

CL-10233931-6792

Richland, Washington

June 26, 2008

Mr. Patrick N. McConnell
Director of Engineering, Product Safety and Standards
Dometic Corporation
PO Box 490
Elkhart, IN 46515



RE: Recall 06E-076

Dear Mr. McConnell:

My husband and I still own a beautiful 1998 Alpine Coach purchased new from Western Recreational Vehicle, in June 1998. It came equipped with a Dometic Refrigerator NDR1062R that is included in your recall. In early June 2005, we were parked at a campground outside of Kilgore TX when the refrigerator quit cooling. The nearest help was in Amarillo TX, where the unit was examined and found to have the yellow residue and leakage described in the recall report.

We were advised to replace the unit, but the only two replacement refrigerators we could find in stock that were the right size for our RV were in Denver and Las Vegas. Denver won out because they could also install the new unit in a reasonable amount of time, while Las Vegas could not. In the meantime, we survived with a new ice chest and a lot of dry ice. The new refrigerator was installed at Camping World, 4100 Youngfield, Wheat Ridge, CO, on June 14, 2005, and has worked perfectly since.

I have previously submitted all the documents to support our claim for reimbursement for the faulty refrigerator, but without this cover letter. I have never received any reply, however I know how that even getting the claim form from your company took almost a year. My concern is you placed an arbitrary date of August 28, 2005, as the earliest date that the pre-recall repair must have occurred. The experience we had with our refrigerator certainly is a classic example of the problems you outlined, and if you are excluding it because it failed in June, 2005, I would like to know why.

I hope our application for reimbursement is still under review and I look forward to your reply.

Sincerely,

✓ CC: Mr. Daniel C. Smith, Associate Administrator for Enforcement, National Highway Traffic Safety Administration, WDC
Attachments

AA
07/07/08
9/2/11
K5

SCANNED



Mr. Daniel C. Smith
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20590

Re: **Defect Information Report; Vehicles Equipped with
Certain Refrigerators Manufactured by Dometic Corporation**

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.

Western RV has been advised by Dometic Corporation that certain Dometic refrigerators installed as original equipment in some of **Western RV** recreational vehicles may contain a defect that relates to motor vehicle safety because they may experience a leak of pressurized coolant solution which can result in a vehicle fire under certain specific circumstances. On the basis of that Dometic determination, **Western RV** has decided that there may be a potential safety defect in its vehicles equipped with the identified refrigerators, and we are therefore submitting the enclosed Defect Information Report pursuant to 49 CFR Part 573.

If you have any questions, please do not hesitate to contact the undersigned at 1-888-446-5157

Sincerely,

Western RV

Western Recreational Vehicles, Inc.

2900 Sutherland Drive • Union Gap, WA 98903

P.O. Box 9547 • Yakima, WA 98909

509.457.4133 • 509.457.8184 fax • www.wrv.com

1668_2001AS

Manufacturer of Alpine Coach, Peak Chassis and Alpenlite Recreational Vehicles • Member RVIA

1998 DOMETIC



Dometic

SCANNED

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

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.

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

[REDACTED]
First and Last Name

[REDACTED]
Street Address

RICHLAND WA [REDACTED]
City State Zip Code

[REDACTED] CELL: [REDACTED]
Telephone

VEHICLE INFORMATION

1998 WRU ALPINE 36
Year Make Model

18XF4CJ27W1 [REDACTED]
Vehicle Identification Number

REFRIGERATOR INFORMATION

NDR1062R 80900144
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

118810

P.O. #

Customer Name:

CAMPING WORLD

Home Address:

City: Highland

St: WA Zip:

Ph:

7496

6/14/05 DATE PROMISED

4:38 TIME PROMISED

Qty.	Catalog #	Special Order	Model #	Serial #	Description of Installation or Service	Amount	Inst. Service Fee	Chrg.	P.C. No.
1	16002				Refer Tagged	1529.00	175.00		90
									Year
									Type of Unit: A
									Brand: ALPINE
									VIN:
									Vehicle Lic: WA 028BN2
									Mileage: 91026
									Prop

This is a complete and professional installation. A standard supplies or waste disposal. A standard disposal fee is required for a complete and professional installation. All materials and labor will be quoted upon inspection.

I hereby authorize you to install and/or repair the motor vehicle warranty. It is also authorized by me to be used for a complete and professional installation. All materials and labor will be quoted upon inspection.

and Company WA
 Author: [Signature]
 Estimated: \$

ADD COST	REASON	DATE	TIME
\$			

Inspected By: MIKE

Miles N/A

CAMPING WORLD

4100 Youngfield St
 Wheat Ridge, CO 80034
 (303) 431-0751 or (800) 272-6700
 Shop online at www.campingworld.com

WORK ORDER

WORK ORDER # 118610

MEMBER TRANSACTION

CUSTOMER NUMBER

ROBINSON

RAY

1 CLASS A (CONVENT)

08/08/2005 ACTIVE

✓ DIMENSIONS REF 9 4CF

00016002000 1529 10 1

PC PRICE

REGULAR PRICE 1699.00

✓ INSTALLATION FEE

29016002000 157.50

PC PRICE

REGULAR PRICE 175.00

✓ 1 YR REFRIG WARRANTY

00980025000 199.99

PRICE LEVEL 10

GET-A GRIP STRAP GRN

00020821000 2.24 1

PC PRICE

REGULAR PRICE 2.49

GET-A GRIP STRAP RED

00020822000 2.69 1

PC PRICE

REGULAR PRICE 2.99

COIL KEEPER 3 PK

00013725000 6.29 1

PC PRICE

REGULAR PRICE 6.99

SUBTOTAL

\$1897.81

Merchandise Tax

1117.07

TOTAL

\$3014.88

VISA

\$3014.88

*****0712

PURCHASE

SWTPED

APPROVED

AUTH# 029524

INVOICE # 1371

06/14/05 02:35PM

REFERENCE # 00000005

Product
Warranty Plus

APPLICATION

DATE OF PRODUCT PURCHASE 06-14-05	PC # 013277538	
LOCATION # 024		
CREW ID # 11554	CITY RICHLAND	STATE WA
E-MAIL ADDRESS		

PRODUCT/PROGRAM	MODEL	1 YEAR PLAN		2 YEAR PLAN		SERVICE PLAN	PRODUCT SKU#	PRODUCT PRICE	QTY
		SKU#	PRICE	SKU#	PRICE				
PATTY O'BOOMS	ALL	☐	980014	'59.99	☐	980054	'104.99	REPAIR	
LEVELING SYSTEMS	110	☐	980015	'249.99	☐	980055	'449.99	REPAIR	
	210	☐	980015	'249.99	☐	980055	'449.99	REPAIR	
	310	☐	980016	'299.99	☐	980056	'529.99	REPAIR	
	310/5th	☐	980017	'369.99	☐	980057	'649.99	REPAIR	
	610	☐	980018	'399.99	☐	980058	'699.99	REPAIR	
AIR CONDITIONERS	AC only	☐	980019	'59.99	☐	980059	'109.99	REPAIR	
	AC W/HP	☐	980020	'79.99	☐	980060	'139.99	REPAIR	
SUNSCREENS	ALL	☐	980013	'19.99	☐	980053	'34.99	REPAIR	
GENERATORS	Onan	☐	980046	'89.99	☐	980031	'149.99	REPAIR	
REFRIGERATORS	New Dim	☒	980025	'199.99	☐	980061	'349.99	REPAIR	16002 1,699. ⁰⁰
		☐	980026		☐	980062		REPAIR	
	Amer 1Dr	☐	980027	'79.99	☐	980063	'139.99	REPAIR	
	Amer 2Dr	☐	980028	'99.99	☐	980064	'174.99	REPAIR	
	Classic/Freeform	☐	980029	'99.99	☐	980065	'174.99	REPAIR	
	Compact	☐	980030	'44.99	☐	980066	'79.99	REPAIR	

PRODUCT	PLAN / RETAIL	SKU#	PRICE	SERVICE PLAN	PRODUCT SKU#	PRODUCT PRICE	QTY
Qualifying Products under \$100	2 Year Plan Retail \$25 - \$49.99	☐	980032	\$4.99	REPLACEMENT		
	2 Year Plan Retail \$50 - \$99.99	☐	980033	\$7.99	REPLACEMENT		
PATIO AWNINGS (ALL)	2 Year Plan	☐	980008	\$49.99	REPAIR		
	3 Year Plan	☐	980009	\$79.99	REPAIR		
	5 Year Plan	☐	980010	\$124.99	REPAIR		
WINDOW or DOOR AWNINGS	2 Year Plan	☐	980080	\$19.99	REPAIR		
	3 Year Plan	☐	980081	\$29.99	REPAIR		
SLIDE TOPPER	2 Year Plan	☐	980084	\$19.99	REPAIR		
	3 Year Plan	☐	980085	\$34.99	REPAIR		

9P0602

18809

POULSBO RV

19705 VIKING AVE

PO BOX 9725

3805 AUBURN WAY N.
AUBURN, WA 98002
1-800-556-15781221A HWY. 57 SOUTH
EVERETT, WA 98204
1-800-556-3878

DATE

06/02/1998

PURCHASER'S NAME

CITY
RICHLAND WA

STATE

ZIP CODE

RES.
PHONEBUS.
PHONE

PLEASE ENTER MY ORDER FOR

☐ NEW ☐ USED ☐ TRUCK ☐ CAR ☐ RV

YEAR 98 MAKE WESTERN REC MODEL ALPINE TYPE MHA

COLOR MAYAN TRIM COLOR

SERIAL NO.

18XF4CJ27W1

STOCK NO.

7470

SALESPERSON

CLARK, JOHN R

USED TRADE-IN

MAKE OF TRADE GULFSTREAM

LIC #

YEAR 93

TAB #

MODEL 34

SERIAL NO.

BALANCE OWED TO NONE

AMOUNT OWED \$

I UNDERSTAND IF PAYOFF ON MY VEHICLE TRADE-IN IS MORE THAN \$
I MUST PAY THE ADDITIONAL AMOUNT TO DEALER UPON DEMAND. IF PAYOFF IS LESS THAN
AMOUNT ESTIMATED, THE DIFFERENCE IS
REFUNDED DIRECTLY TO ME.

X

WARRANTY

the Seller, hereby expressly disclaim all warranties, either expressed or implied,
including any implied warranty of merchantability or fitness for a particular purpose,
and we neither assume nor authorize any other person to assume for us any liability in
connection with the Sale of the Vehicle. The Manufacturer's Warranty is not affected by
this disclaimer of Warranties by the Selling Dealer.

AS IS: This vehicle is sold "AS IS" "WITH ALL FAULTS". I, the
Buyer, have inspected the product to my satisfaction and accept the
vehicle AS IS. "The owner of a vehicle may be required to spend up to
\$150 for repairs if the vehicle does not meet the vehicle emission
standards. Unless expressly warranted by the motor vehicle dealer, the
dealer is not warranting that this vehicle will pass any emission tests
required by federal or state law."

SIGNED X

NOTICE TO THE BUYER

I HAVE READ THE MATTER ON THE BACK HEREOF AND AGREE TO IT AS A PART
OF THIS ORDER THE SAME AS IF IT WERE PRINTED ABOVE MY SIGNATURE.

THE FRONT AND BACK HEREOF COMPRISE THE ENTIRE AGREEMENT AFFECTING
THIS ORDER AND NO OTHER AGREEMENT OR UNDERSTANDING OF ANY NATURE
CONCERNING SAME HAS BEEN MADE OR ENTERED INTO. I CERTIFY THAT I AM OF
LEGAL AGE AND THIS ORDER IS SUBJECT TO CORRECTION OF MATHEMATICAL
ERROR BY OUR OFFICE.

NOTICE: THIS ORDER SHALL NOT BECOME BINDING UNTIL
ACCEPTED BY THE DEALER OR DEALERSHIP MANAGE-
MENT. NO EXCEPTIONS.

NOTICE TO BUYER: (1) Do not sign this agreement before you read it or if
it contains any blank spaces to be filled in. (2) You are entitled to a completely
filled-in copy of this agreement. (3) Read all terms and conditions on reverse side
of this order before signing. (4) If you default in the performance of your
obligations under this agreement, the vehicle may be repossessed and you may
be subject to suit and liability for the unpaid indebtedness evidenced by this
agreement. (5) ALL FINANCE CONTRACTS SUBJECT TO LENDER APPROVAL.
APPROVAL NOT OBTAINED BUYER MUST RETURN VEHICLE TO DEALER
IMMEDIATELY UPON DEMAND.

ACCEPTED BY

DEALER OR HIS AUTHORIZED MANAGER

PUR

DATE

STATE OF WASHINGTON VEHICLE CERTIFICATE OF OWNERSHIP

CERTIFICATE NUMBER
0304349330

LICENSE NUMBER	DATE OF APPLICATION	MODEL YEAR	MAKE	POWER/USE	SERIES & BODY STYLE
	07/17/1998	1998	ALPIN	D/MH	36MHA
VEHICLE IDENTIFICATION NUMBER (VIN)	FLEET/EQUIP. NUMBER	SCALE WT.	MILEAGE	ODOMETER CODE	
18XF4CJ27W1			0000001	ACTUAL MILEAGE	
COMMENTS/ BRANDS	PRIOR TITLE STATE			PRIOR TITLE NUMBER	
138921 - 1898	WA				

SAME AS LEGAL OWNER BELOW

SIGNATURE(S) OF REGISTERED OWNER(S) BELOW, HEREBY RELEASES ALL INTEREST IN VEHICLE DESCRIBED ABOVE.

BY _____
REGISTERED OWNER SIGNATURE DATE OF SALE

BY _____
REGISTERED OWNER SIGNATURE DATE OF SALE

SALE PRICE _____
SIGNATURE(S) OF LEGAL OWNER(S) BELOW, HEREBY RELEASES ALL INTEREST IN VEHICLE DESCRIBED ABOVE.

BY _____
FIRST LEGAL OWNER SIGNATURE & TITLE DATE RELEASED

BY _____
SECOND LEGAL OWNER SIGNATURE & TITLE DATE RELEASED

LEGAL OWNER: When lien is satisfied, release interest by signing above and transmit the document to County Auditor or Agent with proper fee. Failure to properly release and transmit the document within 10 days after lien is satisfied may result in monetary penalty to the debtor, pursuant to RCW 46.12.170.

TRANSFEREE/BUYER MUST APPLY FOR TRANSFER OF OWNERSHIP WITHIN 15 DAYS FROM DATE OF DELIVERY TO AVOID PENALTY. (SEE REVERSE FOR ADDITIONAL INFORMATION.)

04/02
10-470-002

0005582
0005582

AV

AV

KEEP IN A SAFE PLACE

ANY ALTERATION OR ERASURE VOIDS THIS TITLE

Seller: Please DETACH HERE

STATE OF WASHINGTON - DEPARTMENT OF LICENSING

Seller: Please DETACH HERE

VEHICLE REPORT OF SALE

ONLY RETURN THIS PORTION

REQUIRED WHENEVER OWNERSHIP CHANGES - INCLUDING DEALER TRADES

WARNING. THIS FORM DOES NOT TRANSFER OWNERSHIP

PLEASE PRINT OR TYPE - SEE IMPORTANT INSTRUCTIONS BELOW.

DOL USE ONLY

LICENSE NUMBER	VEHICLE IDENTIFICATION NUMBER (VIN)	MODEL YEAR	MAKE	SERIES/BODY	CERTIFICATE NUMBER
02BNRRV	18XF4CJ27W1	1998	ALPIN	36MHA	0304349330
TRANSFEROR/SELLER: To be released from civil/criminal liability for the operation of the vehicle you must fill in this form COMPLETELY. The completed form MUST be delivered to your local Washington vehicle license office, within 5 days from the date of sale of the vehicle. A service fee will apply.			VISIT THE DOL WEBSITE AT: www.wa.gov/dol		
NAME OF SELLER/TRANSFEROR (CURRENT REGISTERED OWNER)			NAME OF PURCHASER/TRANSFEEE		
COMPLETE ADDRESS OF SELLER/TRANSFEROR			COMPLETE ADDRESS OF PURCHASER/TRANSFEEE		
CITY	STATE	ZIP CODE	CITY	STATE	ZIP CODE
DATE VEHICLE WAS SOLD	TODAY'S DATE	VEHICLE PURCHASE PRICE	SELLER'S/TRANSFEROR'S SIGNATURE		
			X		