



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

**Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects**

2008 DEC 12 AM 11:55
1-888-DASH-2-DOT
(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

06-AUG-2008

Repository

Reference No.
10237244

OWNER INFORMATION (Type or Print)

Name

Address

City

TIGARD

State

OR

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 07/03/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

3FCMK53SL

Make

NATIONAL RV

Model

SEA VIEW

Model Year

2000

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

10

GAS

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)

02-AUG-2008

Failure Mileage

13391

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

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 2000 NATIONAL RV SEA VIEW. THE CONTACT RECEIVED A RECALL NOTICE APPROXIMATELY FIVE MONTHS AGO. HE FOLLOWED THE INSTRUCTIONS AND SHUT OFF THE REFRIGERATOR UNIT TO KEEP IT FROM CATCHING FIRE. THE VEHICLE WAS TAKEN IN FOR REPAIR AND THEY INSTALLED A HEAT SHIELD. THE CONTACT WAS INFORMED THAT THE UNIT WAS NOT COOLING PROPERLY AND NEEDED TO BE REPLACED. THE MECHANIC ADVISED HIM TO CALL DOMETIC FOR THE REPLACEMENT UNIT. AS OF AUGUST 6, 2007, THE CONTACT HAS NOT PURCHASED A NEW REFRIGERATOR UNIT. NO OTHER REPAIRS HAVE BEEN MADE. THE VIN AND RECALL NUMBER WERE UNKNOWN. THE FAILURE AND CURRENT MILEAGES WERE 13,391.

SEE ATTACHED MEMO + Photo

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.

Reference No: 10237244

Dometic Recall - Refrigerator Tubing Rupture

Tigard Oregon

The contact owns a 2000 National RV Sea View Motorhome
Vehicle ID 3FCMF53FSX

The contact received a recall notice approximately five months ago (March 08). He followed the recall instructions and as instructed to prevent fire he turned off the refrigerator unit, turned off both the gas and electrical as outlined in the recall notice.

Then as soon as the weather was nice the contact took the RV out of storage, kept the refrigerator turned off and was taken into repair at Olinger RV and they installed the heat shield. Olinger RV did not check the refrigerator prior or after installing the heat shield. When the contact returned home and started the refrigerator the unit (for the first time since March) was not cooling and he could smell ammonia. > ①

The contact called Dometic and informed them exactly what occurred and was told by Dometic that the recall would only cover installing the heat shield to prevent the tubing from rupturing. However, the tubing had already ruptured while in storage. The contact keeps the RV in and enclosed garage and kept the refrigerator unit on during storage.

The contact took the RV to Camping World for a second opinion. Camping World diagnosed that the refrigerator tubing had already ruptured from over heating which is what the heat shield was to prevent however the tubing had apparently already ruptured. > ②

The contact had the refrigerator replaced by Camping World in the amount of \$1,542.24 paid sales receipt attached. > ④

According to Camping World the leakage was not visible until the refrigerator was removed which is confirmed by the attached photo. The contact was told that if the refrigerator would have been used it ultimately would have caught on fire. > ③

The contact called Dometic again and Dometic again said that this particular recall was only covering installing the heat shield.

The contact called National Highway Traffic Safety Administration and was told by the representative that it appeared that this would qualify for a real claim against Dometic and the contact was advised NHTSA to send in the documentation and the paid sales receipt for the National Highway Traffic Safety investigators to review and authorize and obtain reimbursement.

26875 SW Boones Ferry Rd.
Wilsonville, OR 97070
(503) 682-0752 or (800) 446-9039
Shop online at www.campingworld.com

WORK ORDER

WORK ORDER # 781636

MEMBER TRANSACTION

CUSTOMER NUMBER _____
HAHN,
GREG
12/31/9999 - ACT PC

PC 1YR PROMO JOIN
00980934000 14.95
PRICE LEVEL10
ENTER PC NUMBER 118019777
AMERICANA REFR 6.OCF
00012775000 1189.00
PC PRICE
REGULAR PRICE 1321.12
INSTALLATION FEE
99012775000 177.30
PC PRICE
REGULAR PRICE 197.00
SALESPERSON # 2986
1YR PPP - \$139.99
00980142000 139.99
PRICE LEVEL10
DISPOSAL FEE - REFRG
00989001000 15.00
PRICE LEVEL10
SHOP TWLS&PROC CVRS
00989441000 6.00
PRICE LEVEL10

SUBTOTAL \$1542.24
TOTAL \$1542.24
VISA \$1542.24

PURCHASE _____
SWIPED
APPROVED

(4)

AUTH# 02594B
INVOICE #: 5574
08/07/08 10:29AM
REFERENCE #: 0000011

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CAMPING WORLD

FEATURES AND BENEFITS

- Protects against weather damage — sun, wind or hail
- Covers 100% parts and labor
- Covers removal and reinstallation costs
- No deductibles when serviced at Camping World SuperCenters nationwide
- Fast, professional and reliable repair services
- Toll-free customer service support

TO ENROLL

CALL 1-877-242-2399
OR VISIT CampingWorld.com/PPP
OR VISIT SuperCenters Nationwide



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Photo taken at Camping World after Ref R was removed