



2008 AUG 27 PM 4: 39

STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

CL-10240431-4508

ANDREW M. CUOMO
ATTORNEY GENERAL

212-416-8294

DIVISION OF ECONOMIC JUSTICE
BUREAU OF CONSUMER FRAUDS AND PROTECTION

August 5, 2008

[REDACTED]
Syracuse, NY [REDACTED]

Our File Number: _____
Company: Dometic Coporation

Dear [REDACTED]

On behalf of Attorney General Andrew M. Cuomo, I am writing to notify you that we have received your correspondence.

We appreciate your alerting us to this matter. We believe the organization shown below may be able to assist you and we are forwarding your correspondence there.

If you do not receive a response in the near future, please follow up directly with that organization. I suggest you attach a copy of this letter or, if appropriate, mention that you are adding new information.

Thank you for contacting us.

Very truly yours,

Philip Gamma/cl

Philip Gamma
Bureau of Consumer Frauds
And Protection

cc: National Highway Traffic Safety Administration
Office of Defects Investigation
1200 New Jersey Avenue SE West Bldg.
Washington, DC 20590

ET
4:40
8/27/08
NJ

1-07-10



ATTORNEY GENERAL ANDREW M. CUOMO
STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL
BUREAU OF CONSUMER FRAUDS AND PROTECTION
 120 Broadway, 3rd Floor
 New York, NY 10271-0332
 Tel. (212) 416-8345 Fax (212) 416-8787

COMPLAINT FORM
 Consumer Hotline For Hearing Impaired
 1 (800) 777-7637 (800) 788-9898
 http://www.state.ny.us/consumer

RECEIVED BY
 JUL 28 2008
 NYS OFFICE OF THE ATTORNEY GENERAL
 NEW YORK CITY OFFICE

1. PLEASE BE SURE TO COMPLAIN TO THE COMPANY OR INDIVIDUAL BEFORE FILING.
2. PLEASE TYPE OR PRINT CLEARLY IN DARK INK.
3. YOU MUST COMPLETE THE ENTIRE FORM. INCOMPLETE OR UNCLEAR FORMS WILL BE RETURNED TO YOU.
4. MAKE SURE YOU ENCLOSE COPIES OF IMPORTANT PAPERS CONCERNING YOUR TRANSACTION.

| CONSUMER | | |
|--|--|---|
| YOUR NAME | | HOME TELEPHONE NUMBER |
| STREET ADDRESS | | BUSINESS TELEPHONE NUMBER |
| CITY/TOWN | COUNTY | STATE ZIP |
| N. SYRACUSE | ONONDAGA | N.Y. |
| COMPLAINT | | |
| NAME OF SELLER OR PROVIDER OF SERVICES | | NAME OF OTHER SELLER OR PROVIDER OF SERVICES |
| Dometic Corporation | | |
| STREET ADDRESS | | STREET ADDRESS |
| 509 South Poplar St. | | |
| CITY/TOWN | STATE | ZIP |
| LA GRANGE | IN. | 46761 |
| TELEPHONE NUMBER | | TELEPHONE NUMBER |
| 1 800-446-5157 | | |
| DATE OF TRANSACTION | COST OF PRODUCT OR SERVICE | HOW PAID (Check those which apply) |
| 01-10-05 | \$1700 TO REPLACE FAILED REFRIG | <input type="checkbox"/> Cash <input type="checkbox"/> Check <input checked="" type="checkbox"/> Credit Card <input type="checkbox"/> Other |
| DID YOU SIGN A CONTRACT? | WHERE DID YOU SIGN THE CONTRACT? | DATE SIGNED |
| <input type="checkbox"/> Yes <input type="checkbox"/> No | RV PURCHASED 01-10-05 AT BALLANTYNE RV | |
| WAS PRODUCT OR SERVICE ADVERTISED? | WHERE WAS IT ADVERTISED? | DATE ADVERTISED |
| <input type="checkbox"/> Yes <input type="checkbox"/> No | REFRIGERATOR REPLACED 07-11-08 AT CAMPING WORLD. | |
| TYPE OF COMPLAINT (e.g. car, mail order, etc. Use the reverse side of this form to provide details) | | |
| SEE REVERSE SIDE | | |
| DATE YOU COMPLAINED TO THE COMPANY OR INDIVIDUAL | PERSON CONTACTED | JOB TITLE |
| 05-16-08 <input checked="" type="checkbox"/> By Mail <input checked="" type="checkbox"/> By Telephone <input type="checkbox"/> In Person | ERRIK Lemler LLC | CUSTOMER SERVICE REP. |
| NATURE OF RESPONSE | DATE OF RESPONSE | |
| Company NOT responsible for units out of WARRANTY | 05-29-08 | |
| HAS MATTER BEEN SUBMITTED TO ANOTHER AGENCY OR ATTORNEY? (If "Yes," give name and address) | | |
| <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No NY STATE CONSUMER PROTECTION BOARD. | | |
| IS COURT ACTION PENDING? (Please describe as necessary) | | |
| <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | | |
| ADDITIONAL INFORMATION | | |
| MANUFACTURER OF PRODUCT | PRODUCT MODEL OR SERIAL NUMBER | |
| Dometic Corporation | RM2862 | |
| ADDRESS | WARRANTY EXPIRATION DATE | |
| 509 South Poplar St. LA GRANGE IN. 46761 | 01-10-08 | |
| DID BUSINESS ARRANGE FINANCING? (If "Yes," give name and address of bank or finance company) | | |
| <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | | |

PLEASE DESCRIBE COMPLAINT ON REVERSE SIDE

BRIEFLY DESCRIBE YOUR COMPLAINT My Domestic RD refrigerator is involved in a Federal Safety Recall. A possible stress crack that could and has resulted in a fire and personal injury. My unit has failed (exactly) as they describe in this recall. The company claims their only responsibility is to fit working units with a (Retrokitt) and are not responsible for any that have failed due to the defect as long as they made it through the warranty period. (In my case two months). They also fail to address the fact that I along with thousands of others have never been notified of the recall on this problem. If they had been the Company their ads claim to be this problem would have been addressed in a just and fair settlement. (we did not have a fire or personal injury).

WHAT FORM OF RELIEF ARE YOU SEEKING? (e.g., exchange, repair or money back, etc.) We had a new (\$1700) refrigerator installed July 11, 2008 - a cooling unit would have cost more

WHO REFERRED YOU TO THIS OFFICE? NHTSA and Federal Trade Commission.

READ THE FOLLOWING BEFORE SIGNING BELOW

PLEASE ATTACH TO THIS FORM PHOTOCOPIES of any papers involved (contracts, warranties, bills received, canceled checks, correspondence, etc.). **DO NOT SEND ORIGINALS.**

NOTE: In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining.

In filing this complaint, I understand that the Attorney General is not my private attorney, but represents the public in enforcing laws designed to protect the public from misleading or unlawful business practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have no objection to the contents of this complaint being forwarded to the business or person the complaint is directed against. The above complaint is true and accurate to the best of my knowledge.

I also understand that any false statements made in this complaint are punishable as a Class A Misdemeanor under Section 175.30 and/or Section 210.45 of the Penal Law.

Signature:  Date: 07-25-08

HAVE YOU ENCLOSED COPIES OF IMPORTANT PAPERS?

Return to: **Office of the Attorney General
Bureau of Consumer Frauds and Protection
120 Broadway, 3rd Floor
New York, NY 10271-0332**

3070

May 16, 2008

Dometic Corporation
2320 Industrial Parkway
Elkhart, IN 46515

ATTN: Warranty Manager

Dear Sir :

In January 2005 I purchased a new Sunnybrook 5th Wheel, that was put into service February 2005. The refrigerator cooling unit failed March 30, 2008, technically (two) months out of warranty, being (Snow Birds) we use the unit 2 to 3 months a year. *

After seeing a recall in Good Sams Highway Magazine I contacted and spoke with Dometic reps on four different occasions. I was told my refrigerator was included in the latest recall and did qualify for a free modification kit. OH! OH! Problem is mine had completely failed with the exact description in the recall but too.. bad nothing could be done (Picture enclosed). We did not have a fire because we were on electric at the time, had we been on propane the outcome may have been different.

Finally I am not looking for a "Free Lunch" as we did have limited use of the refrigerator. I would like to appeal to you for a fair negotiation. We are retirees in our late 60's and would like to continue RVing. The expense of repair/replacement is approximately \$1400.00 to \$1500.00 quote (Camping World) and is not an affordable option for us. This was obviously a Dometic Supplier malfunction and we are trusting you will honor your good name and meet us with a fair solution. We have owned 3 RVs with Dometic appliances and never expected to have a MAJOR problem in such a short period of time.

Thank you for your consideration and help, I am looking forward to hearing from you.

[Redacted]
North Syracuse, NY [Redacted]
Tel # [Redacted]

Sunnybrook Titian 5th Wheel
Model 30 RKF serial # 4UBBTOP2X51 [Redacted]

Dometic Refrigerator
Model RM serial # 42600255
2862

Sincerely
[Redacted]

4-08-10



May 29, 2008

[Redacted]

North Syracuse NY [Redacted]

Dear [Redacted]

We are in receipt of your letter regarding the Dometic refrigerator recall program and Dometic's effective fix for the recall.

The Dometic refrigerator recall is to address a potential safety hazard. A secondary burner housing, which is being retrofitted to affected refrigerators, at Dometic expense, resolves the safety issue related to the potential defect. Dometic developed and placed a secondary burner housing kit into the field to service centers throughout the United States and Canada to protect any RV and its occupants in the case an affected refrigerator would exhibit signs of this defect.

The secondary burner housing created by Dometic and approved by the National Highway Traffic Safety Administration has resolved the safety issue with respect to any affected refrigerators. Dometic appreciates that our consumers are having the secondary burner housing installed. Due to this being a safety recall it is in the best interest of all consumers affected by the recall to get the secondary burner housing kit installed.

Dometic is not replacing cooling units under the recall program. If the unit is within Dometic's original manufacturer's warranty it is covered as part of the warranty repair. However, if the unit is beyond the standard warranty and the customer has elected not to purchase an extended warranty or the extended warranty has expired; then all repairs for any failures would be the obligation of the consumer.

We appreciate this opportunity to address your concerns and hope all your future travels are trouble free. If you have any further questions regarding the Dometic recall they can feel free to contact the Recall Hotline at 1-888-446-5157.

Sincerely,

Errik Lemler
Dometic, LLC

5-07-10

June 10, 2008

Action Line
P.O.Box 8545
Ventura, California 93002

Dear Sir:

We are seeking help on the Dometic Recall two door refrigerators from 1999-2006. Where does the recall responsibility begin and end? Enclosed you will find the letter we sent to Dometic Warranty Dept and their reply to us. We travel with our propane on and switch when we are at the end of our day, had we journeyed further on the return trip home we may not have reached our destination. Had we been made aware of a recall we would have not operated the refrigerator at all and it would not have led to a complete failure \$1500.00 to repair/replace. Our information came from their notice in HIGHWAYS. And TRAILER LIFE, to this day we have not received any notification. By their own admission our unit had a built-in defect from the day it was manufactured. Surely they had plenty of time (years) to correct this problem.

Dometics reply to us is too bad; your warranty was up two months and 2 days ago You should have purchased an extended warranty (which as we all know is pricey) their attitude is as long as it squeaked through the three year warranty their responsibility has ended. We say Dometic should honor their commitment to the well-being of their customer as they advertise. Forget the Web-Site and the Recall Hotline they do not have any knowledge or information on Errik Lemler we have contacted the NHTSA, for safety information on rolling down the highway with a potential fire in our RV, because it is a Fifth wheel we probably would not have seen it until it was too late. Before we contact the Attorney General of New York State we are hoping you can HELP us PLEASE.

Sincerely,

[Redacted]
North Syracuse, NY [Redacted]
[Redacted]

Enclosed Copy of my letter: to Warranty Dept, their reply and picture of stress crack and yellow residue from leak.

607-10

HIGHWAYS

June 23, 2008

THE OFFICIAL PUBLICATION OF THE GOOD SAM CLUB

Customer Service Manager
Dometic Corporation
509 South Poplar St.
LaGrange, IN 46761

RE: [REDACTED]
North Syracuse, NY [REDACTED]

Dear Sir/Madame:

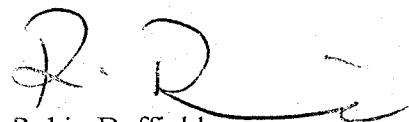
This letter comes to you from "Action Line," a regular column of Highways, a monthly magazine serving more than one million members of the Good Sam Club. We received the enclosed letter from one of our members who is having difficulty resolving a problem that concerns your company. As an impartial, third party mediator, "Action Line" tries to bring the member and business together to equitably resolve their differences.

Due to the large volume of mail handled by this department, only a fraction of the letters we receive are published. Letters that are chosen for the column are edited for style and length. Every attempt is made to choose letters that have educational value for our members.

Your earliest reply concerning this problem, plus a copy of any correspondence forwarded to our member will be appreciated.

Thank you for your assistance with this matter.

Sincerely,



Robin Duffield
Editorial Coordinator

cc: [REDACTED]

Enclosures

HIGHWAYS

THE OFFICIAL PUBLICATION OF THE GOOD SAM CLUB

July 8, 2008

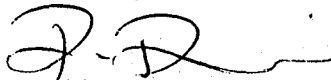
[Redacted]

North Syracuse, NY [Redacted]

Dear [Redacted]

Enclosed please find a copy of the most recent correspondence I have received from Dometic Corporation concerning the "Action Line" complaint I filed on your behalf. Unless I hear further from them, I will consider the matter closed.

Sincerely,



Robin Duffield
Editorial Coordinator

Enclosures



7-08-10

July 1, 2008

Robin Duffield
Highways
2575 Vista Del Mar Dr
Ventura CA 93001

RE: [REDACTED]
North Syracuse NY [REDACTED]

Dear Robin:

We are in receipt of your letter regarding [REDACTED] and his questions regarding Dometic's effective fix for the recall.

The Dometic refrigerator recall is to address a potential safety hazard. A secondary burner housing, which is being retrofitted to affected refrigerators, at Dometic expense, resolves the safety issue related to the potential defect. Dometic developed and placed a secondary burner housing kit into the field to service centers throughout the United States and Canada to protect any RV and its occupants in the case an affected refrigerator would exhibit signs of this defect.

The secondary burner housing created by Dometic and approved by the National Highway Traffic Safety Administration has resolved the safety issue with respect to any affected refrigerators. Dometic appreciates that our consumers are having the secondary burner housing installed. Due to this being a safety recall it is in the best interest of all consumers affected by the recall to get the secondary burner housing kit installed.

Dometic is not replacing cooling units under the recall program. If the unit is within Dometic's original manufacturer's warranty it is covered as part of the warranty repair. However, if the unit is beyond the standard warranty, as Mr. Minota's was, and the customer has elected not to purchase an extended warranty or the extended warranty has expired; then all repairs for any failures would be the obligation of the consumer.

We appreciate this opportunity to address this customer's concerns, and hope all his future travels are trouble free. Please do not hesitate to contact us any time we can be of assistance.

Sincerely,

Errik Lemler
Dometic Corporation



CAMPING WORLD

Retail Sales

7030 Interstate Island Rd Syracuse, NY 13209 866-393-6439

Invoice #064-747522 Appt: 7/11/2008 13:00 7/11/2008

| | | |
|----------------------------|---|--|
| NORTH SYRACUSE, NY PC#1 | please use foot wear when going in camper po#064-004031 | Yr: 2005 Lic: Make: sunnybrook Model: liton VIN: 4ubbtop2x51 Mileage: Serial: DOP: 0/0/2008 Key Tag: |
|----------------------------|---|--|

| Job | Qty | SKU | S/O | PO # | Tech | Description of Part, Service or Installation | Amount | Labor Price | Labor Chrg. |
|-----|-----|----------|-----|------|------|---|------------|-------------|-------------|
| | 1 | 25861 | | | | Dometic Americana Plus RM2862 2-Way Refrigerator without Icemaker, Double Door, 8.0 Cu. Ft. | \$1,388.99 | | |
| | 1 | 99025861 | | | | INSTALL FEE | | | \$177.30 |
| | 1 | 989001 | | | | DISPOSAL FEE - REFRIGERATOR | \$15.00 | | |
| | 1 | 989441 | | | | Protective Coverings to include Shop Towels | \$6.00 | | |
| | 1 | 989778 | | | | NY VECH INSPECTION | \$6.00 | | |

Install fees are for a Basic Installation, additional charges may apply upon inspection and approval

SW RICHARD MCELWAIN - 064

This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. A standard charge for supplies is made on each work order. Additional materials required for a complete and professional installation will be quoted upon inspection.

I hereby authorize the said installation/repair to be done along with the necessary material and hereby grant you and your employees permission to operate the vehicle for the purpose of testing and/or inspection. It is also understood that Camping World is not responsible for loss or damage to vehicle or articles left in vehicle due to any cause beyond Camping World's control. **All parts are new unless otherwise noted.

Old parts requested by customer. **No**

Estimate: \$1,719.07 Authorized By:

Supply Charge:
\$6.00

| | |
|------------|------------|
| Labor: | \$198.30 |
| Parts: | \$1,394.99 |
| Sub Total: | \$1,593.29 |
| Sales Tax: | \$125.78 |
| Total: | \$1,719.07 |

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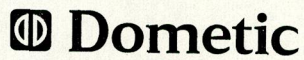
Customer Copy

! IMPORTANT Dometic Recall Information

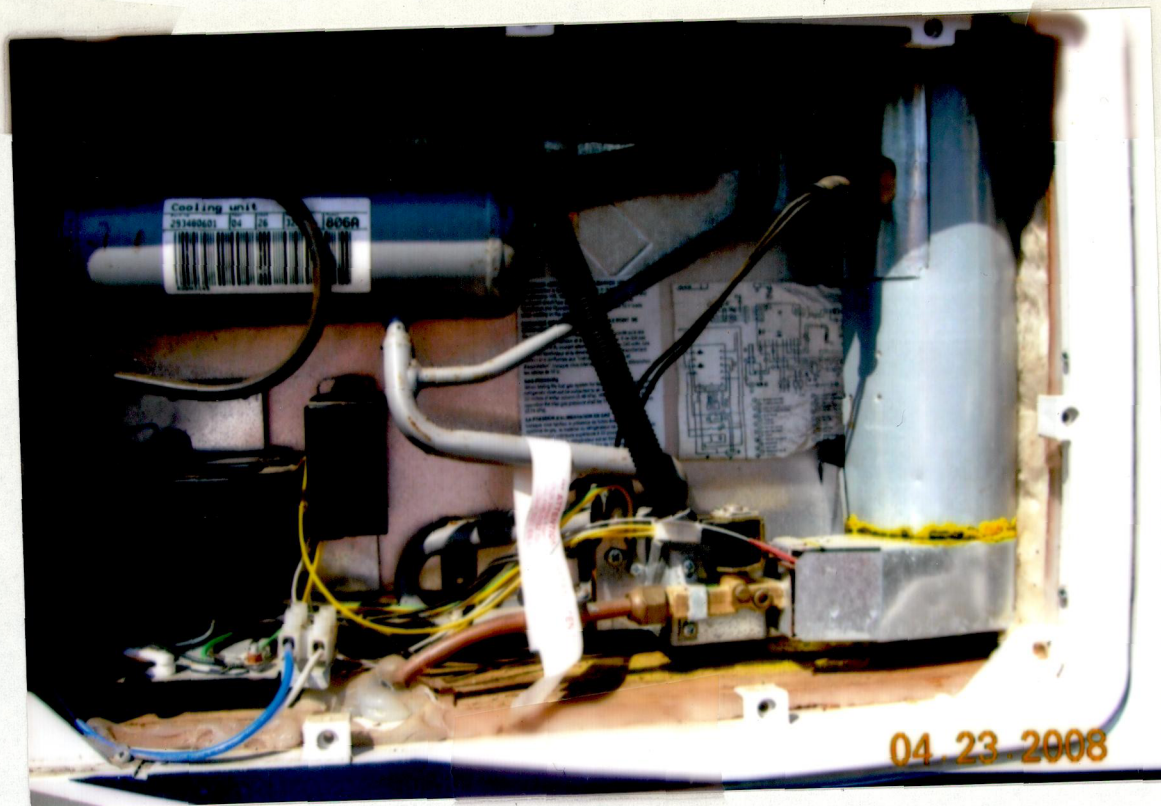
Dometic Corporation is continually committed to maintaining a high level of satisfaction and excellence now and in the future. That is why Dometic is voluntarily recalling certain refrigerators that may have a potential safety defect. The recall affects Dometic two-door refrigerators manufactured between April 1997 and May 2003. — Sept 2006

The well-being of Dometic customers is of highest concern. A serious problem resulting in a fire may occur in an exceptionally small fraction of Dometic two-door refrigerators, but to address that potential risk, **please contact us immediately for more information.**

1-888-446-5157
www.DometicUSA.com



RECALL 06E-076



yellow residue is visible
stress crack is behind