



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

September 16, 2008

[REDACTED]
Syracuse, NY [REDACTED]

NVS-216 et
Ref. No. 10240431

Dear [REDACTED]

Thank you for your correspondence dated July 25, 2008, concerning the problem you encountered with the Dometic refrigerator equipped in your model year (MY) 2005 Sunnybrook recreational vehicle. The New York Office of the Attorney General referred your correspondence to the National Highway Traffic Safety Administration (NHTSA). The Office of Defects Investigation received your correspondence on August 27, 2008.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. In your letter, you question the adequacy of Dometic's safety recall campaign. Specifically, you question "where does the responsibility begin and end with this recall?" The purpose of Dometic's safety campaign was to install a secondary burner housing that, in the event of a fire, would contain the fire until it extinguished. However, as you have explained, your unit is no longer operable, which negates the need for the recall remedy. Although leakage from the boiler tube of your refrigerator may have resulted in your unit becoming inoperable, this is not a safety related consequence within the meaning of our authorizing statute.



With regard to your request for reimbursement, if you have not done so, we recommend you contact the Federal Trade Commission. The FTC has jurisdiction over paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways you can contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at <http://www.ftc.gov/ftc/complaint.htm>.

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at <http://www.nhtsa.dot.gov/ivoq>. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

Sincerely,

A handwritten signature in black ink that reads "Frank S. Borris II". The signature is written in a cursive style with a large, prominent "F" and "S".

Frank S. Borris II, Acting Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement