



1317106



### 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.

June 9, 2008

[REDACTED]  
Wilton, Iowa [REDACTED]

Dometic Warranty Department  
2320 Industrial Parkway  
Elkhart, IN 46516

Ladies and Gentlemen:

Please find attached my claim for replacement of the original refrigerator in my 2001 Keystone Cougar. The original diagnosis was made in October of 2004 when the refrigerator stopped working and there was yellow discoloration at the back side of the unit. I wintered the unit without repairing it until spring of 2005 when I was ready to use it again. I have attached the repair bill for the replacement unit. It was my understanding that the repair facility checked with Dometic and no recalls or other service assistance was available so I paid to have the unit replaced.

Please consider reimbursement for my costs based on the enclosed documents. Should you have any questions I can be reached during business hours at [REDACTED] or by email at [REDACTED] and finally by US Mail at the address above.

Thank you for your time and consideration.

Sincerely,

[REDACTED]

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

[Redacted]  
\_\_\_\_\_  
First and Last Name

[Redacted]  
\_\_\_\_\_  
Street Address

WILTON                      IA                      [Redacted]  
City                              State                              Zip Code

[Redacted]  
\_\_\_\_\_  
Telephone

**VEHICLE INFORMATION**

2001                      COUGAR                      KEYSTONE  
Year                              Make                              Model

4Y0F2762512 [Redacted]  
\_\_\_\_\_  
Vehicle Identification Number

**REFRIGERATOR INFORMATION**

RM 2052    05100463  
\_\_\_\_\_  
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:  *Repair Representative checked and there were no remedies available to me at that time.*

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**

## *It's Easy to Get Peace of Mind and Protection for Your New Investment*

*We truly appreciate that you have chosen to purchase a Dometic product for your recreational vehicle and we want to help you protect this wise investment. That's why we back our products with one of the most comprehensive warranties in the industry. All you need to do is complete and mail your Owner's Registration Card today to enjoy these advantages:*

- **WARRANTY VERIFICATION**  
Your prompt registration records your right to protection under the terms and conditions of your warranty.
- **OWNER CONFIRMATION**  
Your completed Owner's Registration Card serves as confirmation of ownership in the event of product damage or theft.
- **MODEL REGISTRATION**  
Returning the attached card right away guarantees you'll receive all information and discounts for which you qualify as owner of your model.
- **SERVICE CONTRACT INVITATION**  
Returning the attached card assures you of an invitation to purchase an Optional Service Contract which lets you add 1, 2 or 3 years of additional warranty coverage.

Register on line at [www.eDometic.com](http://www.eDometic.com)

**IMPORTANT:  
Return Within  
10 Days**

DETACH AND MAIL THIS PORTION

### **Dometic**<sup>®</sup> Owner's Registration Card

**Registering your product is an essential step to ensure that you receive all of the benefits you are entitled to as a DOMETIC customer. So complete the information below and mail your Owner's Registration Card today!**

Name

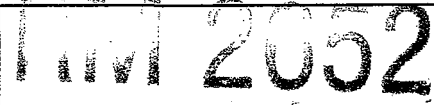

Address

City  State /Prov.

Date of Purchase    MO. DAY YEAR Zip Code

Canadian Zip Code

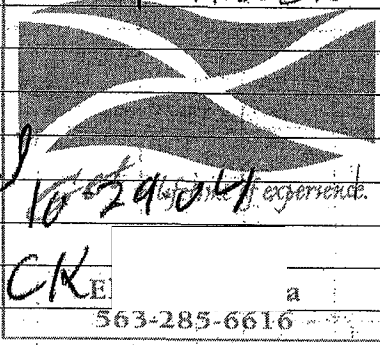
Form No. 3102577.057 3/00  
(French 3109389.019)

 <p style="text-align: center; font-size: small;">REFRIGERATOR MODEL NUMBER</p>	 <p style="text-align: center; font-size: small;">SERIAL NUMBER</p>
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0943

TERMS: <input type="checkbox"/> MC <input type="checkbox"/> VISA	DATE 10-14-04	SERIAL NUMBER 4YDF2762512	CHASSIS NO.	LICENSE NO.	YEAR	MODEL 01 Cougar	MILEAGE	REPAIR ORDER	
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE I hereby authorize the below repair work to be done along with necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. 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. The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Items. The Seller Hereby Expressly Disclaims All Warranties, Either Express Or Implied, Including Any Implied Warranty Or Merchantability Or Fitness For A Particular Purpose, And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items.							WARRANTY CLAIM NUMBER		
NAME: [REDACTED] ADDRESS: [REDACTED] CITY: Wilson STATE: IA							<input type="checkbox"/> OWNER <input type="checkbox"/> RENTER		
SIGNED X							DELIVERY DATE	TIME PROMISED <input type="checkbox"/> AM <input type="checkbox"/> PM	
							RESIDENCE PHONE	PHONE WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO	
							BUSINESS PHONE	WRITTEN BY DL	

QTY	PART NUMBER / DESCRIPTION	SALE
	MODNO R.M 2652	
	PRO NO 92114 40-02	
	S NO 05100 463	
	DOMETIC	
1	Window & freight	76 23
1	Replacement h-t handle	14 48
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE		
TOTAL PARTS & ACCESSORIES		90 71
TOTAL SUBLET REPAIRS		

ROAD SERVICE TO				MILES @ PER MILE	
STORAGE FEE OF \$ PER DAY CHARGED HOURS AFTER REPAIR WORK IS COMPLETED.				REPAIRS CHECKED BY:	
OPER NO.	TIME	MECH NO.	LABOR INSTRUCTIONS	AMOUNT	
			<del>Do NOT REPAIR REFRIG &amp; NOT cooling</del>		
			Right Bank Window Broken	59	25
			Left A/C UNIT HANDLER Broken	19	75
 <p>Called 10/29 12:40</p> <p>CKE 563-285-6616</p>					
				79	00

### TERRY FRAZER'S RV CENTER

2020 Le Clare Road  
Eldridge, IA 52748

Ph: (563) 285-6616  
Fax: (563) 285-7147

DESCRIPTION	AMOUNT
LABOR-MOTORIZED	
LABOR NON-MOTORIZED	79 00
PARTS & ACCESS.	90 71
SUBLET	
PROPANE	
TAX	169 71
TOTAL	181 59

ALL PARTS REMOVED WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE  SAVE

THANK YOU



RO Number: RET 952  
 Service Advisor: 1533  
 Tag Number:  
 Ticket Date: 4/6/2005  
 Cash Out Date:  
 Ticket Type: Service Retail  
 Vehicle Sold Date:  
 2005 - 5:00 PM Date and Time In: 4/6/2005 9:04:47 AM

TERRY FRAZER'S RV CE  
 2020 EAST LECLAIRE R  
 ELDRIDGE, IA 52748

BATCH: 085  
 S-A-L-E-S D-R-A-F-T  
 76698149  
 000920000941

2005 - 5:00 PM

Date and Time In: 4/6/2005 9:04:47 AM

Propose

Customer I

REF: 0221  
 CD TYPE: MASTERCARD  
 TR TYPE: PURCHASE  
 DATE: APR 14, 05 16:41:04

TOTAL \$1019.27

ACCT: EXP: \*\*/\*\*  
 AP:   
 NAM

Stock Numbe

License Plate

Mech. Rpr  
 Number Nbr  
 7382 1

CARDMEMBER ACKNOWLEDGES RECEIPT OF GOODS AND/OR SERVICES IN THE AMOUNT OF THE TOTAL SHOWN HEREON AND AGREES TO PERFORM THE OBLIGATIONS SET FORTH BY THE CARDMEMBER'S AGREEMENT WITH THE ISSUER

Rpr  
 Nbr Part Num  
 1 RM2652

CUSTOMER COPY

Serial Number	Mileage In	Mileage Out
4YDF2762512		

	Labor
LEAKING CORRECTION: remove old refrigerator and	\$118.50

Picked Up	S/O	B/O	Rec	Tot Qty	Selling Price	Ext Price
1	0	0	0	1	\$834.09	\$834.09

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: \_\_\_\_\_

Discount Amount: \$0.00  
 Parts Total: \$834.09  
 Labor Total: \$118.50  
 Sublet Total: \$0.00  
 Freight Total: \$0.00  
 Other Charges: \$0.00  
 Sales Tax: \$66.68  
 Secondary Sales Tax: \$0.00  
 Deposit: \$0.00

**Total: \$1,019.27**

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.

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



RO Number: RET 952

Service Advisor: 1533

Tag Number:

Ticket Date: 4/6/2005

Cash Out Date:

Ticket Type: Service Retail

Vehicle Sold Date:

Date and Time In: 4/6/2005 9:04:47 AM

Terry Frazer's RV Center  
 2020 E. LeClaire Road  
 Eldridge IA 52748  
 Phone #:(563) 285-6616  
 Fax #: (563) 285-7147

Proposed Date - Time Completed: 4/6/2005 - 5:00 PM

Customer Information Number:



Stock Number	Year	Make	Model	Serial Number	Mileage In	Mileage Out
	01	Cougar		4YDF2762512		
License Plate:						

Mech. Rpr Number Nbr	Hours	Requested Repair Description	Labor
7382 1	1.5	- REPLACE REFRIGERATOR LEAKING CORRECTION: remove old refrigerator and install new check and cools	\$118.50

Rpr Nbr	Part Number	Description	Picked Up	S/O	B/O	Rec	Tot Qty	Selling Price	Ext Price
1	RM2652B	REFRIGERATOR	1	0	0	0	1	\$834.09	\$834.09

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: \_\_\_\_\_

Discount Amount: \$0.00  
 Parts Total: \$834.09  
 Labor Total: \$118.50  
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 Freight Total: \$0.00  
 Other Charges: \$0.00  
 Sales Tax: \$66.68  
 Secondary Sales Tax: \$0.00  
 Deposit: \$0.00

**Total: \$1,019.27**

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1:	\$0.00
2:	\$0.00
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2020 E. LeClaire Road  
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 Phone #:(563) 285-6616  
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Tag Number:  
 Ticket Date: 4/6/2005  
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Stock Number	Year	Make	Model	Serial Number	Mileage In	Mileage Out
01		Cougar		4YDF2762512		

Mech. Number	Rpr Nbr	Hours	Requested Repair Description
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Rpr Nbr	Part Number	Description	Picked Up	S/O	B/O	Rec	Tot Qty
1	RM2652B	REFRIGERATOR	1	0	0	0	1

Rpr Nbr	Part Number	Description	Qty
---------	-------------	-------------	-----