



NOV 2 2009

U.S. Department
of TransportationNational 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

15-OCT-2009

Repository ☐Reference No.
10288565**OWNER INFORMATION (Type or Print)**

Name

Address

City

WALLINGFORD

State

PA

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

1EC1P342532

Make

FLEETWOOD

Model

PROWLER

Model Year

2003

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)

26-SEP-2009

☐ Cruise Control**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 350000 EQUIPMENT, 351000 EQUIPMENT: RECREATIONAL VEHICLE

Failure Mileage

Failure Speed

0

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

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 2003 FLEETWOOD PROWLER. THE VEHICLE HAS A DOMETIC REFRIGERATOR, MODEL NUMBER RM2852, SERIAL NUMBER 22200048. HE NOTICED YELLOW RESIDUE LEAKING FROM THE REFRIGERATOR, AND THEN SMELLED AMMONIA. THE REFRIGERATOR FAILED TO REGULATE COLD TEMPERATURES. HE RECEIVED RECALL NOTICE# 08E032000 (EQUIPMENT). DOMETIC REFUSED TO REPLACE THE REFRIGERATOR. THE REPAIRS REFERENCED IN THE CALL ONLY CONTAINS THE FAILURE, BUT DOES NOT SERVE AS A PREVENTIVE REMEDY. NO REPAIRS WERE MADE. THE FAILURE AND CURRENT MILEAGES WERE NOT APPLICABLE.

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.

US Dept. of Transportation
Nat. Hwy. Traffic Safety Admin.
Office of Defects, NVS-210
1200 New Jersey Ave. SE.
Wash., D.C. 20077

OCT. 23, 2009

Dear Sirs;

I am writing in reference to a recall notice on the Dometic refrigerator in my Fleetwood trailer. I became aware of the recall on Sept. 12, 2009. I have the trailer at the Depot Camp Ground in Cape May N.J. and mostly use it on weekends. I went to the trailer on Friday Sept. 11 and the refrigerator was not cooling, so everything inside was bad.

On Saturday I read the operating booklet for trouble shooting and opened the back of the unit and found the yellow residue and smelled ammonia. I called the Dometic phone number and found out about the recall from the recorded message and had to call back on Monday. I spoke to Maxine (who gave me customer number 18372993) who told me that they would not repair or replace the unit. I asked to speak to a manager and was told that someone would call me, if I wanted to leave a number. I was called back a few days later by Lamont, he did not give a last name but gave the number 317-275-7545. He reiterated the same thing about not repairing or replacing it. As long as it didn't catch on fire, they were not interested. They were not going to bother about the repair kit until it was repaired or replaced.

I called Fleetwood Trailers and spoke to Keith at their parts phone number and he told me they had gone out of business. They were only making some replacement parts but he was surprised that Dometic would not honor their equipment.

I have owned the trailer since it was new and got about 24 months usage from the unit. I would have had a fire, if I traveled with it, since the cooling solution would have dripped down on the gas while on the road. But since it sat in a camp ground, it did not receive the vibration of traveling over the road.

Dometic knew that "a fatigue crack can develop in the boiler tube of the identified refrigerators, which can permit the release of pressurized coolant solution". Since they built an unsafe and inferior product, and knew this was going to happen, they should be responsible for the replacement. The replacement is about \$ 1,300 with out labor costs.

In advance, thank you for your assistance. The model is RM2852, serial #22200048.

[REDACTED]
Wallingford, Pa. [REDACTED]

Work [REDACTED] Home [REDACTED]



RE: Dometic Refrigerator Recall

Dear Valued Customer:

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

Dometic Corporation has decided that a defect which related to motor vehicle safety exists on some of the refrigerators that it manufactured between April 1997 and May 2003 for installation in recreational vehicles.

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, RM3863

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

713xxxxx through 752xxxxx
801xxxxx through 852xxxxx
901xxxxx through 952xxxxx
001xxxxx through 052xxxxx
101xxxxx through 152xxxxx
201xxxxx through 252xxxxx
301xxxxx through 319xxxxx

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 wall of the interior. See the photo instructions included in this mailing for the exact location of the sticker.
- 2) Call 1-888-446-5157 or go to www.DometicUSA.com to confirm if your refrigerator is affected by the recall.

Dometic Corporation • PO Box 490 • Elkhart, IN 46515
Phone 574-294-2511 • Fax 574-293-9686
www.dometicusa.com

What To Do:

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

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

Any unit 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 rework administered.

For any unit that does 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 LP gas. Switching to electric power lowers the incident rate associated with LP 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. Instructions on how to turn off the gas valve are 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 will be available on April 16, 2007. At that time, 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.

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 us. 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 us at the number provided above so we 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, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.