



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 ☐

31-DEC-2008

Reference No.

10253340

OWNER INFORMATION (Type or Print)

Name

Address

City RUSSELLVILLE

State KY

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

4UZAHAHAK91

Make

AIRSTREAM

Model

396XL

Model Year

2002

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner ☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

07-FEB-2007

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 350000 EQUIPMENT, 351000 EQUIPMENT: RECREATIONAL VEHICLE

Failure Mileage

Failure Speed

0

0

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 2002 AIRSTREAM 396XL RV. THE VEHICLE HAS A DOMETIC REFRIGERATOR, MODEL NDR1062. THE CONTACT STATED THAT THE REFRIGERATOR WAS NOT COOLING PROPERLY. HE SMELLED A STRONG ODOR OF AMMONIA AND NOTICED A YELLOW RESIDUE LEAKING FROM THE BACK OF THE REFRIGERATOR. THROUGH ONLINE RESEARCH, THE CONTACT DISCOVERED NHTSA CAMPAIGN ID NUMBER 06E076000(EQUIPMENT:RECREATIONAL VEHICLE). THE DOMETIC CUSTOMER CENTER WAS NOTIFIED OF THE FAILURES AND STATED THAT THEY WOULD BE RESPONSIBLE FOR THE RECALL KIT; HOWEVER, THEY WERE NOT RESPONSIBLE FOR THE COOLING MALFUNCTION. THE CONTACT STATED THAT THE RECALL REMEDY WOULD NOT CORRECT THE FAILURE ADDRESSED IN THE SAFETY DEFECT. A NEW REFRIGERATOR WAS PURCHASED. THE PART NUMBER 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 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)

IT IS MY CONTENTION THAT "NOTIFICATION OF RECALL" CONCERNING
A PRODUCT DEFICIENCY SHOULD BE SENT THAT REQUIRES
THE SIGNATURE OF THE SUBJECT PRODUCT.

I HAVE NEVER RECEIVED A NOTIFICATION OF RECALL
OF THE DOMETIC REFRIDGERATION MODEL #NDR 1062
TO INSTALL A REPAIR KIT THAT WOULD POSSIBLY PREVENT
A FIRE OR EXPLOSION. THE RECALL WAS ISSUED IN AUGUST 2006
MY PHYSICAL AND MAIL ADDRESS HAS NOT CHANGED SINCE AUGUST 2006

ATTACH ADDITIONAL SHEETS IF NECESSARY

THANK YOU

Russellville, KY



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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

BUSINESS REPLY MAIL

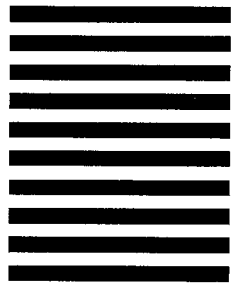
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US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



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

