



U.S. Department of Transportation

National Highway Traffic Safety Administration

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
 To Report Vehicle Safety Defects  
 2-886-DASH-2-DOT  
 (1-888-327-4236)  
 INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

01-JUL-2008

Repository

Reference No.  
10232901

**OWNER INFORMATION (Type or Print)**

Name

Address

City FRANKLIN

State TX

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

Make

Model

Model Year

Date Purchased

Dealer's Name and Telephone Number

Engine:

Fuel Type:

No: Cylinders

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)  
24-JUN-2008

Failure Mileage

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: DOTM9ABC036)

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 2002 KEYSTONE SPRINTER RV. THE VEHICLE HAS A DOMETIC REFRIGERATOR, MODEL RM2652. THE REFRIGERATOR WAS REPAIRED UNDER RECALL. RECENTLY, THE CONTACT OBSERVED A YELLOW RESIDUE LEAKING FROM THE REFRIGERATOR AND NOTICED THAT IT WAS NOT COOLING PROPERLY. DOMETIC STATED THAT THE RECALL REPAIR WAS SERVICED AND THEY WOULD NOT BE RESPONSIBLE FOR THE REPLACEMENT OF THE COOLING UNIT, WHICH HAS NOT YET BEEN REPLACED. THE PART AND RECALL NUMBERS 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)**

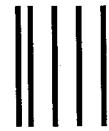
Dear Sir - Madam I received this recall notice in March 2008. According to the recall this problem was available in April 2007. I called Dometic about the problem and they were not going to replace the part - just put sheet metal around the defective part to keep down a fire hazard. Talking to them did no good. I talked to a lady named Antoinette. I had it "repaired" Country RV, Bryan, N.J. The first of July this part broke & leaked. Repair and new refrigerator were so close in price I opted to go with a new one. Ordered from Dometic for 1405.<sup>00</sup> I feel like some compensation is due. **ATTACH ADDITIONAL SHEETS IF NECESSARY** Thank you,

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

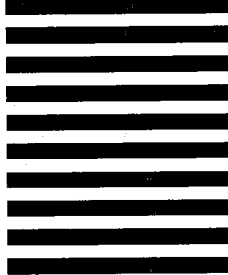


**NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES**

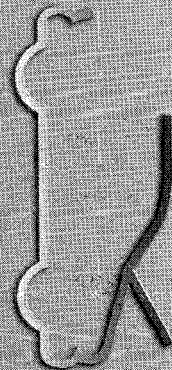
**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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:**

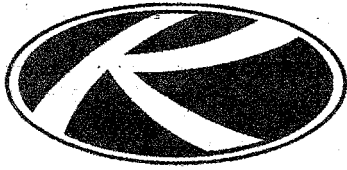
**Vehicle Safety Hotline  
888-327-4236**



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



Community RV  
822. 7220



# Keystone RV Company

Subject: Keystone RV Dometic Refrigerator Recall  
NHTSA Recall # 07V-134

Dear Valued Customer:

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

### REASON FOR THIS RECALL

Keystone RV was notified by Dometic Corporation 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. Keystone RV installed these refrigerators in recreational vehicles that it manufactured from April 1997 to December of 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

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

Keystone RV, 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 a 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 will be available in early April 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>.
- 7) 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.

**If You No Longer Own This Recreational Vehicle:**

If you are no longer the owner of the recreational vehicle, we would greatly appreciate you furnishing us with the name and address of the new owner by calling 1-888-446-5157.

**You May Receive More Than One Mailing In Regards To The Recall:**

To reach as many customers as possible, Keystone and Dometic will each send notifications in regards to this recall. Be advised that though you may receive multiple notifications, all pertain to this same, single recall.

Your safety and satisfaction with your Keystone product are important to us and we regret any inconvenience to you.

Sincerely,

Keystone RV



COUNTRY RV CENTER, INC.  
 10212 S. STATE HWY 6  
 BRYAN TX 77807-4621  
 Phone #:(979) 822-7220  
 Fax #: (979) 279-9929

RO Number: RET 19796  
 Service Advisor: 117  
 Tag Number:  
 Ticket Date: 3/24/2008  
 Cash Out Date: 3/24/2008  
 Ticket Type: Service Retail  
 Vehicle Sold Date:  
 Date and Time In: 3/24/2008 8:06:02 AM

Proposed Date - Time Completed: 3/24/2008 - 5:00 PM

Customer Information Number:

FRANKLIN TX

Stock Number	Year	Make	Model	Serial Number	Mileage In	Mileage Out
	02	KEYSTONE	SPRINTER	4YDF2762129		0
License Plate:						

Mech. Rpr Number	Rpr Nb	Hours	Requested Repair Description	Labor
116		0.44	- DOMETIC RECALL CORRECTION: COMPLETED RECALL; MODEL #RM2652; SERIAL #14203358	\$39.60

Rpr Nbr	Part Number	Description	Picked Up	S/O	B/O	Rec	Tot Qty	Selling Price	Ext Price
1	MISC	MISCELLANEOUS PART	1	0	0	0	1	\$0.38	\$0.38

**TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE**

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that COUNTRY RV CENTER, INC. is not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant COUNTRY RV CENTER, INC. and/or its employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Understand that this vehicle is subject to repossession in accordance with 9.503, Texas Business and Commercial Code, if payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the instrument has no account or account on which it is drawn has closed.

DUE AND PAYABLE 10212 S. STATE HWY 6, BRYAN, ROBERTSON COUNTY, TEXAS

Discount Amount: \$0.00  
 Parts Total: \$0.00  
 Labor Total: \$39.60  
 Sublet Total: \$0.00  
 Freight Total: \$0.00  
 Other Charges: \$0.38  
 Sales Tax: \$0.02  
 Secondary Sales Tax: \$0.00  
 Deposit: \$0.00

**Total: \$40.00**

Any warranties on the products sold hereby are those made by the manufacturer. The seller, COUNTRY RV CENTER, INC., hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and COUNTRY RV CENTER, INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

Payment Types		
1:	OA	\$40.00
2:		\$0.00
3:		\$0.00