

May 31, 2011

Ford's RV Service  
1746 Big Bear Hwy  
Benton, KY 42025  
270-354-9239  
[fordrv@rvrefrigeration.com](mailto:fordrv@rvrefrigeration.com)  
[www.rvrefrigeration.com](http://www.rvrefrigeration.com)

Dometic Recall Department  
Attention: Brad Sargent \*Also sent to: Barb & Doug Whyte  
2320 Industrial parkway  
Elkhart, IN 46516

Subject: Dometic RV Absorption Refrigerator Recalls

Through the vast increase in sales from our first two books, we have found that RV owners, RV technicians, and many from the HVAC & Appliance repair industries are hungry for the information we offer them, especially when it comes to RV absorption refrigerators. Many RVer's from across the nation are contacting us and our RV Refrigeration Network (RVRN) Association member's about the recall on their Dometic refrigerators. Many of them report that they received no notice that their refrigerator was a fire hazard and are very unhappy about the situation. This has given them a very bad impression of the RV industry and has led them to ask many questions. Since we service hundreds of RV refrigerators each year, we feel a responsibility to provide answers to these questions and are very passionate about doing so. Therefore, we are writing our third book which will be about the RV refrigerator recalls. It will include information from RV owners, RV refrigerator manufacturers, our Service Center, our Network members, Insurance companies, fire investigators, media reports, RV manufacturers, etc. We are giving you the opportunity to answer the questions we are asked. This letter, the answers to the questionnaire, and a list of who it was sent to will be included in the book so that our readers will see that the RV industry really does care about them.

To include your answers in our book, we need them returned to the address below by June 21, 2011.

Sincerely,

Roger D. & Onna Lee Ford

## RV Refrigerator Recall Questionnaire

This questionnaire pertains to the Dometic absorption RV refrigerator recall. Please be specific with your answers.

### Contact information

Your Company Name \_\_\_\_\_

Name & Title of person filling out questionnaire \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_

Company Phone # \_\_\_\_\_ Email \_\_\_\_\_

Web site \_\_\_\_\_

- 1.) How many Dometic RV refrigerators have any type of recall? \_\_\_\_\_
  - 2.) How many Dometic RV refrigerators are on recall because of a fire hazard? \_\_\_\_\_
  - 3.) How many RV fires have been reported to Dometic that stemmed from a Dometic refrigerator?  
\_\_\_\_\_
  - 4.) How many people \_\_\_\_\_ or pets \_\_\_\_\_ have been injured because of a Dometic refrigerator fire? How many people \_\_\_\_\_ or pets \_\_\_\_\_ have died?
  - 5.) Do you expect more Dometic refrigerators to be added to this recall? \_\_\_ Yes \_\_\_ No If so, how many and when? \_\_\_\_\_
  - 6.) This recall has been evident for many years now. Has the problem that caused this recall been corrected? \_\_\_ Yes \_\_\_ No If yes, why are recall kits still being installed on new cooling units and refrigerators? \_\_\_\_\_  
\_\_\_\_\_  
If no, why not? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
  - 7.) Will Dometic's recall kit prevent a refrigerator fire from starting when the unit is operating and a leak develops in the boiler? \_\_\_ Yes \_\_\_ No. If the answer is no, will the recall kit extinguish the fire? \_\_\_ Yes \_\_\_ No
  - 8.) How many reports have you received that a Dometic refrigerator with the recall kit installed has caught fire? \_\_\_\_\_
  - 9.) What methods has Dometic used to inform all RV owners about Dometic's RV refrigerator recalls? \_\_\_\_\_  
\_\_\_\_\_
- This final question is directed to you from Ford RV.
- 10.) How can you assist us in our efforts to educate your customers? \_\_\_\_\_  
\_\_\_\_\_