 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 14-JAN-2009	Repository <input type="checkbox"/> Reference No. 10254975
OWNER INFORMATION (Type or Print)		
Name	Daytime Telephone Number	Email Address
Address	Evening Telephone Number	
City FLAGLER BEACH	State FL	Zip Code
Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? <input type="checkbox"/> YES <input checked="" type="checkbox"/> 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			
1/7 digit Vehicle Identification Number Located at bottom of windshield on driver's side 4UZ6XJCA3Y	Make NEWMAR	Model DutchSTAR	Model Year 2000
Date Purchased	Dealer's Name and Telephone Number	Engine: No: Cylinders 6	Fuel Type: DIESEL
Original Owner <input type="checkbox"/>	Dealer's City	State FL	Zip Code
Transmission Type <input type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 15-NOV-2008
FAILED COMPONENT(S)/PART(S) INFORMATION			
REFRIGERATOR		Failure Mileage 21000	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)	<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	
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 DUTCHSTAR RV. THE VEHICLE HAS A DOMETIC REFRIGERATOR, MODEL NDR1062. THE CONTACT STATED THAT THE REFRIGERATOR IN THE RV COMPLETELY FAILED. HE TOOK THE VEHICLE TO A LOCAL REPAIR SHOP AND THE REFRIGERATOR WAS REPLACED AT THE COST OF \$180. ONE YEAR LATER, HE RECEIVED A RECALL NOTICE FOR NHTSA CAMPAIGN ID NUMBER 07V075000 (EQUIPMENT:RECREATIONAL VEHICLE). THE MANUFACTURER STATED THAT BECAUSE THE UNIT WAS NOT REPAIRED BEFORE MARCH OF 2007, THE CONTACT WOULD NOT BE ENTITLED TO REIMBURSEMENT. THE FAILURE AND CURRENT MILEAGES WERE NOT APPLICABLE.			
Bill enclosed Paid \$200.00			
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)

I WAS TOLD THAT THE UNIT DID NOT FAIL DURING THE SPECIFIED DATES. I WAS NOT THE OWNER AT THAT TIME. SINCE I ALREADY REPAIRED THE UNIT I WAS NOT COVERED. THEY ALSO STATED THEY WOULD HAVE FIXED IT NOW IF IT DID NOT FAIL REPAIRED BY ME THROUGH OTHER MEANS.

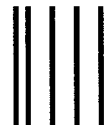
ATTACH ADDITIONAL SHEETS IF NECESSARY

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

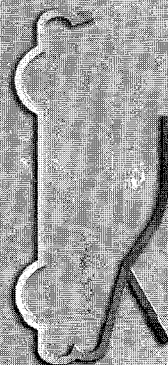
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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



WARRANTY
 NATIONAL WARRANTY OF
 Repair No: 9436
 Date Out: 12/01/08

*** OFFICE COPY ***

*** CLOSED ***

ROBBINS CAMPER SALES
 1112 NORTH US HWY. 1
 ORMOND BEACH, FL 32174
 386-677-5588
 FLORIDA REGISTRATION: MV-11610

Date: 11/06/08
 Time: 08:23 AM

Cust. No	Stk. No.: 1006281
Name:	YR/Make: 00 NEWMAR
Addr:	Model.: DUTCHSTAR
Addr:	Odo/Hrs: 19130
CSZ.: FLAGLER BEACH, FL	MFG. No:
Home Ph.:	VIN: 4UZ6XJCA3Y
Work Ph.:	TAG NO.:
	In Serv:

RG	Prob./Part.Code-Description	RT./PR	Qty/Hrs	Ex.Pr./FR
A	CHECK FRIGE INOP ON GAS AND ELECT./			
A	REPLACED REFRIGETATOR COOLING UNIT WITH ONE SUPPLIED BY EXTENDED			
A	WARRENTY CO./			
	00103 Mechanical Labor		2.18	174.40
	00109 Mechanical Labor		1.82	145.60
	A Item sub-total->			\$ 320.00
B	CHECK FAUCETS LOW WATER PRESSURE./			
B	RREPLCED CITY WATER INLET./			
	00109 Mechanical Labor		.60	48.00
B	WIN889142 CITY WATER FL	20.59	1.00	20.59
	B Item sub-total->			\$ 68.59
Y	NATIONAL WARRANTY OF FLORIDA -800-228-9185- SPOKE WITH KEVIN 11/06/08			
Y	POLICY #PZMC6052598 / AUTH # GSF-114220			
Y	PARTS: NATIONAL WARRANTY SUPPLIED /LABOR: \$320.00			
Y	WARRANTY PAYS: \$120.00 /CUSTOMER PAYS; \$200.00 DEDUCTIBLE.			
	00109 Mechanical Labor			.00
Z	NATIONAL WARRANTY OF FLORIDA - 800-228-9185- SPOKE WITH KEVIN 11/06/08			
Z	POLICY # PZMC6052598 / AUTH# GSE-114220			
Z	PARTS; \$20.59 / LABOR; \$48.00 / TOTAL; \$ 68.59			
Z	WARRANTY PAYS ; \$68.59 / CUSTOMER PAYS ; 0.00 DEDUCTIBLE WAVED.			
	00109 Mechanical Labor			.00

Labor Total.....: \$ 368.00
 Parts Total.....: \$ 20.59
 =====
 Sub Total.: \$ 388.59
 =====

AR-Charge/3rd-Party/NATIONAL WARRANTY OF FL

Service Order Balance.....: \$ 388.59
 Amt.Charged...: \$ 200.00
 Warranty Coverage...: \$ 188.59

***** Continued Next Page *****

S 942 00046
Pro 921 1460-83
MOO NDR 1062



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 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

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

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.

- 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 Newmar 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 Newmar product are important to us and we regret any inconvenience to you.

Sincerely,

Newmar

*Confirmation #
10254975*



IMPORTANT Dometic Recall Information

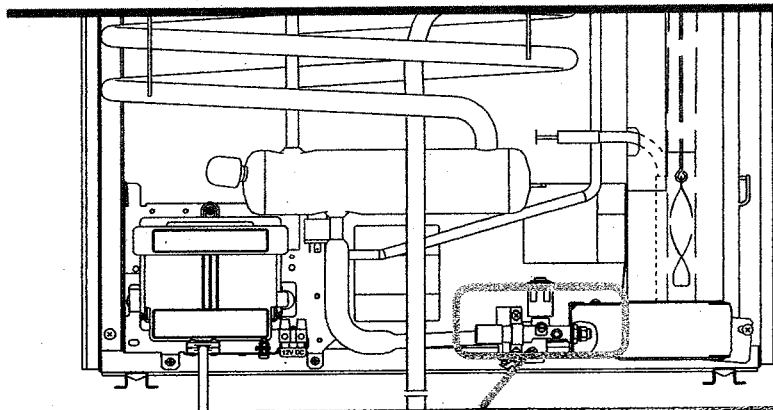
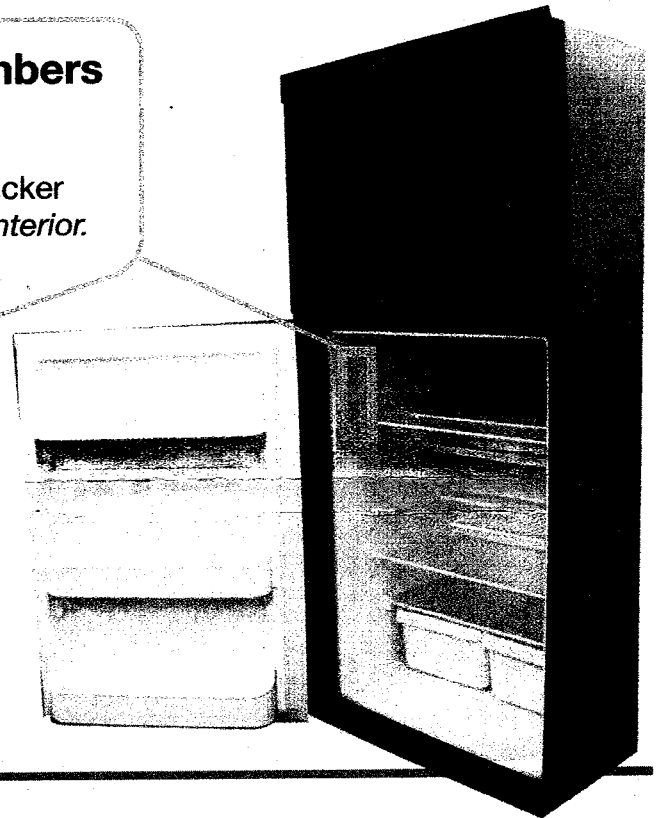
SERIAL NUMBER/GAS VALVE INSTRUCTIONS

RECALL 06E-076

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

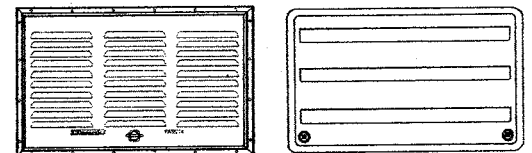
The serial and model numbers are both located on a sticker inside the fridge door. *It could be on either side of the interior.*

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



How to close the gas valve on your Dometic refrigerator

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 vent will look like one of the two following illustrations:



Open



Turn Clockwise



Closed

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.