

CL-10247049-3104

10-14-08

The Fixer

2008 OCT 23 PM 2:20

OCT 22 A.M.

I hope you can help me. My husband and I purchased a 32 ft. travel trailer Make "Outback" by Keystone from Timber View R.V. Center Inc. 60448 9801 West 191st, Mohora, Ill in 2006. On 6-20-08 we went to our camper with our grandchildren. We own a small lot in Plymouth Indiana. When we entered our trailer we could smell a strong ammonia odor. We noticed our refrigerator lost its cooling. We threw out about \$10000 in food. We spoke with Cl at Timberview on 6-27-08 when we come back home. He sent a repair man out 7-3-08. The repair man said there was a crack in the boiler tube in the back of the refrigerator. He also said it looked like a factory defect. I paid him \$40.00 for the service call which was still under warranty but the cooling unit was not. We had to order a

AA
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new cooling unit. When I called Rick at Timberview he said he spoke with the service man who had come out and he said he would contact DOMETIC who manufactures the refrigerator. I also tried to call DOMETIC but they said there were no reported problems of this nature. I had the cooling unit replaced on August 8, 2008 at my expense \$390.00. On Sept. 27, 2008 I received a letter re: Keystone RV Company DOMETIC refrigerator recall. I have enclosed the letter. After dozens of calls from myself and Ed from Timberview we got no answers.

They said the replacement of refrigerator's recalls were only good from April of 2007 to April of 2008. I never received a recall letter during that time. The girl I spoke with at 1-888-446-5157 said she was sympathetic to my complaint but she said they will do nothing. She could not supply me with any information

as to who else I could contact re: this problem. She also told me she works for a outside agency who is just handling calls re: this recall. Stephonie I have made so many calls and got no answers. I keep my trailer immaculate. This could have been a very dangerous situation.

I am sending you the copies of the recall letter plus my repair receipts. The model # is

RM2852

The serial #

605 03025

I paid \$2100.00 for this trailer. The service man ED from Timber View R.V. said what happened to our refrigerator is exactly what this recall is about. I hope you can help me get my \$430.00 back. My grandchildren were put in harms way and this is most upsetting to me. Thank you so much for all you and your team do to help people. I would not have bothered you with

this problem if I could have gotten
some answers that made sense.

My name is [REDACTED]
[REDACTED]

Orland Park, Ill.
[REDACTED]

P.S. I called the
1-888-446-5157
8 times

Ed. from Timber View R.V.
also called 2 times

Thanks again to ael
Stephanie, Mike, Lisa & Piet
[REDACTED]

I have also sent this letter
to National Highway Traffic
Safety Administration.

also

Keystone RV Camp
Rick Dewler

Washington, DC

20590

2642 Hackberry Dr.

Goshen, In.

46526

Dometic Corp.

2320 Cleghart, Indiana

41.511

TIMBER VIEW R.V. CENTER, INC.

9801 West 191st
MOKENA, ILLINOIS 60448
708/479-2400

NAME [REDACTED] 13089
ADDRESS [REDACTED]
CITY Orland Pk STATE IL ZIP [REDACTED]
RES. [REDACTED] BUS. PHONE [REDACTED]

DATE RECEIVED	DATE PROMISED	
APPROVED BY		
DATE COMPLETED	ORDER TAKEN BY	
PHONE WHEN READY YES NO		
TERMS		
CASH	CHARGE	INTERNAL
NUMBER		

MAKE	SERIAL NO.	MODEL	YEAR	SIZE L W.
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QUANTITY	PART NUMBER/DESCRIPTION	UNIT PRICE	TOTAL PRICE
	New Cooling unit (warranty)		M/C
M	RM 2852		
S	605 03025		
P	921 14 61-53		
<p>Rec'd OK 390.00 8-4-85 SH</p>			
TOTAL PARTS			

LABOR DESCRIPTION	LABOR CHARGE
Remove Fridge	
Replace Cooling unit	
Reinstall Fridge	300.00
✓ operation OK	
52° drop 2 hrs.	
Service Call split Plymouth	90.00
TOTAL LABOR	390.00

ALL WORK CASH ON DELIVERY

I am authorized to order the above listed work, including the labor, parts and materials for the Mobile Home or Recreational Vehicle described above. I agree to pay regular retail prices in cash or on acceptable terms to you, upon the completion of the work ordered. If I fail to pay for the completed work I understand you will have a mechanic's lien upon the Unit to secure payment for the work and I expressly waive all rights to claim exemption under the State Laws. If collection is made by a suit or any other method required, I agree to pay interest until paid in full, also collection cost, including reasonable Attorney's fee.

I agree not to hold your Company liable for loss or damage caused by theft, fire or any other cause beyond the Company's control to real or personal property delivered to the Company for repair, sale or storage. The Company employees may operate the above described Mobile Home or Recreational Vehicle and my motor vehicle for purpose of testing, inspection or delivery at my risk.

THE RIGHT IS RESERVED TO SUBSTITUTE PARTS FOR THOSE CURRENTLY UNAVAILABLE.
STORAGE CHARGES WILL BE ADDED ON ALL ITEMS NOT PICKED UP WITHIN 5 WORKING DAYS AFTER NOTIFICATION OF COMPLETION OF SERVICE.

AUTHORIZED BY X

CUSTOMER'S CLEAR RECEIPT

The above described property has been received and after having examined the work done, the material furnished, both the work and material has been found to be satisfactory.

By X

PARTS	
TAX	
PARTS/TAX	
TOTAL LABOR	390.00
TOTAL INVOICE	390.00
PREVIOUS BALANCE	
PAY THIS AMOUNT	390.00



**Keystone RV
Company**

No phone #'s

Subject: Keystone RV Company Dometic Refrigerator Recall

Dear Valued Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

REASON FOR THIS RECALL

Keystone RV Company "Keystone" has decided that a defect which relates to motor vehicle safety exists in certain vehicles it manufactured equipped with Dometic refrigerators. This decision was based on information provided by Dometic Corporation that a defect exists in some of the refrigerators that Dometic manufactured between June 1, 2003 and September 30, 2006 for installation in recreational vehicles. Keystone installed these refrigerators in vehicles that it manufactured from June 1, 2003 to April 30, 2007.

The Problem:

A fatigue crack can develop in the boiler tube of the identified refrigerators, which can permit the release of pressurized coolant solution. If this solution is exposed to an ignition-source under certain specific circumstances, it can result in a vehicle fire.

Affected Vehicle Models:

- 2004 Cabana Travel Trailers
- 2006 Cambridge Fifth Wheels
- 2006 – 2007 Challenger Fifth Wheels
- 2004 – 2007 Cougar Travel Trailers and Fifth Wheels
- 2004 – 2005 Cougar High Country Fifth Wheels
- 2006 – 2007 Everest Fifth Wheels
- 2007 Fuzion Fifth Wheels
- 2006 – 2007 Hobbi Travel Trailers
- 2006 – 2007 Laredo Travel Trailers and Fifth Wheels
- 2004 – 2007 Montana Fifth Wheels
- 2004 – 2007 Montana Big Sky Fifth Wheels
- 2004 – 2007 Montana Mountaineer Travel Trailers and Fifth Wheels
- 2006 – 2007 NRG Travel Trailers
- 2004 – 2007 Outback Travel Trailers and Fifth Wheels
- 2005 – 2007 Outback Sydney Travel Trailers and Fifth Wheels
- 2007 Passport Travel Trailers
- 2004 – 2007 Springdale Travel Trailers and Fifth Wheels
- 2004 – 2007 Springdale Clearwater Travel Trailers
- 2007 Springdale Limited Travel Trailers
- 2007 Springdale Summerland Travel Trailers
- 2004 – 2007 Sprinter Travel Trailers and Fifth Wheels
- 2004 – 2007 Tail-Gator Travel Trailers and Fifth Wheels
- 2006 – 2007 VR1 Travel Trailers

This is mine

no direct line to Dometic

Affected Refrigerator Models:

The potentially affected refrigerators have the following model numbers:
NDR1062, RM2652, RM2662, RM2663, RM2852
RM2862, RM3662, RM3663, RM3862

The possibly affected units have serial numbers beginning with the following combinations:
320XXXXX through 352XXXXX
401XXXXX through 452XXXXX
501XXXXX through 552XXXXX
601XXXXX through 639XXXXX

If you own one of the above units, it requires immediate service and continuing use could pose a potential safety hazard.

WHAT WE WILL DO

Keystone, in cooperation with Dometic, will provide owners of all covered refrigerators a rework for the potential defect at no charge for parts or labor. The rework consists of secondary burner housing, a thermal fuse and a melt fuse.

WHAT YOU SHOULD DO

How Do I Know If My Refrigerator Is Being Recalled?

- 1) Find your refrigerators' model and serial numbers by opening the refrigerator door and looking for the sticker attached to the side wall of the interior. See the photo instructions included in this mailing for the exact location of the sticker.
- 2) Call **1-888-446-5157** or go to **www.dometic.com/recall** to confirm if your refrigerator is affected by the recall.

What to Do:

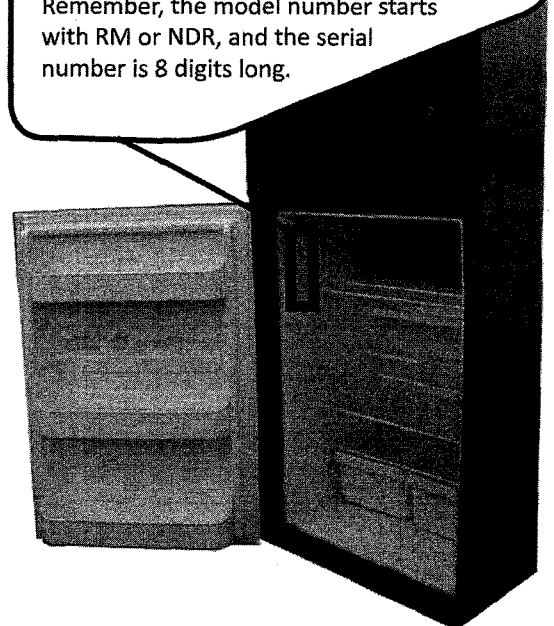
- 1) **Turn the refrigerator off immediately if you notice any of the following indicators:**
 - Leakage or staining at the back of the refrigerator.
 - Yellow residue at the back or sides of the refrigerator.
 - The smell of ammonia.
 - Refrigerator does not properly cool.

Any unit found to have one or more of the characteristics mentioned above MUST be shut down and not operated until the unit is fixed and the recall rework administered.

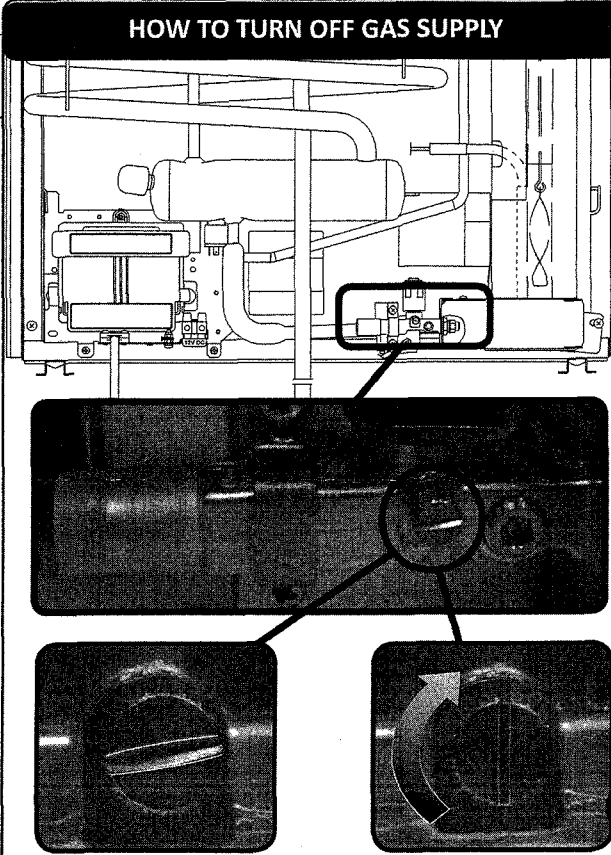
Where to find the serial and model numbers on your Dometic refrigerator

The serial and model numbers are both located on a sticker inside the fridge door. It could be on either side of the interior.

Remember, the model number starts with RM or NDR, and the serial number is 8 digits long.



HOW TO TURN OFF GAS SUPPLY



Open

Turn clockwise to close

The manual gas valve is located at the back of your refrigerator near the floor as seen in the diagram to the left. Access the back of your refrigerator by removing the vent on the side of your coach.

The gas valve is opened and closed by adjusting a screw. To close the valve, use either your fingers or a flat-head screwdriver to turn the screw 1/4 turn clockwise. The valve is closed if the flathead slot in the screw runs up and down. The valve is still open if the flathead slot in the screw runs side to side.

For any unit that does fall within the recall population, but does not exhibit any of the four indicators mentioned in #1, consider the following:

- 2) Do not operate your refrigerator on LP gas under **Any** circumstances. Switching to electric power lowers the incident rate associated with LP gas. If you own a 3-way refrigerator, running the unit on 12-volt power carries the least risk of all. 3-way refrigerators have model numbers that end in "3".

Dometic recommends that the unit not be operated on electric unless absolutely necessary until your unit has been serviced. **If you choose to operate your unit on electric prior to the recall rework, you must inspect the burner area weekly for any of the indicators referenced in number 1 above.**

- 3) Dometic recommends that you turn off the gas valve at the back of your refrigerator. **DO NOT**, however, attempt to disconnect the gas supply. Instructions on how to turn off the gas valve are included in this envelope.
- 4) If you must operate your refrigerator on electric, **DO NOT** operate your refrigerator while in transit or while occupants are asleep.

- 5) The rework kit is available. Please call your preferred service center to set up an appointment. For help in locating a service center, or for the most up-to-date recall information, call 1-888-446-5157.

Please do not simply go to a dealer or service center without an appointment, since some facilities will not be performing this work, and the ones that are doing the work will need to obtain the appropriate parts. Please bring this letter with you at the time of your scheduled service.

- 6) If the repair facility fails or is unable to rework this noncompliance without charge and within a reasonable time, please contact us at the number provided above so we can attempt to resolve the problem. You may also submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.
- 7) If you previously paid to repair or replace a Dometic refrigerator that failed due to this defect, you can be reimbursed for your costs pursuant to Dometic's Pre-Notification Reimbursement Program. To be eligible for reimbursement under that Program, you must complete and submit the required form and provide the necessary documentation. The Program and form can be obtained by calling 1-888-446-5157.

If You No Longer Own This Recreational Vehicle:

If you are no longer the owner of the recreational vehicle, we would greatly appreciate you furnishing us with the name and address of the new owner by calling 1-888-446-5157.

You May Receive More Than One Mailing In Regards To The Recall:

To reach as many customers as possible Keystone and Dometic will each send notifications in regards to this recall. Be advised that though you may receive multiple notifications, all pertain to this same, single recall.

Your safety and satisfaction with your Keystone product are important to us and we regret any inconvenience to you.

Sincerely,

Rick Deisler
Sales & Service Manager
Keystone RV Company

*need
model #*

888-446-5157