



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
2008 AUG 19 15:08 DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository <input type="checkbox"/>
17-JUN-2008	Reference No. 10231310

OWNER INFORMATION (Type or Print)			
Name			
Address			
City	State	Zip Code	
LINESVILLE	PA		
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? <input type="checkbox"/> YES <input checked="" type="checkbox"/> 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
4 X 4 TCRG 291 A		FOREST RIVER	CEDAR CREEK
Model Year		Engine:	Fuel Type:
2001		No: Cylinders	N/A
Date Purchased	Dealer's Name and Telephone Number		
3/26/01	ANSLEY RV DUNCAUSVILLE PA 814-695-9819		
Original Owner <input checked="" type="checkbox"/>	Dealer's City	State	Zip Code
	DUNCAUSVILLE PA 16635	PA	16635
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Vehicle Component Code
N/A	<input type="checkbox"/> Cruise Control	N/A	350000 EQUIPMENT
			Multiple Failure:
			N/A

FAILED COMPONENT(S)/PART(S) INFORMATION			
Incident Date(s)	Failure Mileage	Failure Speed	
11-JUN-2008	N/A	N/A	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE			
Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)	
N/A	N/A	N/A	
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:	
N/A			
Tire Component Code	Tire Failure Type		
N/A			

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE			
Make:	Date Manufactured:	Model No./Name:	
N/A	N/A	N/A	
Seat Type:	Installation System:		
N/A	N/A		
Child Seat Component Code:	Failed Part:		
N/A	N/A		

APPLICABLE INCIDENT INFORMATION				
<i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>				
Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 2001 FOREST RIVER CEDAR CREEK. THE VEHICLE HAS A DOMETIC REFRIGERATOR, MODEL RM2852. THE CONTACT NOTICED THAT THE REFRIGERATOR WAS INOPERATIVE AND THAT THERE WAS A YELLOWISH RESIDUE OUTSIDE OF THE UNIT. SHE TOOK HER VEHICLE TO A LOCAL RV SERVICE STATION AND WAS INFORMED THAT HER EQUIPMENT WAS LEAKING AMMONIA. DOMETIC STATED THAT HER VIN WAS EXCLUDED FROM NHTSA CAMPAIGN ID NUMBER 08E032000 (EQUIPMENT); THEREFORE, SHE WOULD BE RESPONSIBLE FOR THE REPAIR COSTS. THE FAILURE AND CURRENT MILEAGES WERE NOT APPLICABLE.

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)

On March 2, 2007 we received a recall notice notifying us that our Dometic Refrigerator was included in this recall. Model Number RM 2852 Serial # 10204076 Please see attached papers to that effect. We then contacted Baynes RV Center 8495 Peach St Erie PA 16509 (authorized Dometic Repair center) who ordered Kit # 3311145.000 Secondary Busines Nauseing assy. who installed the kit on 5/8/07 as per his instructions from Dometic. In June 2008 we contacted Baynes RV & talked to Ken Baynes Jr who looked at our Dometic Refrigerator & told us we needed

ATTACH ADDITIONAL SHEETS IF NECESSARY

a cooling unit for our RM 2852 model Dometic Refrigerator caused by the faulty ~~feature~~ ^{leak} of a leak that occurred when a weld cracked where this tube meets a larger tube that contains a refrigerant mixture consisting mostly of ammonia & hydrogen. We are therefore seeking reimbursement from Dometic for the cooling unit cost of \$1,009.76

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

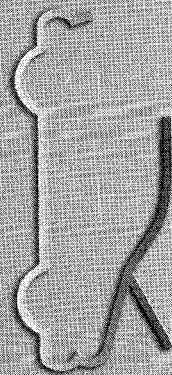
BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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



Received 3/2/07

RE: Dometic Refrigerator Recall

Dear Valued Customer:

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

Dometic Corporation has decided 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.

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.

How Do I Know If My Refrigerator Is Being Recalled?

- 1) Find your refrigerator's 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.

Dometic Corporation • PO Box 490 • Elkhart, IN 46515
Phone 574-294-2511 • Fax 574-293-9686
www.dometicusa.com

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 on April 16, 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>.

Dometic Corporation • PO Box 490 • Elkhart, IN 46515
Phone 574-389-3723 • Fax 574-293-9686
www.dometicusa.com

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 this voluntary recall.

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:

- 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. 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.**

**IMPORTANT****Dometic Recall Information**

RECALL 06E-076

© Dometic Corporation 2008 Phone 574.294.2511



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216fb

As a result of your report to the Vehicle Safety Hotline (VSH), we have recorded that report on the enclosed Vehicle Owner Questionnaire (VOQ) form. Please review the form and make changes, additions, and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the driver's side door or the driver's side door jam. It may also be listed on the dealer's repair invoices. When reporting a tire problem, the brand name, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in a vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236. Thank you for your cooperation.

Frank S. Borris, II, Acting Chief
Correspondence Research Division
Enforcement

Enclosure: VOQ



Boyer RV Center

**8495 Peach St.
Erie, Pa. 16509**

7/23/2008

Linesville, Pa.

Please find enclosed pictures taken of the cooling unit taken from your Dometic refrigerator. Note the yellow residue near the small tube where the heating element is inserted . The failure in your cooling unit was caused by a leak that occurred when a weld cracked where this tube meets a larger tube that contains a refrigerant mixture consisting mostly of ammonia and hydrogen.

**Thank You for your business,
Ken Boyer, Jr. Service Manager**

BOYER RV CENTER

ew ticket history

ore-# 1
cket-# 389

Cust-#:



Date: 7/11/08

User: 15

P.O.#: 2008

Item number	Description	Qty	Price	Ext-price
	COOLING UNIT FOR RM2852	1 *	452.60	452.60
	FREIGHT IN & OUT	1 *	60.00	60.00
	LABOR: REMOVE REFER/REPL.	3.5 *	80.00	280.00
	SERVICE CALL TO C/G	2 *	80.00	160.00

No. of lines	4	CHK	1,009.76	952.60
Order number	389			Discount .00
Order date	6/18/08			Tax 57.16
Location	1			Shipping .00
				Total 1,009.76





