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OFFICE OF THE ATTORNEY GENERAL  
STATE OF ILLINOIS

Lisa Madigan  
ATTORNEY GENERAL

CL-10262309-8482

February 10, 2009

Dometic Corp.  
Warranty Department  
509 South Poplar  
La Grange, IN 46761

Re: [REDACTED]  
File No: [REDACTED]

Dear Sir/Madam:

The Consumer Protection Division, of the Office of the Attorney General received a consumer complaint involving your business. We have enclosed a copy of the complaint for your examination.

We would appreciate your review and response to the complaint, as well as any suggestions for a potential resolution. Please include copies of any substantiating documents which relate to this complaint with your response. If the matter has been resolved, we would appreciate knowing it.

Please provide a response within ten days. All communications must be in writing. Direct all correspondence to Consumer Protection Division, Office of Attorney General, 500 South Second Street, Springfield, IL 62706. Refer to the above mentioned file on all correspondence.

Sincerely,

ATTORNEY GENERAL  
State of Illinois

*Sally Boyle*

Sally Boyle  
Citizen's Advocate  
Consumer Protection Division  
(217)782-9243

enclosure

NM  
2:21  
3/11/09  
NJ



# LISA MADIGAN

Illinois Attorney General  
Consumer Fraud Bureau  
500 South Second Street  
Springfield, IL 62706  
217-782-1090

1-800-243-0618 (Toll free in IL)

TTY: 1-877-844-5461

[www.IllinoisAttorneyGeneral.gov](http://www.IllinoisAttorneyGeneral.gov)

Office Use Only

CLMS: \_\_\_\_\_

AG: \_\_\_\_\_

## YOUR INFORMATION: NAME OF SELLER OR PROVIDER OF SERVICE:

Name: Mr., Mrs., Ms. (circle one)

[Redacted]

Address:

MORTON IL [Redacted] TAZEWELL  
City: State: Zip code: County:

Your Telephone Number:

Daytime [Redacted]

Evening [Redacted]

Your e-mail address (optional):

[Redacted]

Are you a senior citizen?

Yes No age 61

Who referred you to this office? Used Before

Name:

DOMETIC USA

Address:

P.O. BOX 490

City: State: Zip code:

ELKHART IND 46515

Telephone: (888) 446-5157

Website: WWW.DOMETICUSA.COM

Additional seller or provider of service involved in transaction:

Name:

Address:

City: State: Zip code:

Telephone ( )

Website:

Has this matter been submitted to another government agency, an arbitration service, or to an attorney? Yes No

If yes, please give name, address, telephone number #.

Is court action pending? Yes No

## INFORMATION ABOUT THE TRANSACTION

Date of Transaction:

Did you sign a contract? Yes No

(If yes, please attach a copy)

Date contract was signed:

Was the product or service advertised? Yes No When? (Please attach a copy of the advertisement, if available)

How was the service advertised?

- Newspaper/magazine
- Radio advertisement
- Television advertisement
- Internet advertisement
- E-mail solicitation
- Direct mail solicitation
- Telephone solicitation
- Yellow pages of the telephone book
- Facsimile solicitation
- Door-to-door solicitation
- Display at merchant's place of business
- Display at a trade show/convention, etc.
- Other INSTALLED IN CARPER

Total Cost of product/service: \$ 1530 Repair + Replacement COST

Amount paid to date/down payment: \$ \_\_\_\_\_

Method of payment (circle one) (Please attach a copy)

Cash Check Money Order Credit Card Debit Card Bank Draft  
Wire Transfer Automatic Debit Other \_\_\_\_\_

If you paid with a credit card, have you contacted your credit card company to register a dispute? Yes No

(Under the Federal Fair Credit Billing Act, you have 60 days from the time that you receive your statement to dispute the charge.)

**Where did the transaction take place?**

- At my home
- Over the telephone
- By mail
- Over the Internet
- Trade show/convention/home show
- At the firm's place of business
- By facsimile
- Other (please specify) \_\_\_\_\_
- There was no transaction

**Have you complained to the company or individual?**

Yes     No

If yes, provide name and phone number of the individual(s):

1-800-544-4881

1-888-446-5157

1-888-327-4236

POSONS ON CALL AT THAT TIME

**FOR COMPLAINTS REGARDING MOTOR VEHICLES, PLEASE COMPLETE THIS BOX:**

Make:	Model:	Year:	New: Yes No	As-Is: Yes No
Warranty: Yes No	Name of Extended Warranty:	Purchase Date:	Current Mileage:	Mileage at Purchase:
Expiration Date:				

Briefly describe the transaction and your complaint. You may use additional sheets if necessary. Please attach copies of all contracts, letters, receipts, cancelled checks (front and back), advertisements, or any other documents that relate to your complaint. PLEASE DO NOT SEND ORIGINALS.

*Please typed letter enclosed*

What form of relief are you seeking? (E.g. exchange, repair, money back, product delivery, etc.)

*Complete Replacement of Frig, Cooling unit or partial payment*

**READ THE FOLLOWING BEFORE SIGNING BELOW:**

In filing this complaint, I understand that the Attorney General is not my private attorney, but rather enforces laws designed to protect the public from misleading or unlawful business practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have no objection to the contents of this complaint being forwarded to the business or the person the complaint is directed against, unless box checked \_\_\_\_\_ best of my knowledge.

Signature



Date: *2/4/09*

Check here if you only want to notify our office of your concerns and do not want a mediation process initiated.

**Please return the completed form to the address at the top of this complaint form. Incomplete forms may be returned.**

Report on Dometic Refrigerators.

By [REDACTED]

Dometic and Forest River sent out a safety bulletin concerning a major safety problem that could cause a fire to the entire camper unit. A crack in the boiler tube, could release the pressurized coolant that could be ignited and cause a fire. My refrigerator had this problem.

My unit model number is RM2652, serial number 415-05330. The numbers fall into the defective numbers as listed in the Affected Units area. Dometic's resolution to solve the problem was to install some light sheet metal around the back part of the unit. This was completed on my unit by a qualified RV technician. It would not solve the leaking gas problem.

I had contacted Dometic before December 4, 2008 concerning the recall. I was told that the sheet metal was the recall. I do not have the original recall from Dometic, the technician kept it. Later Forest River sent out a bulletin concerning the safety hazards with the refrigerator.

I called Dometic, twice on 12/04/08 and told them the refrigerator completely quit due to the leaking of all the pressurized coolant. Since I didn't have an extended warranty, they said they are not responsible for the refrigerator even though the unit failed due to their recall.

I also called Forest River, concerning the letter they sent me. They said they couldn't help because they only use the Dometic products. He did say that a recall is a recall and Dometic should either pay to replace the refrigerator or the cooling unit.

Dometic also had me call the Vehicle Safety Hotline at 1-888-327-4236. They were of no help either, but were questioning why Dometic had me call them. They are listed on the letter sent by Forest River.

I would like to have Dometic either pay to replace the refrigerator or the cooling unit. My cost, quoted in 2008, was \$1520. I am stuck because I have to replace the refrigerator with another Dometic product or my cost will be much higher due to the modifications needed for another brand's hook up.

My unit was made in 2004 but carries a 2005 registration. I also had a Dometic air conditioner; it was also a defective unit. I had to have a motor replaced, this was covered under warranty. My point is, two Dometic units on my camper and both were found to be defective.

Included in the letter are:

1. A letter from Forest River
2. Proof of purchase of the Forest River RV equipped with the Dometic products.

Sincerely,  
[REDACTED]

332 Dometic #  
233 16857



air conditioner  
Repaired 5/1/06  
motor froze up

Dear Valued Customer:

Product #  
921-1441-12

This notice is sent to you in accordance with the requirements of the National Highway Traffic and Motor Vehicle Safety Act.

Dometic Corporation has notified Forest River, Inc. that the defect, which related to motor safety, that existed on some of the refrigerators that it manufactured between April 1997 and May 2003 for installation in recreational vehicles has been expanded to include refrigerators built from June 2003 to September 30, 2006.

**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.

The possibly affected units have serial numbers beginning with the following combinations:

- 320xxxxx through 352xxxxx
- 501xxxxx through 552xxxxx
- 401xxxxx through 452xxxxx
- 601xxxxx through 639xxxxx

415-05330

1-888-227-4236

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

**How Do I Know IF My Refrigerator Is Being Recalled?**

- 1) Find your refrigerator's model and serial numbers by opening the refrigerator door and looking for the sticker attached to the side of the interior. See the photo instructions furnished by Dometic included in this mailing for the exact location of the sticker.
- 2) Call 1-888-446-5157 or go to [www.DometicUSA.com](http://www.DometicUSA.com) to confirm if your refrigerator is affected by the recall.

1-800-544-4881

WWW.DOMETICUSA.COM/RECALL.PHP

VIN # 4X4FWCD2X5V [REDACTED]

## What To Do:

1) Turn the refrigerator off immediately if you notice any of the following indicators:

- Leakage or staining of the back of the refrigerator.
- Yellow residue at the back or side of the refrigerator.
- The smell of ammonia.
- Refrigerator does not properly cool.

Any units 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 is administrated.

For any units that do 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 L.P. gas. Switching to electrical power lowers the incident rate associated with L.P. 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".

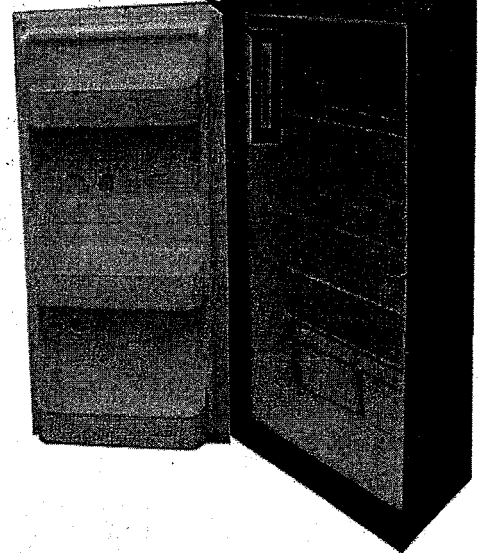
Dometic recommends that the unit not be operated on electric unless absolutely necessary until your unit has been serviced. If you choose to operate your unit on electric prior to the recall rework, you must inspect the burner area weekly for any of the indicators referenced in number 1 above.

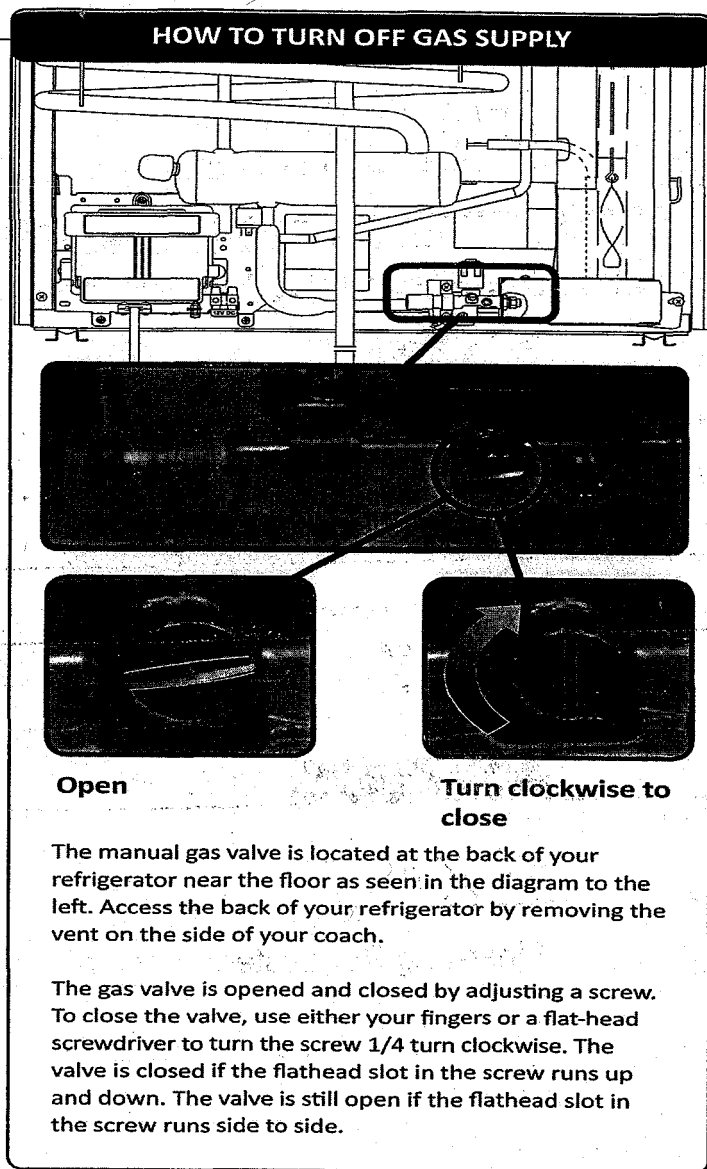
- 3) Dometic recommends that you turn off the gas valve at the back of your refrigerator. **DO NOT**, however, attempt to disconnect the gas supply tube. Instructions on how to turn off the gas valve was provided by Dometic and is included in this envelope.
- 4) If you must operate your refrigerator on electric. **DO NOT** operate your refrigerator while in transit or while occupants are asleep.
- 5) The rework kit is now 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.

### 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.





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 Dometic. 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 Dometic at the number provided above so they can attempt to resolve the problem. You may also submit a written complaint to the

Administrator, National Highway Traffic Safety Administration, 400 Seventh Street SW, Washington D.C. 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safecar.gov>.

- 7) If you previously paid to repair or replace a Dometic refrigerator that failed due to this defect, you can be reimbursed for the cost pursuant to Dometic's Pre-Notification Reimbursement Program. To be eligible for reimbursement under the Program, you must complete and submit the required forms and provide the necessary documentation. The Program and form can be obtained from Dometic by calling 1-888-446-5157.

**If you no longer own this refrigerator:**

If you are no longer the owner of this unit that may have the affected refrigerator, Dometic would greatly appreciate you furnishing them 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 This Recall:**

To reach as many customers as possible, Forest River and the manufacturer of your refrigerator will each send notifications in regards to this recall. Be advised that though you may receive multiple notifications, all pertain to the same, single recall.

Forest River sincerely apologizes for any inconvenience this may cause. We are continually committed to working with component manufacturers as they develop innovative products to meet the needs of the RVer. Keeping your safety is a top priority for us.

Sincerely,

Forest River

1839\_5202AS

# DURNELL'S RV

SALES AND SERVICE

# RV Wholesalers.com

Phone: 937-843-9000  
Fax: 937-843-9300

10601 St. Rt. 235 N.  
Lakeview, Ohio 43331

Website: www.rvwholesalers.com  
Email: sales@rvwholesalers.com

Name(s): \_\_\_\_\_

Address: \_\_\_\_\_  
City: TAZEWELL State: IL Zip: \_\_\_\_\_  
DATE: 3/24/04 (ordered)

City: MORTON State: IL Zip: \_\_\_\_\_

Make: WILDCAT Model: 28RK Phone: Home/Work: \_\_\_\_\_  
Cell: \_\_\_\_\_

Year: 2005 Color: PACIFIC BLUE Fax: \_\_\_\_\_

Vin. # 4X4FWCD2X5V \_\_\_\_\_  
DATE: 8/21/07

- 1. Unit Price: \$21,150.00
- 2. Extras: \*\* \$0.00
- 3. Hitch-Brake Work: \_\_\_\_\_
- 4. Extended Warr.: \$100.00
- 5. Delivery: \$0.00
- 6. Trade-In Value: \* \$0.00
- 7. Tax: \_\_\_\_\_
- 8. Down Payment: \$0.00
- 9. Deposit: \$1,000.00
- Total: \$20,250.00

New  Used

Financing Requested: Yes  No

Credit Card Number: \_\_\_\_\_

Expiration Date: 03/06

Email Address: \_\_\_\_\_

Year: \_\_\_\_\_ Make: \_\_\_\_\_

Payoff of: \_\_\_\_\_

Paid by Durnell's RV, any difference  
in amount paid by customer.

Initial: \_\_\_\_\_

Purchaser(s): \_\_\_\_\_ Date: \_\_\_\_\_

Durnell's RV Rep.: \_\_\_\_\_ Date: \_\_\_\_\_

\* Trade-in Value based upon final inspection of vehicle at time of delivery.

\*\* Extras: Picked up 7/1/04