

CIL-10258970-1954

NVS-200

M.
MI.
MII.
MIII.
MIV.

January 26, 2009

from

2009 FEB -9 PM 5: 33

[Redacted]

Tucson, Arizona

[Redacted]

[Redacted]

(Temporary address to March 25, 2009)

or

M.

[Redacted]

Gibsons, British Columbia
Canada

[Redacted]

[Redacted]

(permanent address)

To

*Administrator - National Highway Traffic Safety
Washington, D.C.*

.....
.....
.....

MC
5:33
2/9/09
NJ

Pursuant to the **Dometic Refrigerator Recall**, on many of their rv refrigerators, (See appendix A) I have three major complaints:

1. I feel that the company has been both devious and dishonest in their dealings with me.
2. They have refused to reimburse me for any or all of the \$2065.00 (Canadian funds) I paid to have a repair done on the refrigerator of my 2005 Keystone "Copper Canyon" rv purchased new on Sept. 20, 2005. (See appendix B.)
3. The possibility of a fire caused by leaking ammonia from our refrigerator put my wife and me, as well as a ship load of passengers on Sunday, November 30, in great danger as we took our rv to Coquitlam, British Columbia for the Monday morning repair. We also stayed the night of November 30 in the rv in order to get the repair completed the next morning, increasing our danger.

Sequence of Events:

1. On October 17, 2008, I received the recall notice sent out by the Keystone rv Company . The envelope is dated October 10.(Appendix A)
2. I immediately made an appointment with GoWest RV, the closest authorized Dometic dealer, for December 1 after I determined that our refrigerator needed the necessary repair. The repair date would coincide with the date we intended to leave for Arizona and saved us an extra ferry trip from Gibsons. On November 30, I took our rv out of storage where it had been since May, did not turn on our frig as instructed, and went to Coquitlam for our 8:00 appointment on Monday, Dec.1.
3. After removing the outside panel, the mechanic told us our refrigerator was unable to have the needed repair as it was too late. It had leaked ammonia from the cracked weld. He commented on how lucky we were that it had not caught fire as the ammonia had spread throughout the space. The appropriate parts were ordered and we waited until December 3 for them to arrive from the Dometic warehouse in Calgary. (Staying in motels at our expense.)
4. GoWest RV was very helpful and polite and tried to contact Dometic for over an hour before we left their shop but they finally told us they were sure all costs would be covered as the warranty had just expired and the work was all connected to the recall.
5. On December 9, I received an e mail from GoWest telling me that Dometic rejected the bill. As the repair shop had been more than fair with us, I immediately paid it. (See Appendix B).
6. I called the number provided in Appendix A #7 and spoke to "Keeva". As I outlined my situation, she conferred with her supervisor. They told me clearly that I was eligible for reimbursement and would send me the necessary forms to be returned.

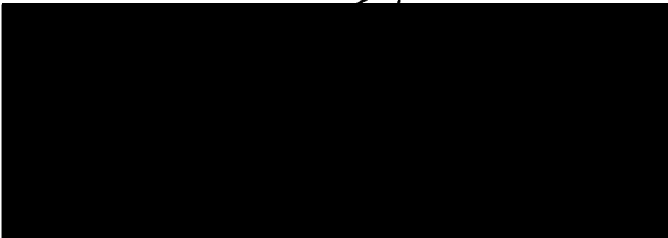
7. The forms arrived in a week and I completed them and returned them to Dometic.
8. On January 14, 2009 I received the rejection letter. See appendix C.
9. I called Dometic immediately and spoke to Susan(?) who told me my records showed I was eligible for reimbursement. I then was put through to Tracey and then Brenda who confirmed my records showed I was entitled to reimbursement, and who finally put me through to Eric Lenler at extension 2343.
10. Mr Lenler told me that I would not be reimbursed and that they only had to reimburse for refrigerator repairs between April 11, 2007 and April 11, 2008. This is the first that I was given this information. He then told me how Dometic was deeply concerned about customer care and satisfaction!! As My warranty expired on September 20, 2008, the recall came on Oct. 17, 2008, and I acted to get the repair completed as quickly as possible, I told him I was angry, would never buy another Dometic product,(I have purchased 7 new rvs in the last 35 years.) and was shocked at their poor business practices. I also said I would be pursuing the matter further.

I have consulted a number of Dometic authorized dealers, all of whom agree with me, that Dometic has not dealt fairly with me in this matter. Obviously they are not in any position to speak out publicly. It is my perception that Dometic is trying to keep aspects of this situation at least partially hidden. This puts owners such as I in danger of financial penalty and also personal safety.

I also feel Dometic must assume at least part of the expense to owners who experience what has happened to me.

I feel rv owners need to be told more emphatically and dramatically the danger they are in if they don't open the outer panel and check for ammonia seepage. We have travelled many thousands of miles with rvs over 35 years and I have seldom looked behind the outer panel of the refrigerator nor have I seen other rv'ers examining theirs.

By presenting this information it is my hope that rv clubs and government agencies in the United States and Canada can, perhaps, correct some of what I think is a covert mess, the result of shoddy and poor manufacturing and business practice by Dometic.





Subject: Keystone RV Company Dometic Refrigerator Recall

Dear Valued Customer:

*Received
Oct. 17/2008*

This notice is sent to you in accordance with the requirements of the Canada Motor Vehicle Safety Act.

REASON FOR THIS RECALL

Keystone RV Company "Keystone" 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 June 1, 2003 and September 30, 2006 for installation in recreational vehicles. Keystone installed these refrigerators in vehicles that it manufactured from June 1, 2003 to April 30, 2007.

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 Vehicle Models:

- 2004 Cabana Travel Trailers
- 2006 Cambridge Fifth Wheels
- 2006 - 2007 Challenger Fifth Wheels
- 2004 - 2007 Cougar Travel Trailers and Fifth Wheels
- 2004 - 2005 Cougar High Country Fifth Wheels
- 2006 - 2007 Everest Fifth Wheels
- 2007 Fuzion Fifth Wheels
- 2006 - 2007 Hobbi Travel Trailers
- 2006 - 2007 Laredo Travel Trailers and Fifth Wheels
- 2004 - 2007 Montana Fifth Wheels
- 2004 - 2007 Montana Big Sky Fifth Wheels
- 2004 - 2007 Montana Mountaineer Travel Trailers and Fifth Wheels
- 2006 - 2007 NRG Travel Trailers
- 2004 - 2007 Outback Travel Trailers and Fifth Wheels
- 2005 - 2007 Outback Sydney Travel Trailers and Fifth Wheels
- 2007 Passport Travel Trailers
- 2004 - 2007 Springdale Travel Trailers and Fifth Wheels
- 2004 - 2007 Springdale Clearwater Travel Trailers
- 2007 Springdale Limited Travel Trailers
- 2007 Springdale Summerland Travel Trailers
- 2004 - 2007 Sprinter Travel Trailers and Fifth Wheels
- 2004 - 2007 Tail-Gator Travel Trailers and Fifth Wheels
- 2006 - 2007 VR1 Travel Trailers

Affected Refrigerator Models:

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
401XXXXX through 452XXXXX
501XXXXX through 552XXXXX
601XXXXX through 639XXXXX

443 03 05 2

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

Keystone, 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.dometic.com/recall to confirm if your refrigerator is affected by the recall.

What to Do:

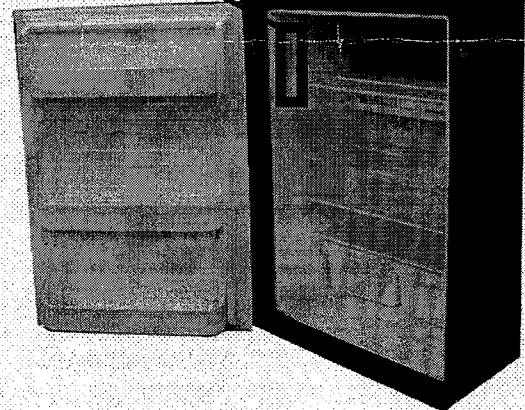
- 1) **Turn the refrigerator off immediately if you notice any of the following indicators:**
 - Leakage or staining at the back of the refrigerator.
 - Yellow residue at the back or sides of the refrigerator.
 - The smell of ammonia.
 - Refrigerator does not properly cool.

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.

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.



A-2

HOW TO TURN OFF GAS SUPPLY

Open

Turn clockwise to close

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 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.

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 under **Any** circumstances. 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. 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: Head of Recalls Road Safety and Motor Vehicle Regulation, Transport Canada, 2780 Sheffield Rd., Ottawa, Ontario K1B 3V9. You may also call at 1-613-993-9851.
- 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 Keystone 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 Keystone product are important to us and we regret any inconvenience to you.

Sincerely,

Rick Deisler
Sales & Service Manager
Keystone RV Company

" 1-888-327-4236

Appendix C

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Dometic Corporation Refrigerator Reimbursement Program

We are in receipt of your Dometic Recall Pre-Notification Reimbursement Form.

Your reimbursement claim has been denied. A list of exclusions provided to you with the Reimbursement Program form outlined possible reasons for denial of a claim. Your claim was denied for one of the following reasons:

- the pre-notification repair occurred earlier than April 11, 2007, the reimbursement period established in Dometic's reimbursement plan as submitted to NHTSA.
- the post-notification repair occurred later than April 11, 2008.
- costs were incurred while our original warranty was in effect and would have provided a free remedy (without any consumer payment) of the problem involved in the recall.
- the pre-notification remedy did not address the defect involved in the recall;
- the pre-notification remedy was not reasonably necessary to correct the defect involved in the recall;
- the damages to personal property are considered incidental or consequential.
- the claim has already been submitted and paid.
- the model and serial number supplied doesn't fall under the recall.
- the repairs performed don't fall within the failures identified in the recall.

*Eric Lender
2343*

#3 Brenda

#1 (Susan?)

Included in this return mailing are the documents that you sent to us.

*#2
Tracy*

Reimb.

*1-888-867-4188
#2
#4*

C-2

DOMETIC, LLC REFRIGERATORS PRE-NOTIFICATION REIMBURSEMENT FORM

[Redacted]

First and Last Name

[Redacted]

Street Address

Judson

City

Arizona

State

[Redacted]

Zip Code

until March 2009

[Redacted]

Telephone

VEHICLE INFORMATION

2005 Keystone Sprinter

Year

Make

Model

[Redacted] (Canadian)

Vehicle Identification Number

REFRIGERATOR INFORMATION

RM 2862

Model Number of Recalled Unit

443 - 03052

Serial Number of Recalled Unit

1. Did you obtain the pre-notification remedy when it could have been remedied at no charge under warranty, but our representative either refused or failed to remedy the recall problem under our warranty program?

Yes: No:

If you checked "Yes" you must provide documentation with your submission reflecting such refusal.


2. You must provide a copy of the receipt for the pre-notification remedy, identifying the parts involved and stating the total amount paid.

Please return this completed form with required documentation to:

Dometic Warranty Department
2320 Industrial Parkway
Elkhart, IN 46516

Q-3

I had the refrigerator fixed in Canada but am in Tucson until March. Reimbursement can be in American dollar equivalents, if you wish.

Thanks,


I live permanently in Canada and bought the trailer new in Canada in Sept. 2005.

DOMETIC / STERICYCLE
2670 EXECUTIVE DR STE A
INDIANAPOLIS, IN 46241



N24399088D1839-543076


ATTN: VALUED CUSTOMER

TUCSON, AZ
US