



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

01-DEC-2008

Repository ☐

Reference No.
10250384

OWNER INFORMATION (Type or Print)

Name

Address

City

THIBODAUX

State

LA

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 an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

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

Chassis # 4X4TRLB284D

Make

Forest River

Model

Rockwood
2602DS

Model Year

2004

Date Purchased

2/16/05

Dealer's Name and Telephone Number

800-299-0321

Dixie RV Super Stores

Engine:

No: Cylinders

Fuel Type:

Original Owner

☒

Dealer's City

Hammond

State

LA

Zip Code

70401

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Multiple Failure:

Incident Date(s)

29-NOV-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

MODEL # RM2652

SERIAL # 32000419

Domestic Refrigerator stopped cooling due to
leakage of the pressurized coolant solution

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 2004 FOREST RIVER LOCKWOOD. THE VEHICLE HAS A DOMETIC REFRIGERATOR, MODEL RM2652. THE CONTACT NOTICED AMMONIA LEAKING FROM THE REFRIGERATOR. WEEKS LATER, SHE RECEIVED A RECALL NOTICE FOR NHTSA CAMPAIGN ID NUMBER 08E032000 (EQUIPMENT) AND CALLED THE MANUFACTURER. THE CONTACT WAS INFORMED THAT BECAUSE HER EQUIPMENT EXCEEDED ITS WARRANTY, THEY WOULD NOT ASSUME ANY RESPONSIBILITY FOR THE \$1,200 REPAIR COST. THE VEHICLE HAS NOT BEEN REPAIRED. THE FAILURE AND CURRENT MILEAGES WERE NOT APPLICABLE.

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 to 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)

We own a 2004 Forest River Rockwood Travel Trailer purchased in February ¹ of ² 2005. The trailer has a Dometic Refrigerator Model No. RM2652, Serial No. 32000419. Dometic sent an undated recall letter in June 2007 regarding a possible pressurized coolant solution leakage in refrigerators bearing certain serial nos. which they said excluded ours. On or about November 14, 2008 our refrigerator stopped cooling, ammonia leakage and yellow residue were noted at the back of the refrigerator and Dometic was contacted. It was then that they notified us by phone that our refrigerator did have the defect but they would not assume responsibility since the unit was

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

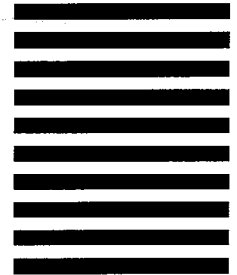
FIRST-CLASS MAIL

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



out of warranty. Now Forest River sent us an undated recall letter which we received on November 29, 2008 wherein they state that Dometic expanded their list of affected refrigerators. This letter included our serial number. With this new information, we again contacted Dometic who again told us they would not assume responsibility for the \$1200 repair costs because the warranty had expired. No repairs have been made. Copies of undated correspondence from Dometic and Forest River are attached.

Ours was one of the affected refrigerators in that we did experience a leak of pressurized coolant solution in November 2008 and the refrigerator stopped cooling then. We were very fortunate not to have experienced a fire. Since we received notice only in November 2008 about the inclusion of our refrigerator's serial number in the recall, we feel Dometic should be responsible for the repair costs. However, we feel we need authorization from them for reimbursement before repairs can be made. Please advise.





Rec.
6/15/07

Model # RM2652 ✓

Serial # 32000419
X

LETTER
UNDATED

RE: Dometic Refrigerator Recall

Dear Valued Customer:

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

Dometic Corporation has decided that a defect which related to motor vehicle safety exists on some of the refrigerators that it manufactured between April 1997 and May 2003 for installation in recreational vehicles.

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

301xxxxx through 319xxxxx

(does not include our serial no.
which is 32000419)

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

How Do I Know If My Refrigerator Is Being Recalled?

- 1) Find your refrigerator's 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.

Dometic Corporation • PO Box 490 • Elkhart, IN 46515
Phone 574-294-2511 • Fax 574-293-9686
www.dometicusa.com

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 will be available on April 16, 2007. At that time, 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, 400 Seventh Street, 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 Refrigerator:

If you are no longer the owner of the affected refrigerator, 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, Dometic and the original manufacturer of your RV 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.

On a Personal Note:

We sincerely apologize for any inconvenience this may cause. We are continually committed to developing innovative products to meet your needs and enhance your RV travels, keeping your safety at the top of our priority list.

Patrick N. McConnell
Director of Engineering, Product Safety and Standards
Dometic Corporation

RECALL 06E-076

SunnyBrook

Mr. Daniel C. Smith
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20590

LETTER
UNDATED

Re: Defect Information Report; Vehicles Equipped with
Certain Refrigerators Manufactured by Dometic Corporation

Dear Valued Customer:

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

Dometic Corporation has decided that a defect which related to motor vehicle safety exists on some of the refrigerators that it manufactured between April 1997 and May 2003 for installation in recreational vehicles.

SunnyBrook RV has been advised by Dometic Corporation that certain Dometic refrigerators installed as original equipment in some of **SunnyBrook RV** recreational vehicles may contain a defect that relates to motor vehicle safety because they may experience a leak of pressurized coolant solution which can result in a vehicle fire under certain specific circumstances. On the basis of that Dometic determination, **SunnyBrook RV** has decided that there may be a potential safety defect in its vehicles equipped with the identified refrigerators, and we are therefore submitting the enclosed Defect Information Report pursuant to 49 CFR Part 573.

If you have any questions, please do not hesitate to contact the undersigned at 1-888-466-5157.

Sincerely,

SunnyBrook RV

11/14/08 Called Dometic (Indianapolis Indiana)
they said out of warranty



BETTER
UPDATED

Dear Valued Customer:

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

Dometic Corporation has notified Forest River, Inc. that the defect, which related to motor safety, that existed on some of the refrigerators that it manufactured between April 1997 and May 2003 for installation in recreational vehicles has been expanded to include refrigerators built from June 2003 to September 30, 2006.

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.

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

320xxxxx through 352xxxxx
501xxxxx through 552xxxxx
401xxxxx through 452xxxxx
601xxxxx through 639xxxxx

does include our serial no.
which is 32000411

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

How Do I Know IF My Refrigerator Is Being Recalled?

- 1) Find your refrigerator's model and serial numbers by opening the refrigerator door and looking for the sticker attached to the side of the interior. See the photo instructions furnished by Dometic 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.

Courtney took complaint - told her ref is out

Conf # 10250384

Rec 11/29/08
3:00 PM
12/1/08
FTC
Federal Trade Commission
#1877382435
warranty issue

What To Do:

1) Turn the refrigerator off immediately if you notice any of the following indicators:

- Leakage or staining of the back of the refrigerator.
- Yellow residue at the back or side of the refrigerator.
- The smell of ammonia.
- Refrigerator does not properly cool.

Any units 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 is administrated.**

For any units that do 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 L.P. gas.** Switching to electrical power lowers the incident rate associated with L.P. 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".

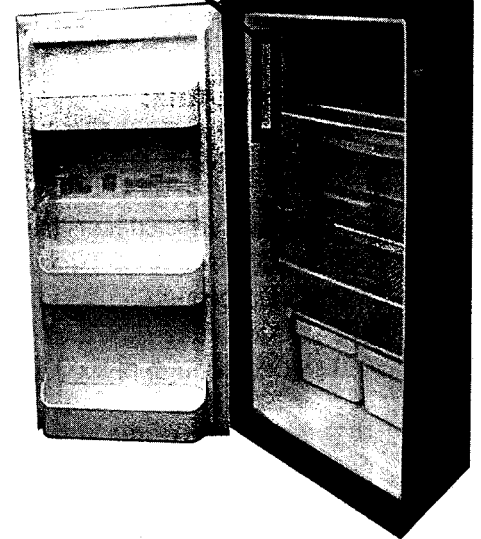
Dometic recommends that the unit not be operated on electric unless absolutely necessary until your unit has been serviced. **If you choose to operate your unit on electric prior to the recall rework, you must inspect the burner area weekly for any of the indicators referenced in number 1 above.**

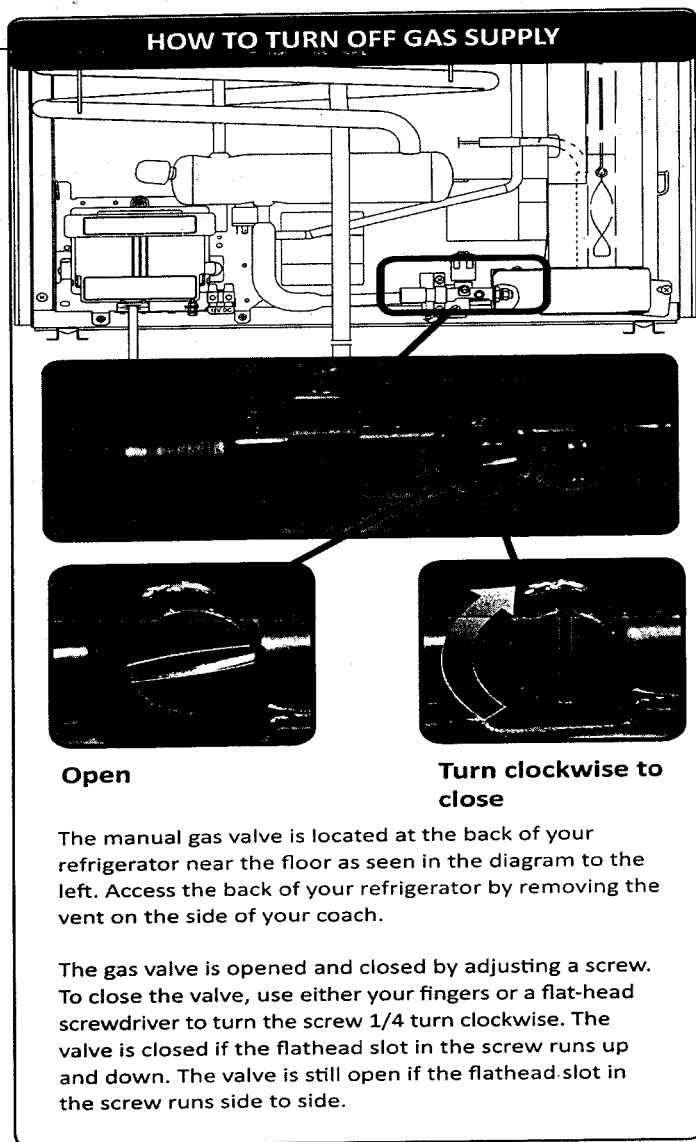
- 3) Dometic recommends that you turn off the gas valve at the back of your refrigerator. **DO NOT**, however, attempt to disconnect the gas supply tube.** Instructions on how to turn off the gas valve was provided by Dometic and is included in this envelope.
- 4) If you must operate your refrigerator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

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.





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 Dometic. 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 Dometic at the number provided above so they can attempt to resolve the problem. You may also submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street SW, Washington D.C. 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 the cost pursuant to Dometic's Pre-Notification Reimbursement Program. To be eligible for reimbursement under the Program, you must complete and submit the required forms and provide the necessary documentation. The Program and form can be obtained from Dometic by calling 1-888-446-5157.

If you no longer own this refrigerator:

If you are no longer the owner of this unit that may have the affected refrigerator, Dometic would greatly appreciate you furnishing them 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 This Recall:

To reach as many customers as possible, Forest River and the manufacturer of your refrigerator will each send notifications in regards to this recall. Be advised that though you may receive multiple notifications, all pertain to the same, single recall.

Forest River sincerely apologizes for any inconvenience this may cause. We are continually committed to working with component manufacturers as they develop innovative products to meet the needs of the RV'er. Keeping your safety is a top priority for us.

Sincerely,

Forest River

1839_5202AS