



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

21-MAY-2009

Repository ☐Reference No.
10269590

OWNER INFORMATION (Type or Print)

Name

Address

City

WALKERSVILLE

State

MD

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

Make

Model

Model Year

Date Purchased

Dealer's Name and Telephone Number

Engine:

Fuel Type:

No: Cylinders

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

20-MAR-2009

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

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 2004 STARCRAFT HOMESTEAD 33CK. THE VEHICLE HAS A DOMETIC REFRIGERATOR, MODEL RM2652. THE CONTACT RECEIVED A RECALL NOTICE LAST FALL FROM DOMETIC REGARDING HIS REFRIGERATOR. HE HAS BEEN CALLING DOMETIC ABOUT THE RECALL IN ORDER TO HAVE SOMEONE REPAIR THE UNIT. THE CONTACT WAS INFORMED THAT SOMEONE WAS ON THE WAY; HOWEVER, THEY WERE WAITING TO PROVIDE HIM WITH AN AUTHORIZATION NUMBER FOR THE REPAIR. NO ONE EVER SHOWED UP TO REPAIR THE UNIT. THE PART NUMBER AND NHTSA CAMPAIGN ID NUMBER WERE UNKNOWN. UPDATED 06/03/09 *BF

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.

From: Wells, Cynthia CTR (NHTSA)
Sent: Tuesday, June 02, 2009 9:27 AM
To: Fogle, Brenda CTR (NHTSA)
Subject: FW: 10269590
[Add email](#)

From [REDACTED]
Sent: Sunday, May 31, 2009 8:23 AM
To: DataQuality, DataQuality (NHTSA)
Cc: Frank
Subject: 10269590

My complaint was about a recall on a refrigerator in an RV. It pointed out a danger of possible fire in the boiler tube. After several months trying to get it fixed I gave up and called you folks.

The repair was made by a mechanic within 2 days after notifying both he and the manufacturer (Dometic) that I filed a complaint with you.

The repair has been made.

Thank you for handling this complaint. The lady I initially spoke with, who took the complaint handled the process very professional and with kind and courteous.

Again, many thanks,

[REDACTED]