



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

31-DEC-2008

Repository

Reference No. 10253392

OWNER INFORMATION (Type or Print)

Name

Address

City BOULDER CITY

State NV

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 1/1

VEHICLE INFORMATION

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

Make

Model

Model Year

Date Purchased

Dealer's Name and Telephone Number

Engine:

Fuel Type:

No: Cylinders

Original Owner

Dealer's City

State

Zip Code

Transmission Type

Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

24-DEC-2008

Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

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 2000 NEWMAR AMERICAN STAR. THE VEHICLE HAS A DOMETIC REFRIGERATOR, MODEL RM2852. THE CONTACT RECEIVED A RECALL NOTICE FOR NHTSA CAMPAIGN ID NUMBER 08V366000 (EQUIPMENT:RECREATIONAL VEHICLE). HE WAS CONCERNED THAT THE REMEDY TO INSTALL A SECONDARY BURNER HOUSING, A THERMAL FUSE, AND A MELT FUSE, WAS NOT A PREVENTIVE REMEDY. HE ALSO BELIEVES THAT THE REMEDY LISTED WAS ALSO INSUFFICIENT IN THE EVENT A FAILURE SHOULD OCCUR. THE EQUIPMENT WAS REPAIRED; HOWEVER, HE RECEIVED ANOTHER RECALL NOTICE. THE MANUFACTURER DID NOT ASSIST. 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)**

As per Newmar's Letter # NHTSA Recall # 07V-075  
The problem is a Fatigue Crack in The boiler Tube which  
can permit The release of Pressurized Coolant To be ignited  
by spark or propane flame & can result in a vehicle fire.  
The problem is still NOT fixed as The same Tubes are NOT  
Replaced. They recommend That you do NOT sleep in unit,  
whats a RV For? They should replace The boiler Tubes  
That could crack For safety of unit. above Rev Their  
own recall letter attached

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



# NEWMAR

WHEN YOU KNOW THE DIFFERENCE

Subject: Newmar Dometic Refrigerator Recall  
NHTSA Recall # 07V-075

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

Newmar 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. Newmar 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 conditions, 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

734 02215

702-659-6525

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

MARK 3027 Y



## WHAT WE WILL DO

Newmar 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.**