



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

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

1200 New Jersey Avenue SE.
Washington, DC 20590

November 22, 2011

[REDACTED]
Prairie du Chien, WI [REDACTED]

NVS-216 et
Ref. No. 10435914

Dear [REDACTED]

Thank you for your correspondence concerning your Dometic refrigerator. Your letter was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that you recently had to purchase a new Dometic refrigerator for your trailer because the original Dometic refrigerator was inoperable due to fatigue cracks in the boiler tube. In August 2008, you had the original refrigerator remedied under NHTSA Safety Recall Campaign No. 08E-032 which was supposed to address this problem. You contacted Dometic customer service and submitted documentation regarding reimbursement for the new Dometic refrigerator you purchased.

Federal regulations require a manufacturer conducting a safety recall of motor vehicles or motor vehicle equipment to reimburse owners who have paid to obtain a remedy for the problem. Certain restrictions apply, including the need to submit certain documents to the manufacturer. We suggest you follow the instructions in the Dometic recall notification letter to file a claim. You may also continue to contact the Dometic Recall Center at, 1-888-803-0013 to get further information regarding your reimbursement claim.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.dot.gov/ivoq or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at www.nhtsa.dot.gov/cars/problems.



Sincerely,

A handwritten signature in cursive script that reads "Randy Reid". The signature is written in black ink and is positioned above the typed name and title.

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement