



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

20-APR-2009

Repository ☐

Reference No.
10266087

OWNER INFORMATION (Type or Print)

Name

Address

City

NEBO

State

KY

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

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 ____/____/____

VEHICLE INFORMATION

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

1SACSO2P261

Make

Starcraft

Model

Homestead

Model Year

06

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

12-APR-2009

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Refrigerator cooling unit
model # RM2652
Serial # 50708280

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: DOTM9ABC036)

☐ 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 DOMETIC REFRIGERATOR, MODEL RM2652. THE CONTACT RECEIVED A RECALL NOTICE FOR NHTSA CAMPAIGN ID NUMBER 08E032000 (EQUIPMENT). THE REFRIGERATOR WAS REPAIRED ACCORDING TO THE RECALL; HOWEVER, THE REMEDY KIT WAS INSUFFICIENT AND FAILED TO CORRECT THE ISSUE. IMMEDIATELY AFTER THE RECALL REPAIR, THE REFRIGERATOR FAILED TO COOL PROPERLY. THE CONTACT ALSO NOTICED A YELLOW RESIDUE LEAKING FROM THE BACK OF THE UNIT. THE DOMETIC CUSTOMER CENTER WAS NOTIFIED OF THE FAILURES. THE REFRIGERATOR HAS NOT YET BEEN REPAIRED. THE CONTACT WAS DISPLEASED TO KNOW THAT THERE WAS A RECALL AND NO RESOLUTION. THE PART NUMBER WAS UNKNOWN.

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 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.

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Dometic recalls, right and wrong...

January 2, 2007 by [Chris](#)

Filed under: [Op-Ed](#)

As many people have learned, Dometic has been forced to recall something over 900,000 refrigerators for the possibility of a failing cooling unit, which **might** result in a fire. Norcold recently went through a recall for the same reason- the heating elements installed are just too hot, along with a possibly defective weld, which results in the coolant leaking out.

Norcold did waffle a bit, releasing a recall which simply changed the heating element to a lower wattage model, but finally stepped up to the plate and replaced all of the affected cooling units- at considerable expense.

But... Dometic- as of the latest word that I have (and I have heard **nothing** through "official" channels) is that the "fix" Dometic is releasing is simply a "safety" fix- a sheet metal shield which will keep the ammonia/hydrogen mixture from catching fire when and if the cooling unit leaks. This meets the letter of the law in terms of safety, but in my opinion it short changes the near 1 million customers who either regarded Dometic as a quality company, or who bought RVs from manufacturers who thought the same. This recall does **nothing** to actually fix what is a defect in design and construction, it simply makes it so that when your thousand dollar plus appliance fails after a few years, it will not destroy your entire RV.... oh boy... thanks for the concern, Dometic.

I've been an RVer since the age of 18 (mumble, mumble- some 30 years now), in the repair business for over 15 years- and Dometic certified for nearly 10, and I have always been comfortable recommending, selling and installing Dometic products. Now I am afraid, unless Dometic changes their position (which, given enough public outrage, they might), I cannot in good conscience do that any more.

The letter of the recall is available [here](#) (at [safercar.gov](#))

OFFICE OF DEFECTS INVESTIGATION (ODI)

Recalls - Search Results

1 Record(s) Displayed.

Report Date : April 20, 2009 at 11:28 AM

NHTSA CAMPAIGN ID Number: 06E076000

Equipment Brand Name / Part No. or Model No.:

DOMETIC / NDR1062
DOMETIC / RM2652
DOMETIC / RM2662
DOMETIC / RM2663
DOMETIC / RM2852
DOMETIC / RM2862
DOMETIC / RM3662
DOMETIC / RM3663
DOMETIC / RM3862
DOMETIC / RM3863

Production Dates:

APR 01, 1997 - MAY 31, 2003
APR 01, 1997 - MAY 31, 2003
APR 01, 1997 - MAY 31, 2003
APR 01, 1997 - MAY 31, 2003
APR 01, 1997 - MAY 31, 2003
APR 01, 1997 - MAY 31, 2003
APR 01, 1997 - MAY 31, 2003
APR 01, 1997 - MAY 31, 2003
APR 01, 1997 - MAY 31, 2003
APR 01, 1997 - MAY 31, 2003

Manufacturer: DOMETIC CORPORATION
NHTSA CAMPAIGN ID Number: 06E076000

Mfr's Report Date: AUG 28, 2006
NHTSA Action Number: N/A

Component: EQUIPMENT:RECREATIONAL VEHICLE

Potential Number of Units Affected: 926877

Summary:

CERTAIN DOMETIC TWO-DOOR REFRIGERATORS MANUFACTURED BETWEEN APRIL 1997 AND MAY 2003: SERIAL NOS. 713XXXXX THROUGH 752XXXXX; 801XXXXX THROUGH 852XXXXX; 901XXXXX THROUGH 952XXXXX; 001XXXXX THROUGH 052XXXXX; 101XXXXX THROUGH 152XXXXX; 201XXXXX THROUGH 252XXXXX; 301XXXXX THROUGH 319XXXXX, INSTALLED IN CERTAIN RECREATIONAL VEHICLES AS ORIGINAL EQUIPMENT AND SOLD AS AFTERMARKET EQUIPMENT. A FATIGUE CRACK MAY DEVELOP IN THE BOILER TUBE WHICH MAY RELEASE A SUFFICIENT AMOUNT OF PRESSURIZED COOLANT SOLUTION INTO AN AREA WHERE AN IGNITION SOURCE (GAS FLAME) IS PRESENT.

Consequence:

THE RELEASE OF COOLANT UNDER CERTAIN CONDITIONS COULD IGNITE AND RESULT IN A FIRE.

Remedy:

THE VEHICLE MANUFACTURERS WILL NOTIFY OWNERS OF RECREATIONAL VEHICLES THAT HAD THE REFRIGERATORS INSTALLED AS ORIGINAL EQUIPMENT AND DOMETIC WILL NOTIFY OWNERS OF THE AFTERMARKET REFRIGERATORS. DOMETIC WILL INSTALL A SECONDARY BURNER HOUSING FREE OF CHARGE. THE RECALL IS EXPECTED TO BEGIN BETWEEN APRIL AND JUNE 2007. OWNERS MAY CONTACT DOMETIC AT 888-446-5157.

Notes:

CUSTOMERS MAY CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY: 1-800-424-9153); OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).