

[REDACTED]
[REDACTED]
Hudson, FL [REDACTED]

2008 SEP 25 PM 2:38

August 20, 2008

CL-10243730-5843

Administrator
National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20590

- Re: a. NHTSA Recall # - 07V-083
b. My letter to Dometic/Stericycle dated July 26, 2008
c. My letter to Dometic dated August 20, 2008

Your recall (Re: a.) described health and safety conditions that were possible in certain Dometic RV refrigerators. My letter (Re: b, copy attached), described how I was affected by the failure of a Dometic refrigerator installed in my 1999 Airstream travel trailer and in which I requested a reimbursement of \$1,707.72 for replacing their failed product.

In a recent undated and unsigned reply from Dometic (copy attached), my claim for reimbursement was denied because the post-notification repair occurred later than March 1, 2007. I am appalled that their response was in such an impersonal and bureaucratic form. Also, the conditions that led to the recall were that of safety and potentially a health hazard and not time related. If the product failure was a safety threat prior to March 1, 2007, then it would continue to be a threat after that date and consequently should not be a basis for denying a request for a Dometic settlement.

The recall (Re: a.) listed model numbers that were potentially affected by the recall, and that certain serial numbers were possibly affected. In my case, these potentialities and possibilities were a reality, and therefore I think Dometic should reconsider their position and grant me my request for reimbursement of \$1,707.72.

Your assistance in helping me with my claim with Dometic would be greatly appreciated.

Sincerely,

[REDACTED]

NM
2:39
9/25/08
NJ

[REDACTED]
[REDACTED]
Hudson, FL [REDACTED]

August 20, 2008

Dometic Corporation
PO Box 490
Elkhart, IN 45515

Re: a. NHTSA Recall # - 07V-083
b. My letter to Dometic/Stericycle dated July 26, 2008

In my letter to you (Re. b, copy attached), I requested that Dometic reimburse me in the amount of \$1,707.72 for the cost of a faulty RV refrigerator. In a recent undated and unsigned reply from Dometic (copy attached) my claim for reimbursement was denied because the post-notification repair occurred later than March 1, 2007.

I am appalled that your response was in such an impersonal and bureaucratic form. Also, the conditions that led to the recall were that of a safety and potentially a health hazard and not time related. If the product failure was a safety threat prior to March 1, 2007, then it would continue to be a threat after that date and consequently should not be a basis for denying a request for a Dometic settlement.

The recall (Re: a.) listed the model numbers that were potentially affected by the recall, and that certain serial numbers were possibly affected. In my case, these potentialities and possibilities were a reality, and therefore I think Dometic should reconsider their position and grant me my request for reimbursement of \$1,707.72.

Sincerely,

[REDACTED]
Copy to: National Highway Traffic Vehicle Safety Administration



Dometic Corporation Refrigerator Reimbursement Program

We are in receipt of your Dometic Recall Pre-Notification Reimbursement Form.

Your reimbursement claim has been denied. A list of exclusions provided to you with the Reimbursement Program form outlined possible reasons for denial of a claim. Your claim was denied for one of the following reasons:

- ☐ the pre-notification repair occurred earlier than August 28, 2005, the reimbursement period established in Dometic's reimbursement plan as submitted to NHTSA.
- ☒ the post-notification repair occurred later than March 1, 2007.
- ☐ costs were incurred while our original warranty was in effect and would have provided a free remedy (without any consumer payment) of the problem involved in the recall.
- ☐ the pre-notification remedy did not address the defect involved in the recall;
- ☐ the pre-notification remedy was not reasonably necessary to correct the defect involved in the recall;
- ☐ the damages to personal property are considered incidental or consequential.
- ☐ the claim has already been submitted and paid.
- ☐ the model and serial number supplied doesn't fall under the recall.
- ☐ the repairs performed don't fall within the failures identified in the recall.

Included in this return mailing are the documents that you sent to us.

[REDACTED]
[REDACTED]
Hudson, FL [REDACTED]

July 26, 2008

Dometic/Stericycle
2670 Executive Dr, Suite A
Indianapolis, IN 46241

Reference: Airstream Dometic Refrigerator Recall
NHTSA Recall # - 07V-083

I own a 1999, 34 foot Airstream Travel Trailer, VIN #1STHEYU37XJ [REDACTED] which had a factory installed Dometic refrigerator in it. Over the past year and a half, I have been notified of this Recall and I checked with RV/Dometic dealers, called the Dometic toll free telephone number, and web site and was advised that my unit was not affected by this recall. Yet, on June 10, 2008, my refrigerator failed as described in your recall notice, e.g., leakage or staining at the back of the refrigerator, yellow residue at the back or sides of the refrigerator, the smell of ammonia, and the refrigerator did not cool, i.e., a complete failure of the refrigerator. These indicators did not occur gradually, but all at once. This happened while we were on full-time, RV travels since April 20, 2008.

I took the unit to Fremont RV Center, 2405 Hwy 77 Bypass, So. Sioux City, NE 68776 (point-of-contact: Doug Bras, cell # 712-253-3898, e-mail: dougbras@msncom). Fremont advised me that the model in my trailer was no longer available, so they ordered and installed on June 12, 2008 a Dometic Model # DM2852, SN # 81508182 per their Invoice #022097 at a cost of \$1,707.72.

Notwithstanding notifications that my Dometic refrigerator did not qualify under previous recall, it did fail according to the recall criteria and was manufactured and installed during the recall period of April 1997 and May 2003. Therefore, I am requesting reimbursement for the cost of the new unit, tax and installation labor cost for a total of \$1,707.72. A copy of the Fremont RV Center Invoice is included herein. After the new refrigerator was installed, I no longer retained information regarding the old refrigerator such as model and serial numbers. The date of the manufacture of the travel trailer does fall within the time period of the recall.

Your prompt consideration of this request for reimbursement will be greatly appreciated.

Sincerely,
[REDACTED]

Copies to: Airstream Company, Inc.
Fremont RV Center

(402) 494-5345

1/01

INVOICE# 022097

12

CHANGE:

PARTS	LABOR	TAX %	TAXABLE AMT	TAX	FET	MISC AMT	INVOICE TOTAL
1494.94	136.00		1630.94	114.16			1745.10