

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

From: [Wells, T. Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: Follow up ODI Complaint 11084385
Date: Tuesday, May 01, 2018 10:25:51 AM

From: DataQuality, DataQuality (NHTSA)
Subject: FW: Follow up ODI Complaint 11084385

complaint

From: [REDACTED]
Sent: Monday, April 30, 2018 7:23 PM
To: EVOQ (NHTSA) <EVOQ@dot.gov>
Cc: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: RE: Follow up ODI Complaint 11084385

I have forwarded you the information per the complaint. Please let me know if you have any questions.

Thank you

Sent from [Mail](#) for Windows 10

From: [REDACTED]
Sent: Monday, April 30, 2018 6:21:51 PM
To: EVOQ (NHTSA)
Cc: dataquality@dot.gov
Subject: Follow up ODI Complaint 11084385

Sent from [Mail](#) for Windows 10

From: [REDACTED]
Sent: Wednesday, April 18, 2018 3:50:41 PM
To: [REDACTED]
Subject: Fwd: Dometic - [REDACTED] - our file [REDACTED] - ackn ltr

Sent from my iPhone

Begin forwarded message:

From: Rose Figueroa <rose.figueroa@us.hdi.global>
Date: April 18, 2018 at 3:36:56 PM CDT
To: "[REDACTED]" <[REDACTED]>
Subject: Dometic - [REDACTED] - our file [REDACTED] - ackn ltr

Re: Our Insured: Dometic Corporation
Clmt: [REDACTED]
[REDACTED] [REDACTED]
Mandaree, ND [REDACTED]
D/L: 4/9/18
Vehicle: 2002 Glendale Titanium
Vin #: 42GRFW32T92S [REDACTED]
Product: Dometic refrigerator
Model: n/a
Serial: N/A
Our file: [REDACTED]

Dear [REDACTED]:

Please be advised that HDI Global Insurance Company is the general liability carrier for Dometic Corporation. The claim has been assign to me for handling and I request that you please include our file number on all future correspondence.

Ben White from Dometic has forward your subrogation notice along with color photos of the RV. We are in the early stages of conducting our investigation, please provide me with additional data:

- Please provide me with the circumstances surrounding the loss
- Please advised when the RV was purchase? From whom? Name and contact information
- Please confirm the Model and Serial number of the Atwood / Dometic product
- Please advise if any injuries occur? If so, please descript those injuries.
- Please provide me with any prior service calls on the Atwood/Dometic RV and product prior to the loss
- Complete copy of your c/o expert report and color photos
- Is the product available for our inspection, if so, name, contact and the present location of the product to coordinate further inspection
- Color photos of loss scene & product
- Detail estimates and supporting documentation to your demand
- Copy of [REDACTED] policy with any provisions.

While we await your response, please be advised that this letter is not to be construed as an admission of any kind or as a renunciation of any sort.

Thank you for your attention to this matter. In the meantime, if you have any questions, please do not hesitate to contact me directly.

Regards,

Rose Figueroa, Senior Claims Representative | **HDI Global Insurance Company**, 161
North Clark Street – 48th Floor, Chicago, IL 60601 | Phone 312-456-6761 | Fax 312-
924-0914 | E-Mail rose.figueroa@us.hdi.global | www.hdi-gaic.com

HDI Global Insurance Company is a member of the HDI group of insurance companies, writes commercial insurance business in all 50 states, and undertakes certain administrative, claims resolution and underwriting activities on behalf of its affiliates. If you have questions about these relationships, please contact us at 161 North Clark Street, 48th Floor, Chicago, Illinois 60601. Attention: Office of the General Counsel.



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

10-APR-2018

Repository ☐

Reference No.
11084385

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City MANDAREE

State ND

Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [REDACTED]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

Make
GLENDALE

Model
TITANIUM

Model Year
2002

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner
☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)
09-APR-2018

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM

Failure Mileage

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM9ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☒ Yes ☐ No

Number of Persons Injured

Number of Deaths

Reported to Police

Y

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNED A 2002 GLENDALE TITANIUM FIFTH WHEEL CAMPER. WHILE THE CAMPER WAS PARKED AT AN RV CAMPSITE, ONE OF THE CAMPSITE SUPERVISORS ALERTED THE CONTACT THAT THE CAMPER WAS ON FIRE. THE CONTACT COULD NOT ENTER THE CAMPER BECAUSE IT WAS ALREADY ENGULFED IN FLAMES. THE FIRE AND POLICE DEPARTMENTS ARRIVED AT THE SCENE. A POLICE REPORT WAS FILED AND THERE WERE NO INJURIES. THE FIRE DEPARTMENT DETERMINED THAT IT WAS AN ELECTRICAL FIRE. THE CONTACT ALSO MENTIONED NHTSA CAMPAIGN NUMBER: 07V273000 (EQUIPMENT) ISSUED BY THE MANUFACTURER ON CERTAIN RECREATIONAL VEHICLES EQUIPPED WITH A TWO DOOR REFRIGERATOR MANUFACTURED BY DOMETIC CORPORATION. THE RECALL STATED THAT THERE MAY BE A DEFECT IN THE BOILER TUBE AND PRESSURIZED COOLANT SOLUTION COULD BE RELEASED INTO AN AREA WHERE AN IGNITION SOURCE (GAS FLAME) WAS PRESENT, WHICH COULD LEAD TO A FIRE. THE CONTACT STATED THAT SHE DID NOT RECEIVE A RECALL NOTIFICATION. THE CAMPER WAS DESTROYED. THE DEALER AND MANUFACTURER WERE NOT CONTACTED. THE VIN WAS NOT AVAILABLE. THERE WAS NO MILEAGE.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.