



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: 2008 JUN -8 AM 10:13  
Repository   
Reference No. 10231616

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: BUTLER State: GA Zip Code: [REDACTED]  
Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]  
Evening Telephone Number: [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of a [REDACTED] name or address to the vehicle manufacturer.  
Signature of Owner: [REDACTED] Date: 6/28/2008

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1GBKP37W7H3 [REDACTED]  
Make: CHEVROLET Model: P30 Model Year: 1987  
Date Purchased: 10-26-2002 Dealer's Name and Telephone Number: INDIVIDUAL  
Engine: No: Cylinders: Fuel Type: GAS  
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): 09-MAR-2006 Failure Mileage: 60,000 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 1987 CHEVROLET P30. THE VEHICLE HAS A DOMETIC REFRIGERATOR, MODEL RM2852. THE CONTACT NOTICED THAT THE REFRIGERATOR WAS NOT COOLING PROPERLY. THE VEHICLE WAS TAKEN TO A RV SERVICE DEALER, WHO STATED THAT THE COOLANT LEAKED OUT AND THE REFRIGERATOR NEEDED TO BE REPLACED. DOMETIC WAS NOTIFIED OF THE FAILURE IN MARCH OF 2006 AND STATED THAT THEY COULD NOT ASSIST BECAUSE THE WARRANTY EXPIRED IN OCTOBER OF 2005. DOMETIC WAS NOTIFIED AGAIN IN JANUARY OF 2007 AND THEY STATED THAT THEY WERE IN THE INITIAL STAGES OF THE RECALL. DOMETIC WAS NOTIFIED AGAIN 2 TO 3 MORE TIMES WITH NO RESOLUTION. THE CONTACT THEN RECEIVED A RECALL LETTER IN THE MAIL, WHICH ADVISED HIM TO TAKE THE VEHICLE IN TO HAVE THE SECONDARY BURNER HOUSING UNIT INSTALLED. DOMETIC WAS EMAILED AGAIN IN MARCH OF 2008 AND ADVISED THE CONTACT TO TAKE THE VEHICLE TO A SERVICE CENTER, AND TO HAVE THE SERVICE CENTER CALL THE RECALL DEPARTMENT. THE RECALL DEPARTMENT WAS NOTIFIED AND THEY STATED THAT THEY WERE NO LONGER SUPPLYING A REFRIGERATOR OR THE REPAIR PARTS. THEY WERE ONLY SUPPLYING SECONDARY BURNER HOUSING UNITS. THE PART AND RECALL NUMBERS WERE UNKNOWN. THE CURRENT MILEAGE WAS 60,000 AND FAILURE MILEAGE WAS 59,500.

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.



# IMPORTANT

## Dometic Recall Information

Dometic Corporation is continually committed to maintaining a high level of satisfaction and excellence now and in the future. That is why Dometic is voluntarily recalling certain refrigerators that may have a potential safety defect. The recall affects Dometic two-door refrigerators manufactured between April 1997 and May 2003.

The well-being of Dometic customers is of highest concern. A serious problem resulting in a fire may occur in an exceptionally small fraction of Dometic two-door refrigerators, but to address that potential risk, **please contact us immediately for more information.**

**1-888-446-5157**

**[www.DometicUSA.com](http://www.DometicUSA.com)**

 **Dometic**

RECALL 06E-076

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FEBRUARY 2008 **HIGHWAYS**

29

JAN 2007 "HIGHWAYS"  
MAGAZINE

## **Dometic Recalls Refrigerators**

Models affected: NDR1062 9999, RM2652 9999, RM2662 9999, RM2663 9999, RM2852 9999, RM2862 9999, RM3662 9999, RM3663 9999, RM3862 9999, RM3863 9999

Dometic Corp. has recalled 926,877 faulty refrigerators manufactured between April 1997 and May 2003, NHTSA Recall No. 06E076000.

A fatigue crack may develop in the boiler tube, which may release a sufficient amount of pressurized coolant solution into an area where an ignition source (gas flame) is present. The release of coolant under certain conditions could ignite and result in a fire.

Owners may contact Dometic at 888-446-5157, or the National Highway Traffic Safety Administration's Vehicle Safety Hotline at 888-327-4226 (TTY: 800-424-9153); or visit [www.safercar.gov](http://www.safercar.gov)

Visit the Good Sam Club's website at [www.goodsamclub.com](http://www.goodsamclub.com) and register your vehicles through our SamAlert program. We monitor recall notices and alert you if your vehicle is included.

Be safer with Good Sam.

**From:** <CustomerSupportCenter@dometicus.com>  
**To:** [REDACTED]  
**Sent:** Monday, March 24, 2008 2:49 PM  
**Subject:** Re: Recall/ Refrigerators

Dear [REDACTED]

Since the coolant has leaked out of your refrigerator, the cooling unit (the coils and tubes on the back) will need to be replaced. The service center where you would like to have the work done will need to contact our warranty division and ask to speak with the people who work in the recall department. It is possible the recall department will authorize to change out the cooling unit, but we cannot say for sure. Only the people within that department handle these specific cases and can authorize what Dometic will cover.

Please contact your local service center and ask them to contact Dometic's recall department to see what can be done with your refrigerator. We initially were paying service centers to install the recall kits, but in your circumstance, the kit will not fix the problem—you need a new cooling unit. Perhaps this is the "fix" that the dealer was authorized to do for you that he mentioned wouldn't fix the problem. It's possible the service center was unaware we even had a separate recall division he could speak with being that is so new.

We would also like to have this matter resolved for you, whatever that ends up being, but you will need to contact a service center in order to proceed. We cannot authorize anything from the Retail division. ALL service must go through a service center, including the recall.

If we can be of any future service do not hesitate to contact us. Thank you for choosing Dometic product lines.

Customer Support Center  
Dometic Corporation

To ensure an accurate response, respond by 'Reply'-ing to "customersupportcenter@dometicus.com". The e-mail address that this reply came from does not accept incoming e-mail. Also, please add prior correspondence to all future emails.

03/22/2008 12:59 PM

To "Dometic" <CustomerSupportCenter@dometicus.com>  
 cc  
 Subject Re: Recall/ Refrigerators

We are contacting you again concerning our recalled refrigerator. We have not been able to get any satisfaction. We contacted the service center in our area, Interstate, Byron Ga. They informed us that the fix that they were authorized to do would not help us. As I understand it the coolant has completely leaked out of our refrigerator. This happened while there was no gas source present. The RV was not being used when this happened. We need further instructions as what we should do. This has drug out long enough and we would like to get this matter resolved.

We did receive a recall letter form you.

6/30/2008

Thanks for a quick response.

----- Original Message -----

**From:** CustomerSupportCenter@dometicus.com

**To:** [Redacted]

**Sent:** Friday, January 12, 2007 8:35 AM

**Subject:** Re: Recall/ Refrigerators

Dometic is working with The National Highway Traffic Safety Administration to initialize a recall on certain model numbers of two-door refrigerators. For the most up-to-date information please call 1-888-446-5157. We are currently in the initial stages of the recall and when the information does become available as to how to proceed you will receive notification providing that you have already entered your information in the system using the above phone number.

Thank you,

Customer Support Center  
Dometic Corporation

To ensure an accurate response, respond by 'Reply'-ing to "customersupportcenter@dometicus.com". The e-mail address that this reply came from does not accept incoming e-mail. Also, please add prior correspondence to all future emails.

01/11/2007 11:46 PM

To <CustomerSupportCenter@DometicUSA.com>  
cc  
Subject Recall/ Refrigerators

We understand that you have a recall on your dual power refrigerators for RVs. We have the RM2852 model in our motor home and it has gone bad already. I suppose we were lucky as it went out while at home We purchased it form Camping World in Oct. 2002. We called and left our name and address on the phone line that was listed in "Highways". We want to know when we can expect to from you as we presently do not have a refrigerator. Below is my name and address again:

Butler, Ga.  
We will appreciate your reply as soon possible.