the regrigerator.

We would appreciate any thing you can do to hepl us. Thank You.

Sincerely

Comp # D 08E032000

Copy of bill for repair (cooling unit) to gas/electric refrigerator

**Jen's RV Service**  
 Complete RV Repairs  
 119 William Donnelly Ind. Pkwy.  
 Waverly, NY 14892  
 (607) 565-4590  
 Registration Number 7087442

No. 4739 2

|  |  |                |  |  |
|--|--|----------------|--|--|
| <input type="checkbox"/> SERVICE<br><input type="checkbox"/> INSTALL | <input type="checkbox"/> PICK UP<br><input type="checkbox"/> DELIVER | PHONE          | REPAIR IN<br><input type="checkbox"/> HOME <input type="checkbox"/> SHOP | DATE OF ORDER  |
| NAME   |  |                |  | DATE PROMISED  |
| ADDRESS  |  |                |  | APARTMENT  |
| CITY   |  | Binghamton, NY |  | DATE OF ORIG. INSTAL.  |
| MAKE   | MODEL  |                |  | <input type="checkbox"/> ESTIMATE<br><input type="checkbox"/> WARRANTY<br><input type="checkbox"/> CONTRACT<br><input type="checkbox"/> CASH<br><input type="checkbox"/> CHARGE<br><input type="checkbox"/> C.O.D. |
| NATURE OF SERVICE REQUEST  |  |                |  |  |

| QUAN. | PART NO. | DESCRIPTION               | PRICE | AMOUNT            |
|-------|----------|---------------------------|-------|-------------------|
| 1     |          | Replace Cooling unit      |       | 210 <sup>00</sup> |
|       |          | Service Call              |       | 45 <sup>00</sup>  |
|       |          | Nordic Reman Cooling Unit |       | 742 <sup>48</sup> |
|       |          | Shipping                  |       | 75 <sup>00</sup>  |
|       |          |                           |       |                   |
|       |          |                           |       |                   |

|   |                        |         |
|---|------------------------|---------|
| SERVICE PERFORMED<br>Ch. # [ ]<br>Paid 5/30/08                  | TOTAL MATERIAL         | 1072.48 |
|   | TECHNICAL SERVICE TIME |         |
|   | TAX                    | 64.34   |
| Thank You!<br>DATE COMPLETED: [ ]<br>CASH ON COMPLETION OF WORK | TOTAL                  | 1136.82 |

INVOICE COPY I hereby accept above performed service, and charges, as being satisfactory and acknowledge that equipment has been left in good condition.

Technician John Henley Customer's Signature \_\_\_\_\_

Complain # D 08 E 032000

③ model RM 2852  
Serial 80901708

Wm J Cayne  
dealer

Mr

Called Vick Smith



Comp #  
10228945

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

Her  
disc

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.

Arnell

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

Called Dometic 5/23/08

## 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

*We are in a perm set up*

**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,

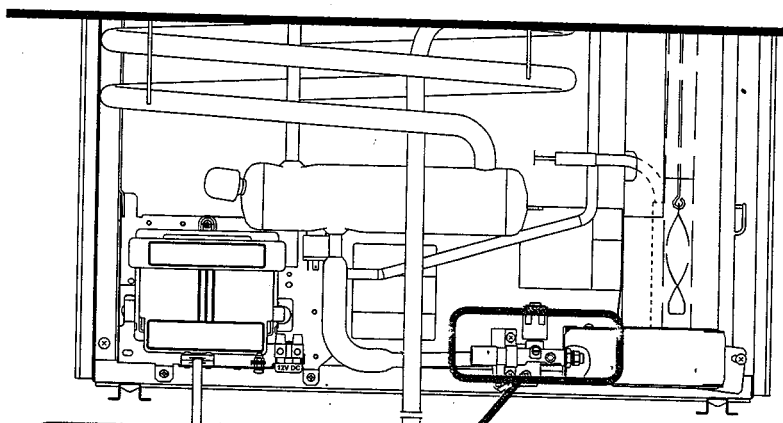
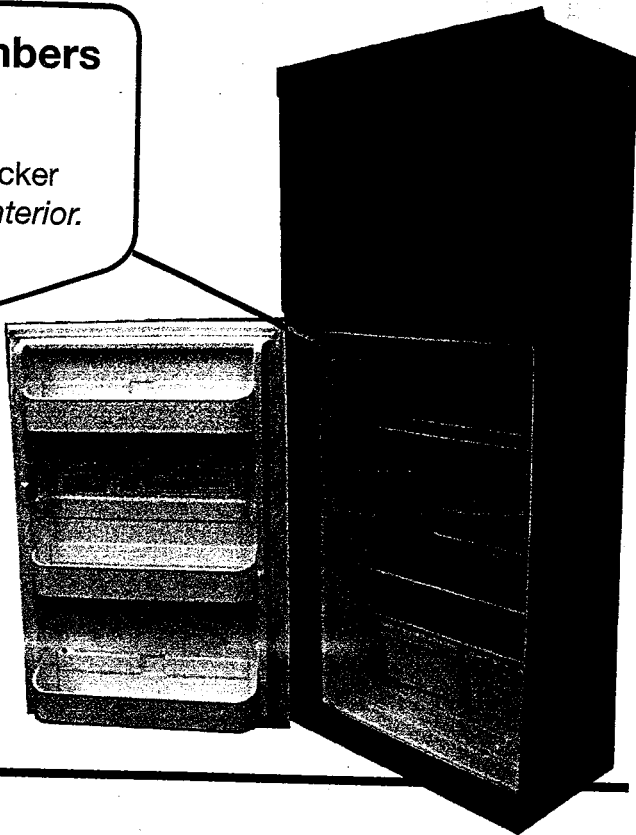
Forest River

327  
1-888-327-4236

**Where to find the serial and model numbers on your Dometic refrigerator**

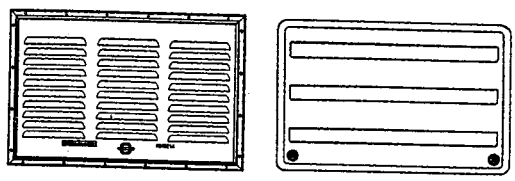
The serial and model numbers are both located on a sticker inside the fridge door. *It could be on either side of the interior.*

Remember, the model number starts with RM or NDR, and the serial number is 8 digits long.



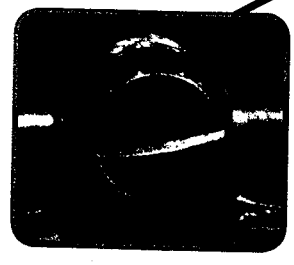
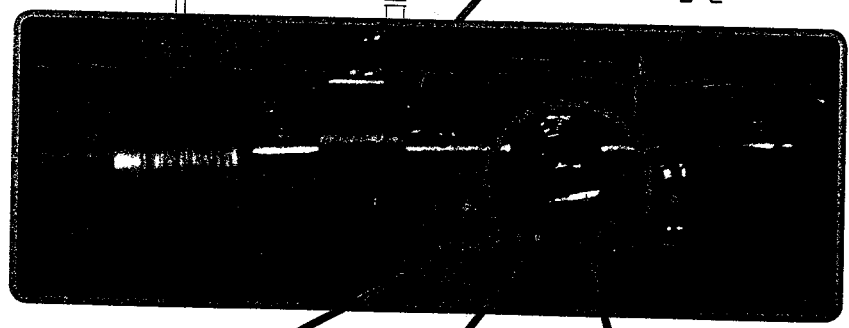
**How to close the gas valve on your Dometic refrigerator**

The manual gas valve is located at the back of your refrigerator near the floor as seen in the diagram to the left. Access the back of your refrigerator by removing the vent on the side of your coach. The vent will look like one of the two following illustrations:

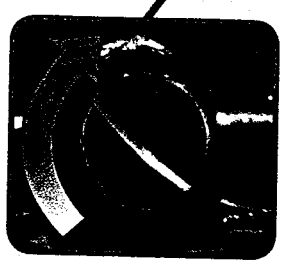


The gas valve is opened and closed by adjusting a screw. To close the valve, use either your fingers or a flat-head screwdriver to turn the screw 1/4 turn clockwise.

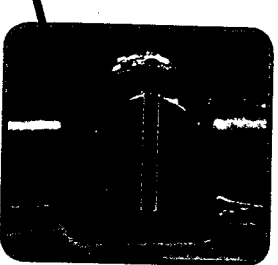
The valve is closed if the flathead slot in the screw runs up and down. The valve is still open if the flathead slot in the screw, runs side to side.



Open



Turn Clockwise



Closed

Herman's Trailer Sales & Service, Inc.  
 RD #1, Walton, New York 13856  
 Telephone 607-865-6191 Fax 607-865-8186

*Compsium 70*  
 08 E 0 32 000

"A Little Out Of The Way, Always Less To Pay"

**PURCHASE AGREEMENT**

PURCHASER'S  
 NAME \_\_\_\_\_

DATE

4/24 19 98

PLEASE ENTER MY ORDER (1) FOR ONE

1999 Cordoba

NEW  USED

AS FOLLOWS

|                         |            |                                      |         |           |
|-------------------------|------------|--------------------------------------|---------|-----------|
| MAKE CHASSIS MAKE       | MODEL 31RL | COLOR Des. Blue                      | TYPE FW | YEAR 1999 |
| ENGINE SIZE CHASSIS NO. | SERIAL NO. | DELIVERY TO BE TAKEN ON OR ABOUT (2) |         | 19        |

**CASH PRICE**

OPTIONS: Ex. 1rg. Refer. ceiling fan, heated den used tanks elec. fw front jacks, stab. jacks lighting up grade, delrive stereo, battery, 16" tires & wheels, phone jack, out side shower, bath sky dome, spare tire & carrier, center support, hand rail, hitch to be installed in ford truck and wired. Give us head, bar and sway control

24,495.00

\*\*\*\*No warranty on batteries, tires, or awnings as soon as they leave the lot. \*\*\*\*

+ Safety jaw 315.00

SUB TOTAL

24,495.00

**TRADE ALLOWANCE**

TOTAL

24,495.00

COUNTY Broome TAX RATE 8%

1,960.00

TOTAL CASH DELIVERED PRICE

26,455.00

|         |                                     |                             |                 |  |
|---------|-------------------------------------|-----------------------------|-----------------|--|
| CREDITS | DEPOSIT SUBMITTED WITH ORDER        | 2500.00 Pd 4/24/98 CF #7561 | HOW MANY MONTHS |  |
|         | AMOUNT NEEDED TO FINANCE \$         |                             |                 |  |
|         | WHAT PERCENT %                      |                             |                 |  |
|         | CASH TO BE PAID AT TIME OF DELIVERY | 23,955.00                   |                 |  |

**DESCRIPTION OF TRADE-IN**

|             |            |      |      |
|-------------|------------|------|------|
| MAKE N/A    | MODEL      | TYPE | YEAR |
| CHASSIS NO. | SERIAL NO. |      |      |

**RE: TRADE-IN**

- (A) I, the owner, certify that I hold a title or transferable registration on the above vehicle to allow transfer of ownership.
- (B) I also certify that the above vehicle is free and "clear" of any liens against it.

1st Lienholder N/A 2nd Lienholder \_\_\_\_\_  
 Box/Street \_\_\_\_\_ Box/Street \_\_\_\_\_  
 City/State/Zip \_\_\_\_\_ City/State/Zip \_\_\_\_\_  
 Approx. Amount Due \$ \_\_\_\_\_ Approx. Amount Due \$ \_\_\_\_\_  
 Account No. \_\_\_\_\_ Account No. \_\_\_\_\_

The above liens due are to be  paid off by owner before transfer, or  refinanced with new contract amount.

OWNER SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_

The front and back of this Order comprise the entire agreement affecting this purchase and no other agreement or understanding of any nature concerning same has been made or entered into, or will be recognized. I hereby certify that no credit has been extended to me for the purchase of this motor vehicle except as appears in writing on the face of this agreement. I have read the matter printed on the back hereof and agree to it as a part of this order the same as if it were printed above my signature. I certify that I am 21 years of age, or older, and hereby acknowledge receipt of a copy of this order.

- (1) If the above unit is special ordered from the "manufacturer" by seller, and the balance of monies due by purchaser are not paid within two weeks after we, the seller, notify the purchaser that the unit has arrived at our lot, we reserve the right to charge interest on the monies due at the annual rate of \_\_\_\_\_ % until we are paid in full for both the interest and principal by the purchaser.
- (2) If the purchased unit is not taken within two weeks after the delivery date specified, we, the seller, reserve the right to charge storage fees on the above unit from that date until removed from our premises.

SALESMAN Andy Stork SIGNED \_\_\_\_\_ PURCHASER  
 APPROVED \_\_\_\_\_ ADDRESS \_\_\_\_\_  
 CITY/STATE Binghamton NY ZIP \_\_\_\_\_  
 RES. PHONE \_\_\_\_\_  
 BUS. PHONE \_\_\_\_\_

THIS ORDER IS NOT VALID UNLESS SIGNED AND ACCEPTED BY DEALER

SUBJECT TO SATISFACTORY CREDIT RATING  
 CREDIT APPROVED: \_\_\_\_\_