

CC-10347285-4565

AUG 1 1 2010

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

From: NHTSAHotline@telesishq.com (NHTSA)
To: [Redacted]
Date: Thu, August 5, 2010 3:55:00 PM
Cc:
Subject: Case Escalation

Notification of Case Escalation (All times are in Eastern Standard Time)

Project: NHTSA Hotline Center
Case: Comments from ODI web site
Case Number: 283552

Escalation: None Status:
Date: 2010-08-05 Time:
Creation Date: 2010-08-04 Creation Time:

Description:
Entered on 08/05/2010 at 18:55:13 EDT (GMT)
Thank you for contacting the U.S. Department of Transportation

Please note - correction on mileage for attached complaint: Actual mileage should read 35,922 not 359,220. Thank you!



You can make corrections or additions to your complaint by mailing your modification of the Department of Transportation with a printed copy of your complaint.

A copy of your complaint can be printed from the NHTSA web site at www.nhtsa.dot.gov 24 hours after submission on the Vehicle Safety Hotline. The Office of Defect Investigation Number is required to search for your complaint.

Please mail the corrected information to:

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation
1200 New Jersey Ave, SE
West Building
Washington, DC 20590

We hope that you find this information helpful. However, if you need additional information on our services please feel free to contact us at 1-888-327-4236.

Thank you,

NHTSA.dot.gov Response Team

Disclaimer: "This response is for information purposes only and does not constitute an official communication of the U.S. Department of Transportation. For an official response, please write U.S. Department of Transportation, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, West Building, Washington, DC 20590.

Entered on 08/04/2010 at 16:20:30 EDT (GMT-0400) by odiwebuser@www-odi.nhtsa.dot.gov:

FULL NAME: [Redacted]
EMAIL: [Redacted]
SUBJECT: safety complain # 10347285

WEB USER COMMENTS:

On my complaint form I made a mistake on the mileage. The actual mileage should read: 35,922 instead of 359,220. Sorry for the mistake!

This mail was sent using the Contact form from http://WWW-ODI.NHTSA.DOT.GOV web site.

Contact Information:

Last Name: [Redacted] First Name: [Redacted]
Email Address: [Redacted] NHTSA ID: 236296

KB
082710
TBW



OFFICE OF DEFECTS INVESTIGATION (ODI)

SAFETY COMPLAINT CONFIRMATION

Your Complaint Information is successfully submitted.
 Your Confirmation number (ODI Number) is: **10347285**

Your Complaint Information

Acknowledgement

An e-mail was sent to [REDACTED]

Complaint Information

Description: The Dometic refrigerator in our 2004 Tioga Class C RV stopped working with no warning while it was parked on a level surface. When the cover was opened for maintenance we discovered a yellowish deposit and evidence of leakage from the boiler tube. We were informed that this model was subject to a recall due to numerous reports of fatigue cracks and bad welds in the boiler tube of the cooling unit. We were never notified about this defect at any time. As instructed on the Dometic website, we brought the RV to Camping World service center, which is certified to repair this problem. We were told that all Dometic will do is provide a metal shield to prevent fires caused by this internal defect. They will do nothing to repair the damage to our refrigerator that was a direct result of this manufacturing defect. Adding a \$40 heat shield to a now non-working refrigerator is useless and does nothing to replace our cancelled vacation plans. As most of our camping trips are dry camping (no electrical hookups), we rely on LP gas to run the refrigerator and are concerned that our family was placed in serious danger of fire with no attempts by the manufacturer to notify us so that we could have had it repaired before it damaged the entire cooling system.

Approximate Incident Date: 8/1/2010

Your responses to the questions regarding the incident:

Deaths/Injuries:	No	Property Damage:	Yes
		Crash:	No
Fire:	No	Police Report:	No

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Vehicle Information

VIN: 1FDXE45S34H [REDACTED]
Year, Make, Model: 2004, FLEETWOOD, TIOGA SL
Failure Mileage: 359,220
Speed: 0

Vehicle Component Information

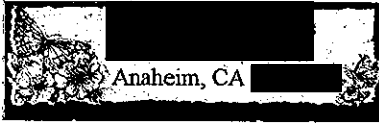
Component 1: UNKNOWN OR OTHER

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Consumer Information

Name: [REDACTED]
Daytime Phone: [REDACTED] **Ext:** [REDACTED]
Evening Phone: [REDACTED]
E-mail: [REDACTED]
Fax: [REDACTED]
Address: [REDACTED]
City, State, Zip: Anaheim, CA [REDACTED]
Country: USA
Referral Source: Manufacturer

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U.S. Dept. of Transportation
National Hwy Traffic Safety Admin.
Office of Defects Investigation
1200 New Jersey Ave, SE
West Building
Washington, DC 20590

