



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

16-JUN-2008

Repository ☐

Reference No.
10231105

OWNER INFORMATION (Type or Print)

Name

Address

City

LAKE CRYSTAL

State

MN

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

1TC2B2187W

Make

COACHMEN

Model

CATALINA

Model Year

1999

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:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
05-JUN-2008

Failure Mileage

Failure Speed

0

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 1998 (NA) COACHMEN CATALINA. THE VEHICLE HAS A DOMETIC REFRIGERATOR, MODEL NUMBER RM2652. THE CONTACT STATED THAT THE REFRIGERATOR WOULD NOT GET COOL, AND A YELLOW RESIDUE WAS LEAKING FROM THE BOTTOM OF THE BACKSIDE. HE DISCOVERED A SAFETY RECALL ON HIS REFRIGERATOR AND TOOK IT TO DOMETIC FOR REPAIR. HE WAS INFORMED THAT HE NEEDED A NEW REFRIGERATOR AND PAID \$13,300 FOR A NEW ONE. EVEN THOUGH HIS DOMETIC EXPERIENCED THE SAME FAILURE AS MENTIONED IN THE RECALL, THE MANUFACTURER STATED THAT THEY STOPPED REIMBURSEMENTS FOR THE SAFETY RECALL IN APRIL OF 2008. THE CONTACT STATED THAT HE WAS NEVER NOTIFIED OF A SAFETY RECALL, AND HAD TO FIND OUT VIA THE INTERNET. THE PURCHASE DATE, PART NUMBER, RECALL NUMBER, AND LOCATION IN THE VEHICLE WERE UNKNOWN.

MODEL# RM 2652

Serial # 73201926

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)

I am sending a copy of my sales slip and insurance Card. with the VIN number and a copy of the recall info sheet from Domestic I Took off the Computer and high lighted areas of concern along with a short letter

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:

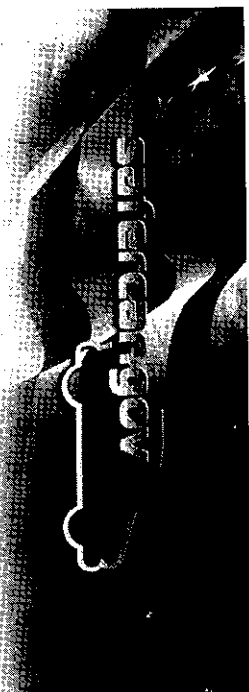
www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



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



Search

US RV News Service Contact Us DometicUSA Home

RV Products

Refrigerators
Awnings & Accessories
AC/Climate Control Systems
China Toilets & Systems
Microwaves
Accessory Items

Consumer Tools

Product Care
Manuals
Warranty
Media

Dometic Recall Information

Your refrigerator is affected

The information that you entered indicated that your refrigerator is affected by Dometic's voluntary recall announced to NHTSA on August 28, 2006.

At no charge to you, Dometic's SBH Kit needs to be installed on your refrigerator. Your preferred RV service technician can perform the installation.

Use our service center locator for help finding an installer in your area that can perform the recall work. Searching by area code should yield the best results. [Click here](#) for the service center locator.

Please read the following.

1. Turn the refrigerator off immediately if you notice any of the following indicators:

- o Leakage or staining at the back of the refrigerator.
- o Yellow residue at the back or sides of the refrigerator.
- o The smell of ammonia.
- o 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".

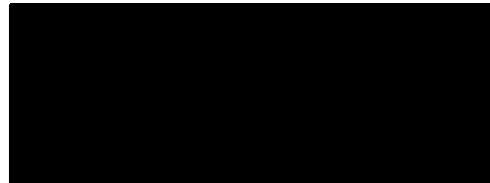
Dometic recommends that the unit not be operated on electric unless absolutely necessary until your unit has been serviced. **If you choose to operate your unit on electric prior to the recall rework, you must inspect the burner area weekly for any of the indicators referenced in number 1 above.**

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. For instructions on how to turn off the gas valve, [click here](#).
4. If you must operate your refrigerator on electric, DO NOT operate your refrigerator while in transit or while asleep.
5. If the repair facility fails or is unable to remedy 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>.
6. 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.

10231105 Confirmation
B-4 with

Attn: Frank S. Borris, II, Acting Chief
of National Highway Traffic Safety

Kroubetz RV in Lake Crystal, MN is the dealer I took my camper to, and they said I needed a new refrigerator. That the cost would be \$1300.00 to replace, and install. I tried to find other dealers on the internet. I called and found a less expensive place to purchase a refrigerator, and put it in myself. I later got a call back from Countryside RV in Albert Lea, MN, and was told it should have been replaced at no charge because of a recall issued by Dometic, and they suggested I contact Dometic about getting a refund of the purchase of the new refrigerator. I called Dometic after finding the recall information on the internet. My refrigerator had 3 of the 4 symptoms required for the recall. They told me that the boiler manifold had a tendency to crack, causing the symptoms that I have highlighted on the recall info. Sheet. Number 6 on the recall info. Sheet stated to call in for a form for reimbursement. I was told they no longer had the program for reimbursement, that it was discontinued in April 2008. Yet it continues to be on the internet in June. They told me to contact the vehicle safety hotline to report this information and see if you can help me get this refund.



JAKES RV Surplus

1119 East 4th Street
Fairmont, MN 56031
(507) 236-3633

CUSTOMER'S ORDER NO.		PHONE		DATE 6-11-08	
NAME		[REDACTED]			
ADDRESS		Lake Crystal MN			
SOLD BY	CASH	C.O.D.	CHARGE	ON ACCT.	MOSE RETD
PAID OUT					
QTY	DESCRIPTION			PRICE	AMOUNT
1	DM 2652 bridge				899-
	SN# 747				
				tax	58.11
				total	957.11
	P.C.F.				
	Check#				
	1256			Tax	
RECEIVED BY				Total	

NO CASH REFUNDS
Credit or Exchange only, within 30 days

Thank You

PROOF OF INSURANCE - RETAIN FOR FUTURE REFERENCE

AMERICAN FAMILY MUTUAL INSURANCE COMPANY
MADISON, WISCONSIN 53783-0001

CLAIMS: (800) 374-1111
MINNESOTA MOTOR VEHICLE
PROOF OF INSURANCE CARD

Policy No: [REDACTED] FOTH-MN
Eff Date: 2-10-2008 Exp Date: 2-10-2009
1998 COAC CATT VIN: 1TC2B2187W
Coverages: COMP COLL ERS

LAKE CRYSTAL MN

Agent: JOHN D GIBEAU
Agent Phone: (507) 236-9050

Use this card with your application for
registration of your vehicle.