



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

Repository ☐

Reference No.

10231718

OWNER INFORMATION (Type or Print)

Name

Address

City

JOHNSTOWN

State

PA

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 7/1/2008

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

4X4FCRF213P

Make

FOREST RIVER

Model

SALEM

Model Year

2003

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

350000 EQUIPMENT

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
12-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 CEDAR CREEK FIFTH WHEEL TRAILER (NA). THE VEHICLE HAS A DOMETIC REFRIGERATOR, MODEL RM2852. THE CONTACT RECEIVED A RECALL NOTICE FOR NHTSA CAMPAIGN ID NUMBER 08E032000 (EQUIPMENT) REGARDING A POSSIBLE FATIGUE CRACK. SHE TOOK THE VEHICLE TO THE DEALER AND WAS INFORMED THAT THE COOLANT SYSTEM WAS NOT COVERED BY THE RECALL. THE REFRIGERATOR NO LONGER WORKED, BUT THE DEALER WOULD NOT MAKE THE REPAIR. THE MANUFACTURER ALSO REFUSED TO REPAIR THE REFRIGERATOR. THE PURCHASE DATE AND PART NUMBER WERE UNKNOWN.

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)

NHTSA Recall # 07V8500, Defective Domestic Refrigerator, model NO Rm852, the problem - my unit has All four items indicated in the recall. 1. Leakage At the Back of the refrigerator. 2. yellow residue 3. smell of ammonia 4. Does not cool properly. the Kit sent that they want to install will not repair any of the above problems And they will not install it because the boiler is cracked. In the letter from cedar Creek (Forest River) they say this is the problem and the reason for the recall and they won't repair it (cracked Boiler)

ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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

JOHNSTOWN PA 158

08 JUL 2008 PM 1

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



Ansley RV
1280 Route 764
Duncansville PA 16635
Phone #: (814) 695-9817
Fax #: (814) 695-9814

Status:

RO Number: 8142
Service Advisor: 203
Tag Number:
Ticket Date: 6/12/2008
Cash Out Date: 6/12/2008
Veh Sold Date: 7/6/2005

Proposed Date - Time Completed: 6/12/2008 5:00 PM

Customer Information Number:

Stock Number: J0068-05

Mileage In

03 Cedar Creek
30CKTS 5TH WH

Serial Numbers

N/A

4X4FCRF21

Mileage Out

N/A

Johnstown PA

Contact:

Color:

Type: TR

Home

**Mech. Rpr
Number Nbr**

Requested Repair Description

Customer Pay

Item Type

Labor

213 1

- PA STATE INSPECTION - 5TH WHEEL TRAILER CORRECTION: (#0057808
BRAKES LF-5/B RR-5/B TIRES 11/32)

I

\$40.00

**Mech. Rpr
Number Nbr**

Requested Repair Description

Warranty

Item Type

213 2

Warranty Company: Dometic : Dometic Corporation Claim Number : 0 -
REFRIGERATOR RECALL CAUSE: NO RECALL DONE AT THIS TIME - COOLING
UNIT LEAKING (REFRIGERATOR WILL NOT WORK) CORRECTION: NO REPAIR
DONE AT THIS TIME

M

Customer Pay Totals

Discount Amount: \$0.00
Parts Total: \$0.00
Labor Total: \$40.00

Freight Total: \$0.00
Sublet Total: \$0.00
** Other Charges: \$0.00

Sales Tax: \$2.40
Second Sales Tax: \$0.00
Deposit: \$0.00

Total Deduct: \$0.00

Total: \$42.40

1: OA \$42.40
2: \$0.00
3: \$0.00

DISCLAIMER OF WARRANTIES - Any warranties on the products sold under this repair order are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. This disclaimer by the Seller, in no way affects the terms of the manufacturer's warranty.

Signed:

I hereby authorize the repair work to be done along with necessary materials. You and your employees may operate above vehicle for purposes of looking, inspection or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs hereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control.

Signed:

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$50.00.

☐ I REQUEST A WRITTEN ESTIMATE.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DOES NOT EXCEED \$_____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

As per phone

44.62
\$25.00
0-00



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

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.

Anzley's
Duby
L. H. H. H.
L. H. H. H.

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

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.