

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<b>DOT Auto Safety Hotline</b> <b>Vehicle Owner's Questionnaire</b> <b>To Report Vehicle Safety Defects</b> 2008 NOV 14 PM 1:59:38 DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
		Date Received 19-AUG-2008		Repository <input type="checkbox"/> Reference No. 10238882	
<b>OWNER INFORMATION (Type or Print)</b>					
Name		Address		Daytime Telephone Number	
City		State		Evening Telephone Number	
FINDLEY Findlay		OH		E-mail Address	
Zip Code		Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.			
Signature of Owner		Date			
<b>VEHICLE INFORMATION</b>					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make		Model	
		Keystone		Springdale	
Date Purchased		Dealer's Name and Telephone Number		Model Year	
6-2006		NA		2002	
Original Owner		Dealer's City		Engine:	
<input type="checkbox"/>				No: Cylinders	
		State		Fuel Type:	
		Zip Code		N/A	
Transmission Type		Powertrain		Vehicle Component Code	
<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control				350000 EQUIPMENT	
				Multiple Failure:	
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>					
Incident Date(s)		Failure Mileage		Failure Speed	
15-AUG-2008					
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair		Failure Location:	
Tire Component Code				Tire Failure Type	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
<b>APPLICABLE INCIDENT INFORMATION</b>					
(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)					
Crash		Fire		Number of Persons Injured	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		0	
				Number of Deaths	
				0	
				Reported to Police	
				N	
<b>Narrative Description of Incident(s), Crash(es), and Injury(ies).</b> 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 2002 KEYSTONE SPRING DALE. THE VEHICLE HAS A DOMETIC REFRIGERATOR, MODEL RM2652. THE CONTACT RECEIVED A RECALL NOTICE FOR HER DOMETIC REFRIGERATOR, BUT DID NOT CALL THE MANUFACTURER AT THAT TIME. WEEKS LATER, SHE WENT INTO HER VEHICLE AND NOTICED THAT EVERYTHING IN THE REFRIGERATOR HAD BEEN RUINED; HOWEVER, THERE WAS NO LEAK. SHE CALLED A FEW RV SERVICE DEPARTMENTS IN HER AREA AND WAS INFORMED THAT THERE WAS A RECALL. THE CONTACT FOUND THE RECALL NOTICE SHE RECEIVED EARLIER AND CALLED DOMETIC. DOMETIC STATED THAT THEY WOULD NOT BE ABLE TO REPLACE OR REPAIR THE REFRIGERATOR BECAUSE THEY WERE CURRENTLY ONLY INSTALLING THE FIRE PREVENTION KITS. THE CONTACT BELIEVES THAT THE FAILURE WAS DUE TO A MANUFACTURER DEFECT AND THEY SHOULD BE RESPONSIBLE FOR THE REPAIR. THE PART NUMBER AND RECALL NUMBER WERE UNKNOWN. THE CURRENT AND FAILURE MILEAGES WERE 60.					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. <span style="float: right;">ATTACH ADDITIONAL SHEETS IF NECESSARY</span>					
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)**

*This Refrigerator has had a boiler tube failure, which could have resulted in a fire. The manufacturer (Dometic) admits they have a problem but will only install a fire prevention kit instead of addressing the boiler tube issue as the root cause. Our refrigerator has already failed (prior to fire prevention kit installation). Dometic has refused to repair our Refrigerator.*

ATTACH ADDITIONAL SHEETS IF NECESSARY



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LET US MAKE TO READ  
THINK, SPEAK AND WRITE

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

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

**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 Avenue SE.  
Washington, D.C. 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

Friday, Oct