

FORMAL COMPLAINT

NVS-200

CL-1 0313149.9962

September 2, 2008

ATTN: Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE, SW
Washington, DC 20590

Dear Administrator,

Please find attached a two-page "Consumer Notification" from the Dometic Company regarding "refrigerator recall". Please excuse the manual scribbled notations. Our complaint is outlined in the following paragraphs.

Although our 2004 Sprinter Travel Trailer was purchased new in early 2005, the recall announcement of August of 2006, referred to in the first paragraph, **was never received by us**, and we have not changed our address.

When we received the notice on **July 21, 2008**, we immediately followed the recommendation under "WHAT TO DO" in Items 2 & 3. Item 4 does not apply to us because our camper is stationary, with structures attached, and cannot be moved. It is parked at Moredock Lake, Valmeyer, IL 62298. After turning off the gas at the back of the refrigerator we immediately called Dometic, as instructed in Item 5, at (888) 446-5157. They wanted VIN #, Serial number and Model number, which we provided. We explained that not only is our camper immobile, and that we are physically unable to remove the refrigerator and bring it to them, but that we shouldn't be expected to since we did not cause the problem. They assigned us a customer I.D. number and told us **we would need to find a service center (dealer) who could do it for us**. On July 22nd, we called every dealer we could find but only one dealer makes service calls. They are Apache Village and they charge \$240. We reported this back to Dometic on the same day per their instructions in Item 6, with regard to the words "without charge". The Dometic representative, Jason, said **Dometic would only pay \$60 for a service call and that he'd have to get permission from his superiors to pay any amount above the \$60 or we'd have to find a cheaper service center.**

After not hearing from Jason about the permission, we began calling Dometic on July 25th. Several calls resulted in being transferred to a recording that only ended with a disconnection. Finally, after many attempts with the toll-free number, we tried the (574) 389-3723 and got an operator who told us she didn't know anything about our customer I.D. number and that she would fax the information to the home office of Dometic. She also gave us another toll-free number to try, (888) 803-0013. We called the new number and had to start our story all over again but to know avail.

Since July 25th, we have called every other day with no results and no one is calling us back. It has been over 5 weeks without any contact from them. Last Wednesday, August 27th, we tried the original toll-free number. After going through all the number punching, we spoke to a representative named Noaley. He pulled the record and decided he couldn't help us because it was Jason's case. But, of course, Jason was at lunch. We left a message for Jason to call us back when he returned but, as of this mailing, seven days later, the call never came.

We have no paperwork with Dometic's Home Office address. But, according to the Yellow Pages on the internet, Dometic Corporation is located at 2201 Green Ln., Levittown, PA 19057 (215) 945-4066. We are not sure it is the correct Dometic. We need your help in resolving this matter. We can't stay in our camper without using our refrigerator yet we're afraid to stay in the camper with the refrigerator running even on electricity. Although, we have full coverage insurance on our camper, if we personally replace the "network kit" required for the refrigerator, and something happens, we're afraid the insurance company won't pay. If Dometic doesn't get this taken care of, and something happens, the insurance company will pay but then they'll go after Dometic because it was there fault. Dometic could end up paying \$30K or more for a new trailer instead of paying the \$240 to begin with, but they don't seem to care. Please help us solve this problem. We can be reached at the address or either phone number below.

[REDACTED]
Cahokia, IL [REDACTED]

home # [REDACTED]

cell # [REDACTED]

cc: Better Business Bureau of Central Illinois - 112 Harrison St., Peoria, IL 61602

K. Berry
2/20/10
DT

Noaley

CONSUMER NOTIFICATION: Dometic Voluntarily Expands Refrigerator Recall Dometic

TRIP FRK FROM DRIVER ?
Dear Valued Customer:

CUST. I.D. # 23316933

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

Dometic, LLC (Dometic) has decided that a defect which relates to motor vehicle safety exists on some of the refrigerators that it manufactured between June 1, 2003 and September 30, 2006 for installation in recreational vehicles. Therefore, Dometic is voluntarily expanding the recall it announced in August of 2006 on some of its two door refrigerators. *new #*
888 803-0013 *888 803 0013*

THE PROBLEM

After some period of use, a fatigue crack may develop in the boiler tube of the covered refrigerators that may release a sufficient amount of pressurized coolant solution into an area where an ignition source may be present. Potential ignition sources in this area include the refrigerator's propane burner and/or electric heating element. If this were to occur under certain conditions, the coolant could ignite and result in a fire. On the basis of these facts, Dometic has determined that the refrigerators may contain a defect that relates to motor vehicle safety.

VIN # 4YDTJ202X
4A 

AFFECTED UNITS

The potentially affected refrigerators have the following model numbers:
NDR1062, RM2652, RM2662, RM2663, RM2852, *model #*
RM2862, RM3662, RM3663, RM3862,

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

- 320xxxxx through 352xxxxx
- 401xxxxx through 452xxxxx
- 501xxxxx through 552xxxxx
- 601xxxxx through 639xxxxx

40700252
1-574 389-3723 FAXING
GAS VALVE OFF

If you own one of the above units, it requires immediate service and continuing use could result in a vehicle fire.

HOW DO I KNOW IF MY REFRIGERATOR IS BEING RECALLED?

1) Find your refrigerators' 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 to the right.

2) Call 1-888-446-5157 or go to www.DometicUSA.com to confirm if your refrigerator is affected by the recall. 2-1

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

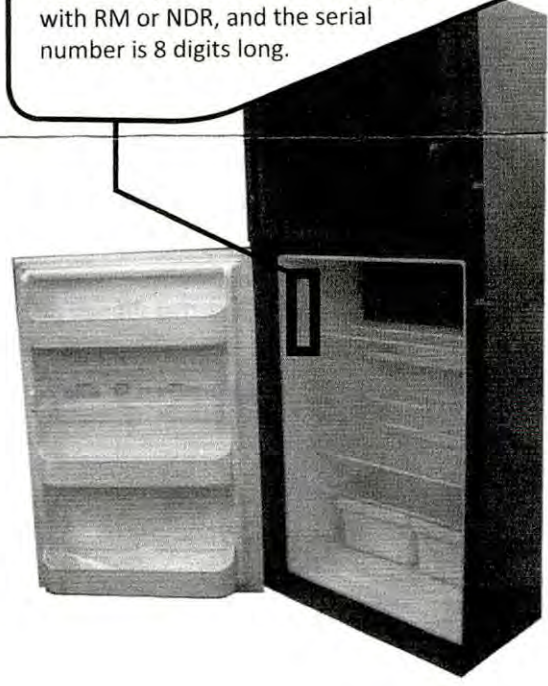
Any unit found to have one or more of the characteristics mentioned above **MUST** be shut down and not operated until the unit is fixed and the recall rework administered.

For any unit that does fall within the recall population, but does not exhibit

Where to find the serial and model numbers on your Dometic refrigerator

The serial and model numbers are both located on a sticker inside the fridge door. It could be on either side of the interior.

Remember, the model number starts with RM or NDR, and the serial number is 8 digits long.



MORE INFORMATION ON BACK ►

any of the four indicators mentioned in #1, consider the following:

- 2) Do not operate your refrigerator on LP gas under ANY circumstances. Dometic recommends that you turn off the gas valve at the back of your refrigerator. **DO NOT**, however, attempt to disconnect the gas supply. See instructions below.
- 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 regularly for any of the indicators referenced in number 1 above.**
- 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 is currently available. 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 remedy 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, 1200 New Jersey Avenue, SE, 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>.

7) If you previously paid to repair or replace a Dometic refrigerator that failed due to this defect, you may be eligible for reimbursement for your costs pursuant to Dometic's Pre-Notification Reimbursement Program. To be eligible for reimbursement under that Program, you must complete and submit the required form and provide the necessary documentation. The Program and form can be obtained by calling 1-888-446-5157.

IF YOU NO LONGER OWN THIS REFRIGERATOR

If you are no longer the owner of the affected refrigerator, we would greatly appreciate you furnishing us with the name and address of the new owner by calling 1-888-446-5157.

YOU MAY RECEIVE MORE THAN ONE MAILING IN REGARDS TO THIS RECALL

To reach as many customers as possible, Dometic and the original manufacturer of your RV will each send notifications in regards to this recall. Be advised that though you may receive multiple notifications, all pertain to this same, single recall.

ON A PERSONAL NOTE

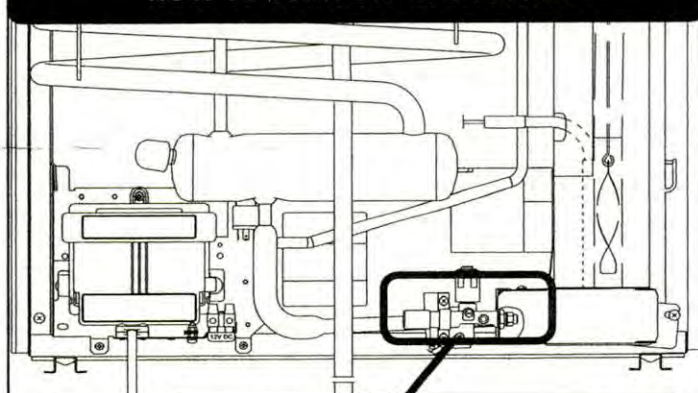
We sincerely apologize for any inconvenience this may cause. We are continually committed to developing innovative products to meet your needs and enhance your RV travels, keeping your safety at the top of our priority list.

Patrick N. McConnell
Director of Engineering, Product Safety and Standards
Dometic, LLC

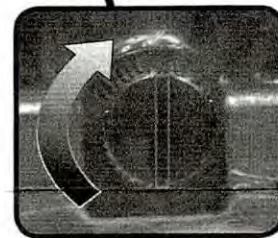
RECALL 08E-032

1839_0101BD

HOW TO TURN OFF GAS SUPPLY



Open



Turn clockwise to close

The manual gas valve is located at the back of your refrigerator near the floor as seen in the diagram above. Access the back of your refrigerator by removing the vent on the side of your coach.

The gas valve is opened and closed by adjusting a screw. To close the valve, use either your fingers or a flat-head screwdriver to turn the screw 1/4 turn clockwise. The valve is closed if the flathead slot in the screw runs up and down. The valve is still open if the flathead slot in the screw runs side to side.