



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

March 4, 2009

1200 New Jersey Avenue SE.
Washington, DC 20590

[REDACTED]
[REDACTED]
Tucson, AZ [REDACTED]

NVS-216 mec
Ref. No. 10258970

Dear [REDACTED]

Thank you for your correspondence dated January 26, 2008, concerning your request for reimbursement for repairs made on your Dometic refrigerator that came equipped in your model year (MY) 2005 Keystone Copper Canyon recreational vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on February 9, 2009.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. Please be advised, the recall remedy for Keystone RV Dometic Refrigerator is to install a secondary burner housing free of charge that, in the event of a fire, would contain the fire until it extinguished. However, replacement of the refrigerator or the cooling unit is not part of the recall. Federal regulations require a manufacturer conducting a safety recall of motor vehicles or motor vehicle equipment to reimburse owners who have paid to obtain a remedy for the problem within a reasonable time, which in many instances is one year, prior to the manufacturer's notification. Additionally, our statute does not require manufacturers to reimburse owners for costs associated with a safety recall (e.g., lost wages while the vehicle is being repaired, car rentals, damage caused by the defect, etc.). Nor does the statute authorize the Federal government to reimburse vehicle owners for any costs associated with safety recalls or assist vehicle owners in obtaining reimbursements for costs associated with an alleged defect. We suggest you continue to work with Dometic Corporation regarding your reimbursement request. They can be reached at 1-888-446-5157. We regret that we cannot further assist you in this matter.



Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at <http://www.nhtsa.dot.gov/ivoq>. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

Sincerely,

A handwritten signature in black ink that reads "Frank S. Borris II". The signature is written in a cursive style with a large, stylized "F" and "B".

Frank S. Borris II, Acting Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement