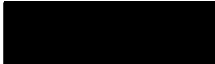


C(-10435914-9028


Prairie du Chien, WI

NOV - 9 2011

October 31, 2011

Dometic Warranty Department
2320 Industrial Parkway
Elkhart, IN 46516

Cc: Administrator
National Highway Traffic Administration
400 7th St. SW
Washington, DC 20590

Dear Sir:

I was away from my trailer - - - with the Dometic refrigerator at possible risk inside of it - - - for several weeks back in August of this year and upon return I came to find out that my refrigerator was not working. The smell of ammonia was not noticed, but checking the back of the refrigerator - - - it had definite "yellow residue" - - - indicating the "possible fatigue crack in the boiler tube" did in fact "crack" and ammonia leaked out.

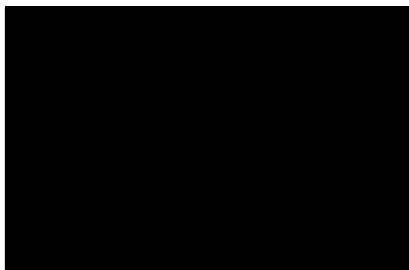
Back in August 8, 2008 I had a repair man install the required SBH kit on my Dometic refrigerator. There was no charge for this service - - - therefore no receipt was obtained. However you have verification of this installation in your records - - - as I have called your people five times back in August - September of this year.

I was calling about how to go about getting reimbursement for a "failed Dometic refrigerator due to this "fatigue crack may develop in the boiler tube" defect. In calling I was usually routed to a person that was dealing with the job of setting up people to have the SBH kit installed - - - which I previously had done - - - as stated above. Finally after the fifth call and being persistent, I was able to talk to someone about the "failure" of the refrigerator. She told me to go ahead and fill out the "Pre-Notification Reimbursement Form" and submit documentation and a invoice for the new refrigerator or repair of the failed unit.

I asked about submitting pictures or proof of this failure - - - she said it was not needed - - - but I am sending two pictures of the failed unit if needed.

I then checked into the cost of installing a new cooling unit on the failed refrigerator and also the cost of a new refrigerator. The costs of either were about the same.

I am requesting reimbursement of my cost of a new Dometic refrigerator according to your recall steps, ie #6 on the "Dometic Recall Information" sheet, which is enclosed. I have also enclosed an invoice - - - which I have paid - - - several pictures and a filled out reimbursement form.



EE
11-14-11
DW

**DOMETIC CORPORATION REFRIGERATORS
PRE-NOTIFICATION REIMBURSEMENT FORM**



Prairie du Chien WI
City State



VEHICLE INFORMATION

2003 Forest River Sierra Travel Trailer
Year Make Model

4X4TSEF253A
Vehicle Identification Number



REFRIGERATOR INFORMATION

RM 2652 223 00305
Model Number of Recalled Unit Serial Number of Recalled Unit

1. Did you obtain the pre-notification remedy when it could have been remedied at no charge under warranty, but our representative either refused or failed to remedy the recall problem under our warranty program?
Yes ☐ No: ☒

If you checked "Yes" you must provide documentation with your submission reflecting such refusal.

2. You must provide a copy of the receipt for the pre-notification remedy, identifying the parts involved and that stating the total amount paid.

No receipt was given -- as there was no charge.

Please return this completed form with required documentation to:

**Dometic Warranty Department
2320 Industrial Parkway
Elkhart, IN 46516**

CAMPING WORLD CUSTOMER SERVICE INVOICE-PLEASE KEEP FOR YOUR RECORDS

To place an order, call us FREE anytime at 1.877.872.6068 and for Customer Service call FREE 1.877.844.5080.

CS 1122091

PRAIRIE DU CHIEN WI

Sold to:

Ship to:

PRAIRIE DU CHIEN WI

Order Date 9/29/11

Order Number 9755267

Item	Qty	Status	Description	Unit Price	Coupons	Total
12775	1	Shipping from Mfg by 0/00/00 FREIGHT	AMERICANA REFR 6.0CF 129			

F.O.B. ORIGIN

Credit card charged: \$ 1191.61

Merchandise Total	Coupons	Shipping/Handling	Sales Tax	Total Paid	Order Total	Refund	Balance Due
1089.99		39.50	62.12		1191.61		

DETACH RETURN LABEL HERE



9755267

Camping World WCDC
3830 Saco Rd
Bakersfield, CA 93308



010-8704430-01

010-8704430-01



010-8704430-02

010-8704430-02



010-8704430-03

010-8704430-03



010-8704430-04

010-8704430-04



8704430

TRIM RETURN LABEL HERE AND ATTACH TO OUTSIDE OF YOUR PACKAGE

DETACH AND INCLUDE THIS RETURN FORM INSIDE YOUR RETURN PACKAGE

Order Date 9/29/11

Order Number 9755267

PACKER: 1-8704430

Item	Reason Code	Qty	Status	Description	Unit Price	Coupons	Total
			FREIGHT				

BASIC GROU
CS 1122091

PRAIRIE DU CHIEN WI

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Dometic Recall Information**Your refrigerator is affected**

The information that you entered indicated that your refrigerator is affected by Dometic's voluntary recall announced to NHTSA on August 28, 2006.

At no charge to you, Dometic's SBH Kit needs to be installed on your refrigerator. Your preferred RV service technician can perform the installation.

Use our service center locator for help finding an installer in your area that can perform the recall work. Searching by area code should yield the best results. [Click here](#) for the service center locator.

Please read the following.

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. For instructions on how to turn off the gas valve, [click here](#).**
- 4. If you must operate your refrigerator on electric, DO NOT operate your refrigerator while in transit or while asleep.**
- 5. 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, 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>.**
- 6. If you previously paid to repair or replace a Dometic refrigerator that failed due to this defect, you can be reimbursed 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.**

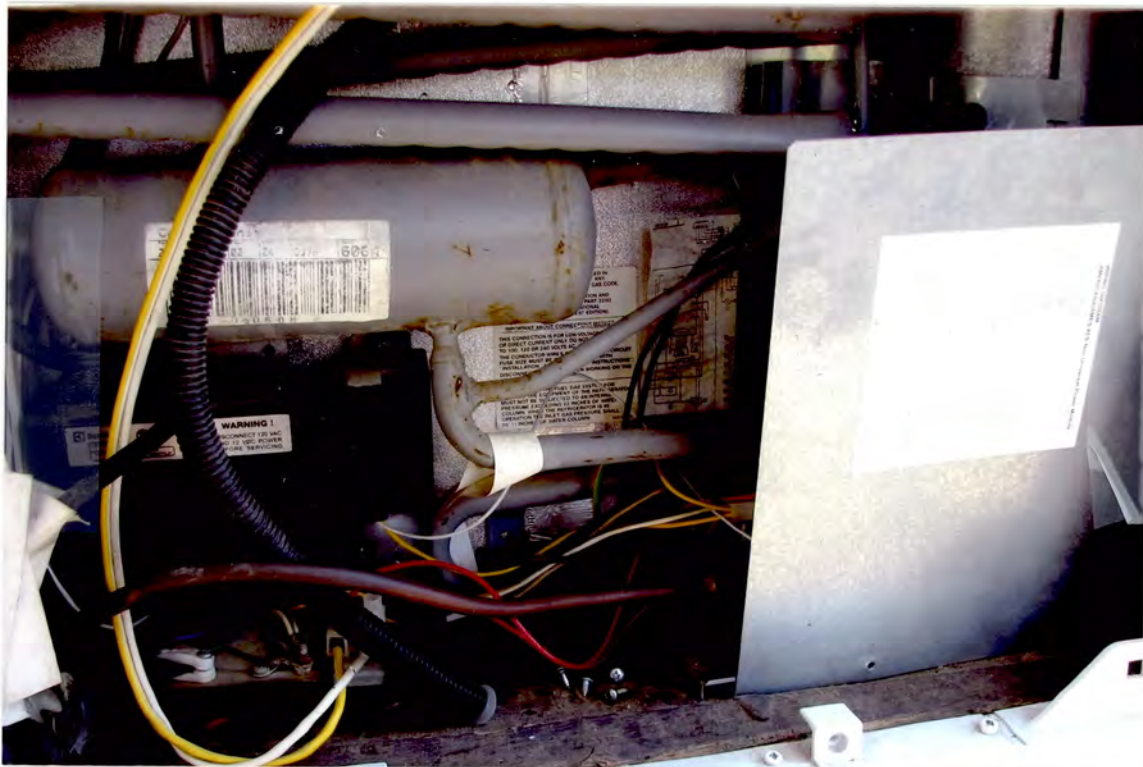


IMPORTANT

Dometic Recall Information

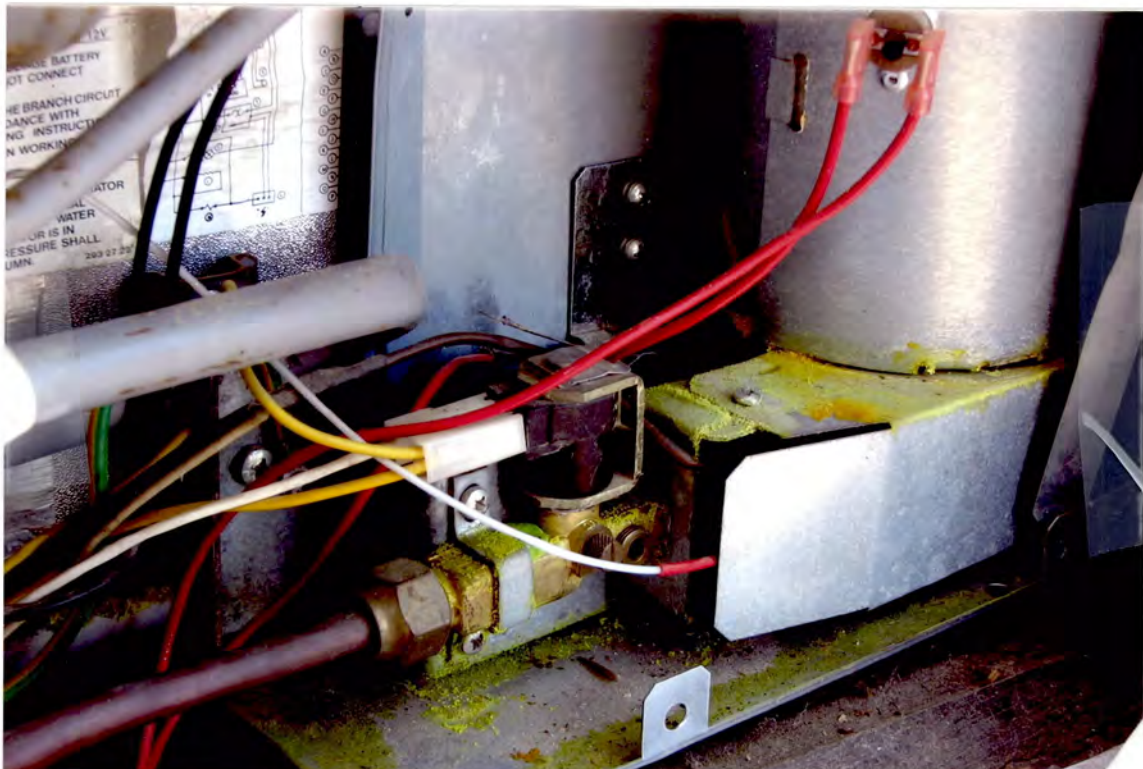
RECALL 06E-076

© Dometic Corporation 2011 **Phone**
574.294.2511



Above: Picture of the back of my failed refrigerator with the SBH Kit installed.

Below: Again picture of the back of my failed refrigerator with the piece of tin removed and showing the "yellow residue".

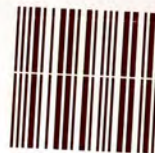




Prairie Du Chien, WI



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20590

U.S. POSTAGE
PAID
PRAIRIE DU CHIE. W
53821
OCT 31, 11
AMOUNT

\$0.64
00052582-04

Administrator
National Highway Traffic Safety Administration
400 7th St. SW
Washington, DC 20590

