



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 <input type="checkbox"/>
24-JUN-2008	Reference No. 10232155

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number	E-mail Address
Address	Evening Telephone Number	
City NEW FRANKEN	State WI	Zip Code

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 7/2/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 4X4TSMB2X3E	Make FOREST RIVER	Model SALEM	Model Year 2003
Date Purchased 5/14/2003	Dealer's Name and Telephone Number Quietwoods RV		Engine: No: Cylinders N/A
Original Owner <input checked="" type="checkbox"/>	Dealer's City Sturgeon Bay	State WI	Zip Code 54235
Transmission Type N/A	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control N/A	Powertrain N/A	Fuel Type: Propane
Vehicle Component Code 351000 EQUIPMENT:RECREATIONAL VEHICLE		Multiple Failure:	

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 13 JUN-2008 13-JUN-2005	Failure Mileage N/A	Failure Speed	Fatigue Crack in Boiler Tube Caused Loss of Refrigerant
TO BE COMPLETED WHEN REPORTING A TIRE FAILURE			
Tire Make N/A	(Name or Number)		Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19)	al Equipment 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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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 2003 FOREST RIVER SALEM TRAVEL TRAILER. THE VEHICLE HAS A DOMETIC REFRIGERATOR, MODEL RM2652. THE REFRIGERATOR WAS REPAIRED IN JUNE OF 2005 BECAUSE IT WOULD NOT COOL. THE CONTACT RECEIVED A SAFETY RECALL NOTICE FOR NHTSA CAMPAIGN ID NUMBER 06E076000 (EQUIPMENT: RECREATIONAL VEHICLE) IN DECEMBER OF 2007. DOMETIC STATED THAT HE COULD NOT BE REIMBURSED FOR THE LABOR CHARGES BECAUSE THE REFRIGERATOR WAS REPAIRED BEFORE AUGUST OF 2005.

Refrigerator went out of Warranty 5-14-05. Repair made 6-11-05 less than 1 month after Warranty lapsed - Dometic Paid For Cooling unit But NOT labor. Had it Failed 2 months later labor would be Reimbursed! Could Have Caused a Fire!

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.



Dometic Corporation Refrigerator Reimbursement Program

We are in receipt of your Dometic Recall Pre-Notification Reimbursement Form.

Your reimbursement claim has been denied. A list of exclusions provided to you with the Reimbursement Program form outlined possible reasons for denial of a claim. Your claim was denied for one of the following reasons:

- the pre-notification repair occurred earlier than August 28, 2005, the reimbursement period established in Dometic's reimbursement plan as submitted to NHTSA.
- the post-notification repair occurred later than March 1, 2007.
- costs were incurred while our original warranty was in effect and would have provided a free remedy (without any consumer payment) of the problem involved in the recall.
- the pre-notification remedy did not address the defect involved in the recall;
- the pre-notification remedy was not reasonably necessary to correct the defect involved in the recall;
- the damages to personal property are considered incidental or consequential.
- the claim has already been submitted and paid.
- the model and serial number supplied doesn't fall under the recall.
- the repairs performed don't fall within the failures identified in the recall.

Included in this return mailing are the documents that you sent to us.

www.DometicUSA.com

**DOMETIC CORPORATION REFRIGERATORS
PRE-NOTIFICATION REIMBURSEMENT FORM**

Ref# 21849499

First and Last Name

Street Address

New Franken WI
City State Zip Code

Telephone

VEHICLE INFORMATION

2003 Salem
Year Make Model

4X4TSMB2X3B
Vehicle Identification Number

REFRIGERATOR INFORMATION

Rm 2652 22003092
Model Number of Recalled Unit Serial Number of Recalled Unit

1. Did you obtain the pre-notification remedy when it could have been remedied at no charge under warranty, but our representative either refused or failed to remedy the recall problem under our warranty program?
Yes No:

If you checked "Yes" you must provide documentation with your submission reflecting such refusal.

2. You must provide a copy of the receipt for the pre-notification remedy, identifying the parts involved and that stating the total amount paid.

3. Any payment made under the Dometic Corporation Pre-notification Refrigerator Reimbursement Program is not an indication that Dometic Corporation believes that such repairs were in fact needed, and does not constitute a warranty that such repairs were properly performed; and Dometic Corporation expressly disclaims any such warranty express or implied.

Please return this completed form with required documentation to:

Dometic Warranty Department
2320 Industrial Parkway
Elkhart, IN 46516

National Traffic Safety Admin

1-888-327-4236
32 44

CONF # 10232155

DOMETIC CORPORATION REFRIGERATORS PRE-NOTIFICATION REIMBURSEMENT PROGRAM

Dometic Corporation (Dometic) is recalling certain refrigerators manufactured between April 1997 and May 2003 for installation in recreational vehicles in order to remedy a defect that can cause a fire under certain specific circumstances. The manufacturers of vehicles in which the recalled refrigerators were installed as original equipment are also conducting recalls of those vehicles to address that defect.

An owner of a vehicle equipped with a recalled refrigerator who incurred costs before this recall to remedy this defect is entitled to reimbursement, subject to the limitations and qualifications noted below. Dometic will reimburse such owner the dollar amount paid for the remedy, including labor at local rates and associated costs such as taxes and disposal fees.

Time Limitation:

To be covered, the pre-recall repair must have occurred no earlier than August 28, 2005.

Exclusions:

Dometic's program does not include reimbursement:

- (a) for costs incurred while our original warranty was in effect and would have provided a free remedy (without any consumer payment) of the problem involved in the recall, unless an authorized dealer or representative denied warranty coverage to you **or** the warranty repair did not remedy the problem involved in the recall;
- (b) for a pre-notification remedy that did not address the defect involved in the recall;
- (c) for a pre-notification remedy that was not reasonably necessary to correct the defect involved in the recall;
- (d) for insufficient documentation of your claim for pre-notification reimbursement, as described below. If this is the case, you will be given an opportunity to resubmit the claim with the complete information.
- (e) Incidental or consequential damages to personal property.

Required Claim Documentation:

In order to process your claim, you **must** provide Dometic with the following information and documentation:

- (a) your name and mailing address;
- (b) the model and serial number of recalled refrigerator;
- (c) the make, model, model year and vehicle identification number of your vehicle;
- (d) a copy of the receipt for the pre-notification remedy, which identifies parts involved and states the total amount paid; and
- (e) if the pre-recall remedy was obtained when it could have been remedied at no charge under warranty, documentation indicating that an authorized representative either refused or failed to remedy the recall problem under the warranty program.

Where to file:

Claims for reimbursement with the required documentation as described in this Program should be mailed to:

**Dometic Warranty Department
2320 Industrial Parkway
Elkhart, IN 46516**

If you have any questions about this reimbursement program, please call 1-888-446-5157.

QUIETWOODS RV SALES & SERVICE

6968 HWY 42-57

STURGEON BAY, WI 54235

920-743-7121

Date

13 JUN 05

09:49

WRITTEN BY: 03

Inv. # 17504

NEW FRANKEN

WI

MAKE SALEM
 MODEL
 YEAR 2003
 LICENSE 09:06
 VIN#1 4X4TSMB2X3B
 VIN#2 4636
 TRAILER TRAVEL TRAILER
 ACCOUNT 7901
 D.O.P. MAY 15 03 MILES 0

() - ext

TECH. LABOR DESCRIPTION
 007 1A-INSTALL COOLING UNIT CUSTOMER PAYS LABOR ONLY

TOTAL \$ \$ 280.00
 LABOR \$/hr

QTY	PART NUMBER	DESCRIPTION	SALE \$	ACTUAL \$
1.00	33442380	HANDLE SNAP UP BRACK	11.29	11.29

labor 280.00
5.5% TAN 15.40
295.40

THANK YOU FOR ALLOWING US TO BE OF SERVICE TO YOU. THE TOTAL COST OF A FINANCE PLAN INVOLVES INTEREST AFTER 30 DAYS AND UNPAID BALANCE WILL BE SUBJECT TO A FINANCE CHARGE OF 1.12 PER MONTH.

LABOR SOLD \$ 280.00
 PARTS SOLD \$ 11.29
 SUBLET SOLD \$ 0.00
 SALES TAX 5.5% \$ 16.02
 DISCOUNT \$ 0.00

1st Estimate: \$ 0.00 X: _____
 2nd Estimate: \$ 0.00 X: _____
 3rd Estimate: \$ 0.00 X: _____

TOTAL SALE \$ 307.31
 DEPOSIT RECEIVED \$ 0.00
 HOW PAID: MC

RECOMMENDATION: