



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

25-AUG-2009

Repository ☐

Reference No.
10281673

OWNER INFORMATION (Type or Print)

Name

Address

City

PERU

State

IA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

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

Make

Forest River
Sierra

Model

5th Wheel

Model Year

2002

Date Purchased

7/2004

Dealer's Name and Telephone Number

Bob & Jo's RV

(641) 332-2160

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

Guthrie Center

State

IA

Zip Code

50115

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Multiple Failure:

Incident Date(s)

04-AUG-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Refrigerator Cooling Unit - Dometic - model & Serial # below

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: DOTM19ABC036)

☐ 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

Number of Deaths

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 2002 FOREST-RIVER SIERRA. THE MANUFACTURER OF THE EQUIPMENT IS DOMETIC THE MODEL#RM2652 AND THE SERIAL#11405545. THE CONTACT STATED THAT THERE IS A CRACK IN THE BOILER TUBE THAT HAS RELEASED COOLANT IN TO THE BACK OF THE REFRIGERATOR. SHE SHUT THE REFRIGERATOR OFF BECAUSE THE COOLANT COULD CAUSE A FIRE IN THE SOURCE OF IGNITION. SHE CALLED THE MANUFACTURER AND WAS INFORMED THAT THE FAILURE THAT SHE WAS EXPERIENCING WOULD NOT BE COVERED UNDER THE CURRENT RECALL FOR THE DOMETIC REFRIGERATOR. THE CONTACT WAS INFORMED THAT SHE WILL HAVE TO FIX THE CRACK FIRST BEFORE THEY WOULD SEND A SAFETY RECALL OUT TO HER FOR REPAIR. THE CONTACT FEELS THAT THIS FAILURE SHOULD BE COVERED AND SHE SHOULD NOT HAVE TO COVER THE EXPENSE BECAUSE THE FAILURE THAT SHE IS EXPERIENCING IS THE EXACT FAILURE CAUSED BY THE FAILURE WITH THE RECALL. THE FAILURE AND CURRENT MILEAGE WAS NOT APPLICABLE. BL

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.

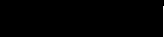
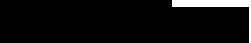


Attachments: dot.pdf

From: DataQuality, DataQuality (NHTSA)
From: 
Sent: Monday, September 21, 2009 11:09 AM
To: DataQuality, DataQuality (NHTSA)
Subject: ODI Complaint

Attached is the completed form I was requested to fill out. I did not have the VIN # to the camper with me, however if you need it I can get it but since my complaint was in regards to the Dometic Refrigerator Unit in the camper was not sure if you really needed the vin #. Thanks for your response and taking the time to investigate this matter.



Des Moines, IA
Phone# 
Email 

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