



PGA Life Member

[REDACTED]
Master Professional, Retired
PGA of America

[REDACTED]
San Jose, CA [REDACTED]

Tel: [REDACTED]

Fax: [REDACTED]

Email: [REDACTED]

CL-10359748-1978
INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6)



14 September 2010

HDI-Gerling America Insurance Company
Attn: Mr. Ed Sweeney
150 North Wacker Drive, 29th Floor
Chicago, IL 60606

Mr. Sweeney:

Re: Dometic Fire Claim No. GLP 15454

I am responding to your settlement offer, dated 17 November 2009.

I have not responded until now due to severe medical situations that have taken priority.

Your offer of \$10,343.35 is based on your determination that a recall letter was sent to me at the [REDACTED] UT, [REDACTED] address. This was my resident address at the time of purchase of the Montana Trailer that was installed with the defective Dometic Refrigerator, model no. RM2852. The purchase was made in December 2002.

It is a fact that neither I nor any of my family have resided at the [REDACTED] address, since October 2003. The home at that address has been continually rented to tenants since that time and continues to be so rented.

I therefore, DID NOT, receive a recall notice, and was completely UNAWARE of any problems with this refrigerator until the fire of 08 August 2009. It has been determined by your investigator, Mr. Kim R. May, CFI, that the refrigerator in question did in fact fail and was the cause of the resulting fire.

The Estimate of Repairs, as performed and accepted by your adjuster, is \$25,301.90.

The Estimated Value as stated by your company at the time of the fire was \$21,140 plus sales tax.

I therefore request the fair settlement amount of \$21,140.00 plus California Sales Tax of 9.25%, \$1955.45; for a Total Settlement of \$23,095.45.

I await your reply.

[REDACTED]
encl: copy of original estimate
copy of settlement offer 17 November 2009

cc: ✓ Mr. John Waters, Dometic Corp., via email and express mail
Mr. Dan Smith, NHTSA, via express mail

SEP 21 2010

KB
100410
THW

SAN JOSE

PrePared By: Chris Caprino



HDI-GERLING AMERICA INSURANCE COMPANY

150 North Wacker Drive - 29th Floor - Chicago, IL 60606 - Phone: (312) 580-1900 - Fax: (312) 924-0914

November 17, 2009

[REDACTED]
Layton, UT

*NOT REC'D HERE.
HDI HAD TO REMAIN
TO MY CURRENT ADDRESS
IN SAN JOSE.*

Re: Our Insured: Dometic LLC
Your Insured: [REDACTED]
Date Of Loss: August 31, 2009
Our Claim No.: [REDACTED]

Dear [REDACTED]

Please be advised that HDI-Gerling America Insurance Company is the commercial general liability insurance carrier for Dometic LLC. We have completed our investigation for the above mentioned claim and wish to conclude the claim as outlined below.

Our investigation revealed that a recall letter was sent to you prior to your loss, as such we are willing to offer you **\$10,343.35** to settle your claim. If you wish to accept this offer we have enclosed a release for you to sign and have notarized and return for payment.

If you have any questions or concerns please contact the undersigned name listed below.

*******Pursuant to the California Unfair Claims Settlement Practices Regulations, we are obligated to advise you at this time that have (2) years from the date of the accident to pursue any further legal remedies. This would be in the event that if we are unable to resolve your claim, for whatever reason, you have other methods of recourse available to you. The address of the California Department of Insurance is 300 South Spring Street, Los Angeles, CA 90013*******

Sincerely,

Janelle Hutson

Janelle Hutson
Claim Representative
312-456-6762