



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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
2008 OCT -2 4888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

05-SEP-2008

Repository ☐

Reference No.
10241090

OWNER INFORMATION (Type or Print)

Name

Address

City

YUMA

State

AZ

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 your signature, address to the vehicle manufacturer.
Signature of O [REDACTED] Date 9/15/2008

VEHICLE INFORMATION

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

Make

Model

Model Year

1EC2M2620

Prowler

26' TRAVEL
TRAILER

2002

Date Purchased

2-8-2008

Dealer's Name and Telephone Number

Beaudry RV

1-800-284-4878

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

Tucson

State

AZ

Zip Code

85726

n/a

n/a

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

350000 EQUIPMENT

Multiple Failure:

n/a

n/a

n/a

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

13-AUG-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

☐ 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 1992 PROWLER TRAILER. THE VEHICLE HAS A DOMETIC REFRIGERATOR, MODEL RM2652. IN AUGUST OF 2008, THE COOLING SYSTEM STOPPED WORKING IN THE REFRIGERATOR AND HAD TO BE REPLACED. THE CONTACT LEARNED OF NHTSA CAMPAIGN ID NUMBERS 08E032000 AND 06E076000 (EQUIPMENT); HOWEVER, HE NEVER RECEIVED THE RECALL NOTICES. HE CALLED DOMETIC AND WAS INFORMED THAT THE RECALLS APPLY TO HIS REFRIGERATOR. THE CONTACT HAS ATTEMPTED TO REACH DOMETIC ON THREE DIFFERENT OCCASIONS AND THREE DIFFERENT LOCATIONS, BUT EACH TIME HE SPEAKS WITH A REPRESENTATIVE, THERE HAS BEEN A SHOUTING MATCH DUE TO THEIR FAULTY TELEPHONE SYSTEM. THE PURCHASE DATE WAS UNKNOWN.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

See attached copies

ATTACH ADDITIONAL SHEETS IF NECESSARY

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



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**

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



Dear Sir:

I would like to bring an incident to your attention; an incident that I feel warrants an investigation by your agency. I feel this involves corporate fraud and deceptive practices that not only have affected myself, but could have affected several hundred, if not thousands, of honest and law abiding citizens.

I believe an investigation by your agency will clearly show outright deception with forethought to avoid paying legitimate claims by Dometic Corp. The product involved is a recalled refrigerator that was produced with a defect that caused the unit to cease working and could catch on fire .

I would like to provide you with a little back ground prior to explaining the incident. I am retired and have never made a claim against any corporation. I would also like to advise you that I am not hearing impaired and have no trouble hearing a normal conversation. In my career of 23 years I prosecuted criminals and non law abiding individuals and what is happening with Dometic corporation is no different than stealing from innocent individuals. The only real difference is that apparently upper management is hiding behind a corporation with the idea to increase the dollar amount on their bottom line at the end of the year.

On 8-26-2008 I paid \$1,714.66 to Apache Village Inc (invoice attached) to cover a product that was on a national recall by Dometic Corp for the aforementioned reasons. This sum of money is not going to cause me any hardships for the replacement of a recalled item. I also had to dispose of several food items and was inconvenienced for a week while my unit was being repaired; I was 2500 miles from home on a vacation. I could have found a better use of my time and money. The following actions by Dometic Corporation to avoid dealing with myself and others who have experienced this problem will, in my opinion, show outright deception and fraud with foresight by upper management to avoid dealing with individuals that have fallen under the recall.

On 2-8-08 I purchased a 1992 prowler recreational trailer from Beaudry R.V. of Tucson, AZ . The unit showed no indication of use. The refrigerator was a model 2652, serial number 03700851. This item had been recalled by Dometic Corp. I was not notified of a defect in the refrigerator that could potentially cause the trailer to catch fire; my trailer did not catch fire. On Aug 4, 2008, after 5 weeks of operation, the refrigerator stopped working. I contacted a Rv dealership in Nebraska on the following Monday and was advised that the unit had failed because this particular refrigerator had been recalled and the repairs had not been made to make the unit safe and functional.

It is at this point where the problem begins. On Aug 6, 2008 I contacted the Dometic recall hot line (1-888-446-5157) and thru a voice computerized system I was advised that my refrigerator unit was a recalled item and to not use this item until repairs could be made. The voice level from the computer and my responses were using a normal voice level and I was advised to stay on the line until an operator became available. Within a few minutes an operator, possibly by the name of Cenisa, came on the line. I had to shout to be heard and she could not be heard clearly because her voice was so weak. I thought I had a bad phone connection . After trying to shout out a conversation , I gave up and phoned back from two different locations and utilized two different phones. After having to shout to be heard and I still could barely hear the operators (the operators were always polite) and the conversations were such that I started to become suspicious from the evasive and confusing manner that the conversations were going that I felt Dometic Corp was utilizing a technique to discourage individuals from making claims on their recalled refrigerator. Believe me it only gets worse.

I called Dometic again on 8-26-2008 and, once again, yelled thru a conversation that I had paid for the unit to be replaced after getting 3 estimates from 3 authorized Rv dealers. The repairs were made in Missouri. The operator advised that Dometic would send a application for reimbursement to my home in Yuma, AZ. The form never arrived. On 9-5-08 I called again an yelled thru another conversation with an operator , possibly named Alanna, and she advised me that she would email me a application form. The email never arrived.

On 9-5-2008 I contacted the National Traffic Safety Administration at 1-800-327-4236 at 1:30 pm and spoke with the investigator Carlene, confirmation number is 10241090. I advised her of the aforementioned events and my suspicions that Dometic was utilizing deceit to discourage callers to their hot line.

R.O. # 8329



STOCK INFORMATION

PROMISED

INV#028996

Amount: _____
Date: _____
Contact: ☐ Person ☐ Phone

1 - E - CHECK FOR DOMESTIC FRIDGE. RECALL-CUSTOMER ALSO STATES THAT FRIDGE
- E - IS NOT COOLING AND THAT THERE IS A YELLOW SUBSTANCE ON THE BACK
- E - OF THE FRIDGE. RM 2652 PROD # 921144004 SER #N3700831 DOP 2/5/08
- E - FROM BEAUDRY RV-300 284 4878. FRIDGE WAS BAD- REPLACED

PARTS TOTAL	1,408.00
LABOR TOTAL	200.00
SUBLET TOTAL	0.00
EXTRAS TOTAL	0.00
TAXES	106.66
YOU PAY	1,714.66

YOU PAY **1,714.66**