



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

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

FOR AGENCY USE ONLY 100148

Date Received	Repository <input type="checkbox"/>
31-OCT-2008	Reference No. 10247340

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number	E-mail Address
Address	Evening Telephone Number	
City NATCHEZ	State MS	Zip Code

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 11/7/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1FCNF53S621	Make GULF STREAM	Model ULTRA SUPREME	Model Year 2003
Date Purchased 9-25-02	Dealer's Name and Telephone Number DIXIE RV SUPER STORES 1-800-299-0321	Engine: No: Cylinders 8	Fuel Type: GAS
Original Owner <input checked="" type="checkbox"/>	Dealer's City HAMMOND LA	State LA	Zip Code 70401
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 02-SEP-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 350000 EQUIPMENT, 351000 EQUIPMENT: RECREATIONAL VEHICLE	Failure Mileage 25000	Failure Speed 0
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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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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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 2003 GULF STREAM ULTRA SUPREME. THE VEHICLE HAS A DOMETIC REFRIGERATOR, MODEL RM2652. THE CONTACT RECEIVED A RECALL NOTICE AND THE REFRIGERATOR WAS REPAIRED FOR THE RECALL DEFECT. AFTER THE RECALL REPAIR KIT WAS INSTALLED, HE NOTICED A YELLOW RESIDUE LEAKING FROM THE REFRIGERATOR AND AN AMMONIA ODOR. THE REFRIGERATOR WAS REPAIRED AGAIN. DOMETIC WAS NOTIFIED AND REFUSED TO PROVIDE REIMBURSEMENT FOR THE REFRIGERATOR. THE VIN AND NHTSA CAMPAIGN ID NUMBER WERE UNKNOWN. THE FAILURE MILEAGE WAS 25,000 AND CURRENT MILEAGE WAS ~~30000~~ 25856

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)

I received the Recall letter in March 2007 and complied with instructions. Dometic said the kit would make the Refrigerator less dangerous after Bus Supply installed the kit I did not use motor home much because my wife was sick. When the Hurricane Gustav knocked out power in Natchez for 4 days I turned Refrigerator on and after about 24 hrs I noticed strong odor of yellow substance coming from where kit was installed. I lit afl, gas + called Bus Supply. They installed new coil. I believe Dometic should not let thousands of people Risk down the Highway after saying this is a dangerous safety hazard. How can you make something less dangerous the Reb was leaky at the Boiler tube I should be Reimbursed for Replacing Coil

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



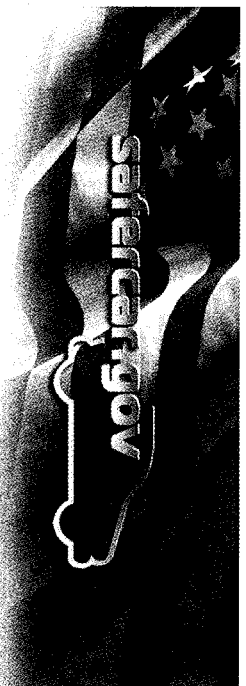
NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



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



Subject: Gulf Stream Dometic Refrigerator Recall
NHTSA Recall # 07V-136

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

Gulf Stream 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 April 1997 and May 2003 for installation in recreational vehicles. Gulf Stream installed these refrigerators in recreational vehicles that it manufactured from April 1997 to May 2003.

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 Units:

The potentially affected refrigerators have the following model numbers:

NDR1062, RM2652, RM2662, RM2663, RM2852, RM2862, RM3662, RM3663, RM3862, RM3863

The possibly affected units have serial numbers beginning with the following combinations:

713xxxxx through 752xxxxx

801xxxxx through 852xxxxx

901xxxxx through 952xxxxx

001xxxxx through 052xxxxx

101xxxxx through 152xxxxx

201xxxxx through 252xxxxx

22200295

301xxxxx through 319xxxxx

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

Gulf Stream 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.DometicUSA.com** 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.

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. 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 from us. 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, SW, 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 Gulf Stream 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 Gulf Stream product are important to us and we regret any inconvenience to you.

Sincerely,

Gulf Stream

BUS SUPPLY COMPANY, INC.
 PO BOX 1389
 MCCOMB MS 39649
 Phone #:(601) 684-2900



RO Number: 6903
 Service Advisor: 002
 Tag Number:
 Ticket Date: 9/11/2008
 Cash Out Date: 9/16/2008
 Veh Sold Date:

Status:

Date appointment initiated: 9/11/2008
 Proposed Date - Time Completed: 9/11/2008 5:00 PM

Warranty Cash Out Date:
 Date and Time In: 9/11/2008 9:25:21 AM

Customer Information Number: Stock Number: Mileage In
 Yr: 03 Make: GULFSTREAM Serial Numbers
 Model ULTRA SUPREME VIN: Mileage Out
 Plate #
 Color: Type: A

NATCHEZ MS

Mech. Rpr Number Nbr	Hours	Requested Repair Description	Customer Pay	Item Type	Labor
9833 1	2	- INSTALL NEW COOLING UNIT ON THE REFRI.		I	\$210.00
	2	0 - REINSTALL RECALL KIT THAT IS ON THIS UNIT. SEE R.H.		I	\$0.00

Repair Part Number	Description	P/U	S/O	B/O	Rec	Total	Selling Price	Ext Price
1 2934606100	COOLING UNIT	1	0	0	0	1	\$1,000.00	\$1,000.00

Customer Pay Totals

Discount Amount: \$0.00	Freight Total: \$0.00	Sales Tax: \$84.70	Total Deduct: \$0.00
Parts Total: \$1,000.00	Sublet Total: \$0.00	Second Sales Tax: \$0.00	
Labor Total: \$210.00	** Other Charges: \$0.00	Deposit: \$0.00	Total: \$1,294.70

1: CK \$1,294.70
 2: \$0.00
 3: \$0.00

