



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

01-AUG-2008

Repository ☐

Reference No.
10236608

OWNER INFORMATION (Type or Print)

Name

Address

City GLENNVILLE

State GA

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
5B4MP67G94

Make
TIFFIN

Model
ALLEGRO BAY

Model Year
2004

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
☐ Cruise Control

Powertrain:

Vehicle Component Code
350000 EQUIPMENT

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
29-JUN-2008

Failure Mileage
29000

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

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

0

0

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 2004 TIFFIN ALLEGRO BAY RV. WHILE ON VACATION, THE REFRIGERATOR WOULD NOT KEEP THE FOOD COLD OR FROZEN. AFTER RETURNING HOME, A FRIEND INFORMED THE CONTACT ABOUT THE DOMETIC RECALL. HE INSPECTED HIS REFRIGERATOR AND CONFIRMED THAT THE SERIAL NUMBER MATCHED THOSE THAT WERE INCLUDED IN THE RECALL. DOMETIC ALSO CONFIRMED THAT HIS UNIT WAS AFFECTED; HOWEVER, THEY WILL ONLY INSTALL A HEAT SHIELD AND NOT REPLACE THE UNIT, EVEN AFTER IT RUPTURED AND LEAKED COOLANT FROM THE BURNER HOUSING. THE FAILURE MILEAGE WAS 29,000 AND CURRENT MILEAGE WAS 30,481.

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)

Dometic Refrigerator; model # NDR 1062, Serial # 40405028 is one
of the refrigerator referred to by Dometic recall # 08E-032, copy
enclosed, also a copy of repair bill. I have the old part that was
replaced if further inspection is needed

Please see remarks in cause column on repair bill.

As of this date, I still have not received a recall notification.
from either Dometic or Tiffin Motorhomes. A friend gave me a copy after
my unit with out.

Sincerely,

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

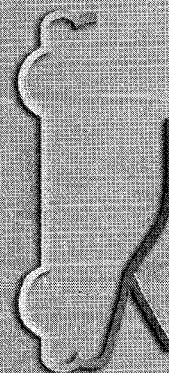
WASHINGTON, DC

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:

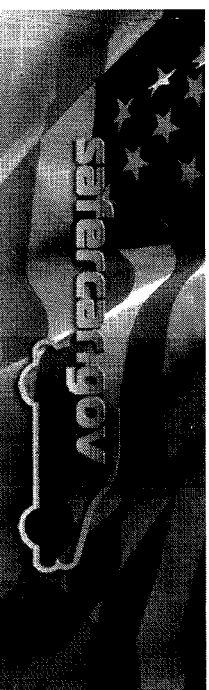
www.safercar.gov

or call:

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



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



Labor & Related Charges																
#: 1	Labor Code: N/A	Technician: ELLIS	Problem: REFRIG. COOLANT UNIT NEEDS TO BE REPLACED MODEL=NDR 1062 PRODUCT=9211461-18 SERIAL=40405028 *ORDER COMING FROM DOMETIC*				Reserved for future use									
Warranty Co.: N/A			Solution: REPLACE THE COOLING UNIT				<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td style="width:50%;"></td> <td style="width:50%;">Rate: \$85.00</td> </tr> <tr> <td></td> <td>Cost: \$255.00</td> </tr> <tr> <td>Bill Hrs: 3.00</td> <td>Discount: \$0.00</td> </tr> <tr> <td colspan="2">Customer Pays: \$255.00</td> </tr> </table>			Rate: \$85.00		Cost: \$255.00	Bill Hrs: 3.00	Discount: \$0.00	Customer Pays: \$255.00	
	Rate: \$85.00															
	Cost: \$255.00															
Bill Hrs: 3.00	Discount: \$0.00															
Customer Pays: \$255.00																
TIC Code: N/A Claim #:			Cause: UNIT RUPTURED AT BURNER TUBE. LOCATION OF THE BREAK ON THE UNIT HAS BEEN NOTED TO BE THE AREA THAT IS COVERED UNDER THE NATIONAL RECALL..													
#: 2	Labor Code: N/A	Technician: ELLIS	Problem: TUBE COMING FROM ICE MAKER NEEDS TO BE REPLACED				Reserved for future use									
Warranty Co.: N/A			Solution: REPLACE TUBE				<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td style="width:50%;"></td> <td style="width:50%;">Rate: \$85.00</td> </tr> <tr> <td></td> <td>Cost: \$85.00</td> </tr> <tr> <td>Bill Hrs: 1.00</td> <td>Discount: \$0.00</td> </tr> <tr> <td colspan="2">Customer Pays: \$85.00</td> </tr> </table>			Rate: \$85.00		Cost: \$85.00	Bill Hrs: 1.00	Discount: \$0.00	Customer Pays: \$85.00	
	Rate: \$85.00															
	Cost: \$85.00															
Bill Hrs: 1.00	Discount: \$0.00															
Customer Pays: \$85.00																
TIC Code: N/A Claim #:			Cause: RUPTURE CAUSED HEAT TO DETERIORATE THE TUBE TO THE ICE MAKER													
Parts & Related Charges																
Repair #: 1	UPC: 2934806106	Part #: 2934806106	Description: COOLING UNIT													
Qty.: 1.000		Price: \$1,087.05	Freight: \$60.13	Core: \$0.00	Future Use:	Discount: \$0.00	Extended Price: \$1,147.18									
Sublet Description of Charges																
Date: 08/12/2008	Description: ice maker tube						Amount: \$20.00									
Shop Supply Description of Charges																
Description:								Amount: \$25.00								



Repair Order Print Out

Statesboro

23060 Hwy 80 East

ELLIS TRAVEL TRAILERS Inc. Statesboro, Ga 30461

"We Treat You Like Family"

Phone: (912) 764-2043 Fax: (912) 489-2905

RO Number

RO Status

RO Type

Closed

Retail

Service Advisor: Collins, Robert

Date In: 08/04/2008

Date Out:

Reserved for office notes:

Ref #: JOHNSON

Year	Make	Model	Model #	Mileage		VIN	Sec. Serial	Plate #
2004				In	Out			
Customer:				Memo:				Date Of Purchase:
Address		Time In						Notified Date:
		12:00 AM						Notified Time:
Address		Date Promised						Appointment Date:
								Completed Date:
City, State, Zip Code								08/12/2008
GLENNVILLE, GA								
Res. Phone		Bus. Phone						

I hereby authorize the repair work Customers Initials

Disclaimer: ALL PARTS WARRANTIES ARE SUBJECT TO THE PART MANUFACTURERS WARRANTY AND ASLO TO THE WARRANTY POLICY SET FORTH BY THIS SHOP. NO ELECTRICAL PART CAN BE RETURNED ONCE OPENED. THERE IS A 20% RESTOCK FEE THAT WILL BE APPLIED TO ANY PART RETURNED. NO RETURNS ON ANY SPECIAL ORDER PARTS. ALL WORK IS WARRANTIED FOR 30 DAYS. AN INSPECTION OF REPORTED PROBLEM WITH A PART IS REQUIRED BEFORE WORK WILL BE WARRANTIED BY THIS SHOP.

IF THIS REPAIR IS FOR A WARRANTY, INSURANCE, OR EXTENDED WARRANTY CLAIM THE BALANCE LEFT UNPAID WILL BE THE SOLE RESPONSIBILITY OF THE CUSTOMER

I, _____ HEREBY ASSUME SOLE RESPONSIBILITY FOR ANY UNPAID BALANCE FOR THIS WARRANTY, INURANCE, OR EXTENDED WARRANTY CLAIM.

THANKS FOR YOUR BUSINESS
ELLIS TRAVEL TRAILERS, INC.

Parts Total: \$1,087.05

*Core Total: \$0.00

*Freight Total: \$60.13

*Sublet Total: \$20.00

*Shop Supplies: \$25.00

Labor Total: \$340.00

Discount: \$0.00

Sub Total: \$1,532.18

Sales Tax: \$76.09

Total: \$1,608.27

M/C \$1,608.27

Payment 2: \$0.00

Payment 3: \$0.00

AmtPaid: \$1,608.27

Balance: \$0.00

Save Old Parts? ~~yes~~ or no

* Not included for taxes

I hereby authorize the repair work Customers Signature

Date



300000000612

RO Number

10166

Model NDR 1062

S/N: 40405028
Search

US RV News

Service

Contact Us

DometicUSA Home

RV Products

- ☐ Refrigerators
- ☐ Awnings & Accessories
- ☐ AC/Climate Control Systems
- ☐ China Toilets & Systems
- ☐ Microwaves
- ☐ Accessory Items

Consumer Tools

- ☐ Product Care
- ☐ Manuals
- ☐ Warranty
- ☐ Media

Dometic Recall Information**Your refrigerator is affected**

The information you entered indicated that your refrigerator is affected by the expansion of the Dometic recall, announced to NHTSA on April 11, 2008.

At no charge to you, Dometic's SBH Kit needs to be installed on your refrigerator. Your preferred RV service technician can perform the installation.

Use our service center locator for help finding an installer in your area that can perform the recall work. Searching by area code should yield the best results. [Click here](#) for the service center locator.

Please read the following.

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 under ANY circumstances. Dometic recommends that you turn off the gas valve at the back of your refrigerator. DO NOT, however, attempt to disconnect the gas supply. For instructions on how to turn off the gas valve, [click here](#)
 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.**
 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 currently available. 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 remedy 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 www.safercar.gov.
 7. If you previously paid to repair or replace a Dometic refrigerator that failed due to this defect, you may be eligible for reimbursement 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.

**IMPORTANT****Dometic Recall Information**

RECALL 08E-032