

CL-10280009-8625

EXECUTIVE SECRETARIAT
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Date: 07/30/09
RECEIVED - NHTSA

Administrator,
National Highway Traffic Safety Administration,
400 Seventh Street, SW
Washington DC 20590

This is a complaint regarding the recall of a faulty Dometic refrigerator mechanism in a 2001 Wildwood 25" RV. RM 2652, Serial #05103529.

As the owner of the above we received the recall notification. The trailer was taken promptly to an RV repair shop in Rainier, OR. The necessary replacement of the errant mechanism/device was installed. The trailer was then housed in a rented space that was covered for the ensuing winter months. It remained there for nearly 8 months.

This trailer has never been abused, as we are retirees and travel with it minimally. At most since we acquired it, we have used it no more than 6 times. The refrigerator looks to be in perfect condition other than the fact it simply doesn't work! The replacement mechanism has failed now just 8 days prior to our departure on a camping trip. You can well imagine my disgust to learn that the very device/mechanism we had replaced on the initial recall notice was no better than what was originally installed at the manufacture. The symptoms were textbook! Leakage or staining at the back of the refrigerator, yellow residue, the smell of ammonia and a refrigerator that does **not cool**. The saying, "I was an unhappy camper" is putting it mildly.

Please provide some helpful information as to how I should proceed regarding this complaint. There has to be a solution with regards to issue.

cc. Dometic
Elkhart, IN

[Redacted]

[Redacted]

Warren, OR [Redacted]

[Redacted]

NM
7:40
8/6/09
NJ