



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

07-AUG-2008

Repository ☐

Reference No.

10237315

OWNER INFORMATION (Type or Print)

Name

Address

City

HOPEWELL JCT.

State

NY

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to contact the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of a signature, your name or address to the vehicle manufacturer.
Signature of Owner Date 8/22/08

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

350000 EQUIPMENT

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

30-JUL-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: 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 FLEETWOOD PIONEER. THE VEHICLE HAS A DOMETIC REFRIGERATOR, MODEL RM2652. THE CONTACT RECEIVED A RECALL NOTICE REGARDING A POSSIBLE FIRE DUE TO AN AMMONIA LEAK IN THE REFRIGERATOR. THE MANUFACTURER STATED THAT HIS MODEL NUMBER WAS NOT AFFECTED. APPROXIMATELY EIGHT MONTHS LATER, THE REFRIGERATOR BEGAN LEAKING AMMONIA. THE CONTACT DISCONNECTED THE REFRIGERATOR TO PREVENT A FIRE FROM OCCURRING. THE MANUFACTURER STATED THAT SINCE HIS MODEL WAS NOT AFFECTED, THEY COULD NOT REPAIR THE DOMETIC REFRIGERATOR UNDER THE RECALL. THE RECALL NUMBER AND PART NUMBER WERE UNKNOWN.

After contacting the maker, I found out my model was recalled, but they told me it was too late for them to honor their recall. See attached copy. We were NEVER notified of this recall.

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.

CONSUMER NOTIFICATION**Dometic**

888-327-4236

Dear Valued Customer:

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

Dometic, LLC (Dometic) has decided that a defect which relates to motor vehicle safety exists on some of the refrigerators that it manufactured between June 1, 2003 and September 30, 2006 for installation in recreational vehicles. Therefore, Dometic is voluntarily expanding the recall it announced in August of 2006 on some of its two door refrigerators.

THE PROBLEM

After some period of use, a fatigue crack may develop in the boiler tube of the covered refrigerators that may release a sufficient amount of pressurized coolant solution into an area where an ignition source may be present. Potential ignition sources in this area include the refrigerator's propane burner and/or electric heating element. If this were to occur under certain conditions, the coolant could ignite and result in a fire. On the basis of these facts, Dometic has determined that the refrigerators may contain a defect that relates to motor vehicle safety.

AFFECTED UNITS

The potentially affected refrigerators have the following model numbers:
NDR1062, RM2652, RM2662, RM2663, RM2852,
RM2862, RM3662, RM3663, RM3862.

The possibly affected units have serial numbers beginning with the following combinations:
320xxxxx through 352xxxxx
401xxxxx through 452xxxxx
501xxxxx through 552xxxxx
601xxxxx through 639xxxxx

If you own one of the above units, it requires immediate service and continuing use could result in a vehicle fire.

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 to the right.

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

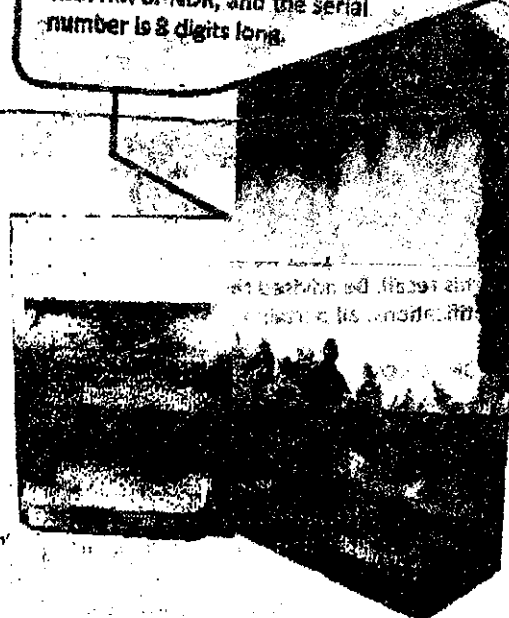
Any unit found to have one or more of the characteristics mentioned above MUST be shut down and not operated until the unit is fixed and the recall work administered.

or any unit that does fall within the recall population, but does not exhibit

Where to find the serial and model numbers on your Dometic refrigerator

The serial and model numbers are both located on a sticker inside the fridge door. It could be on either side of the interior.

Remember, the model number starts with RM or NDR, and the serial number is 8 digits long.



FOR INFORMATION ON BACK

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. See instructions below.

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 regularly 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, 1200 New Jersey Avenue, SE, 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 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.

IF YOU NO LONGER OWN THIS REFRIGERATOR

If you are no longer the owner of the affected refrigerator, 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 THIS RECALL

To reach as many customers as possible, Dometic and the original manufacturer of your RV 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.

ON A PERSONAL NOTE

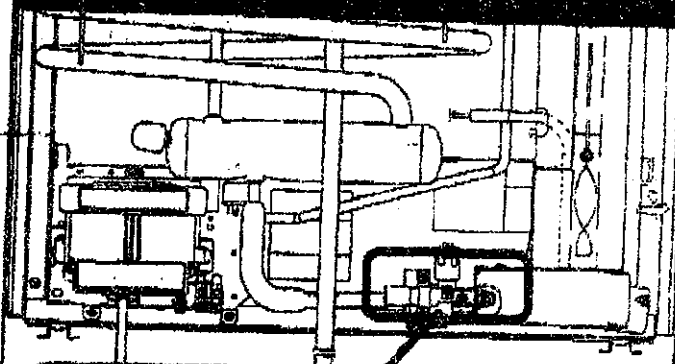
We sincerely apologize for any inconvenience this may cause. We are continually committed to developing innovative products to meet your needs and enhance your RV travels, keeping your safety at the top of our priority list.

Patrick N. McConnell
Director of Engineering, Product Safety and Standards
Dometic, LLC

RECALL 08E-032

183e_010120

HOW TO TURN OFF GAS SUPPLY



Open

Turn clockwise to close

The manual gas valve is located at the back of your refrigerator near the floor as seen in the diagram above. Access the back of your refrigerator by removing the vent on the side of your coach.

The gas valve is opened and closed by adjusting a screw. To close the valve, use either your fingers or a flat-head screwdriver to turn the screw 1/4 turn clockwise. The valve is closed if the flathead slot in the screw runs up and down. The valve is still open if the flathead slot in the screw runs side to side.