



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 100192

Date Received: 2003 DEC 23

Repository

28-DEC-2003

Reference No.  
10052078

OWNER INFORMATION (Type or Print)

Name: [Redacted]  
Address: [Redacted]  
City: ROMNEY State: WV Zip Code: [Redacted]

Daytime Telephone Number: [Redacted]

E-mail Address

Evening Telephone Number: same

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date 1/1

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1EA1T26257 [Redacted]  
Make: FLEETWOOD Model: TERRY Model Year: 2001

Date Purchased: 10-00 Dealer's Name and Telephone Number: Grumbine's RV Center 719-657-3747  
Engine: No. Cylinders: Fuel Type:

Original Owner:  Dealer's City: State: Zip Code:

Transmission Type:  Antilock Brakes  Cruise Control Powertrain: Vehicle Component Code: 351000 EQUIPMENT:RECREATIONAL VEHICLE  
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): Failure Message: 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: DOTM16ABC038)  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: N

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).

CONSUMER RECEIVED RECALL NOTICE FOR SAMSUNG MICROWAVE. CONSUMER CONTACTED MANUFACTURER, AND MAYTAG SENT 2 SEPARATE SERVICE CONTRACTORS TO SERVICE THE MICROWAVE. THE MICROWAVE WAS DISASSEMBLED AND IS CURRENTLY INOPERABLE.  
\*AK

This is a microwave that was installed in a travel trailer we purchased

Include, if available, Police/Fire Department Report, Photos, and Repair Invoices. 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 to 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.

**SAMSUNG**

**SAFETY RECALL -- owner NOTIFICATION LETTER**

10/30/03

[REDACTED]  
Romney WV [REDACTED]

This notice is sent to you in accordance with the requirements of the National Highway Traffic and Motor Vehicle Safety Act.

Samsung Electronics Co., Ltd. has decided that a defect exists which relates to motor vehicle safety in certain microwave models numbered MR5491G, MR5492W, MR5493G, MR5494W, MR7491G, MR7492W, MR7493G, MR6698WB, MR6699GB, MR6699SB manufactured from the period May 2000 to September 2003. To determine if your RV is affected check the model label as per instruction on next page.

The defect can cause the Microwave Oven to start by itself without user intervention. If this should occur when food or other material is left inside the oven cavity and the oven goes into an auto start mode, a potential safety condition exists which may cause smoke or further damage. To avoid this occurrence the units should be unplugged or the door left open.

For this reason we ask that you arrange for service to correct the condition without delay. The service and required parts will be provided free of charge.

To obtain this free service:

Contact the service representative below as soon as possible to schedule an appointment.

If you have MR5491D, MR5492W, MR5493G, MR5494W, MR7491G, MR7492W or MR7493G contact:

\*Samsung Service By Maytag 1-888-461-2289

If you have \*MR6698WB, MR6699GB and MR6699SB contact:

Samsung service by Maytag at 1-888-461-2289

\*Note: These models must be within 100 feet of an A/C power source outlet for service.

If you have any problem obtaining the needed repair, please contact Samsung customer service at 1-800-932-3837. A Samsung representative will arrange for prompt attention to your vehicle.

We regret any inconvenience, which this action may cause you. However, we are concerned about your safety. If the service representative fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20390, or call 1-888-DASH-2-DOT (1-888-327-4238).

Thank you for your immediate attention to this important matter.

Samsung Service Division

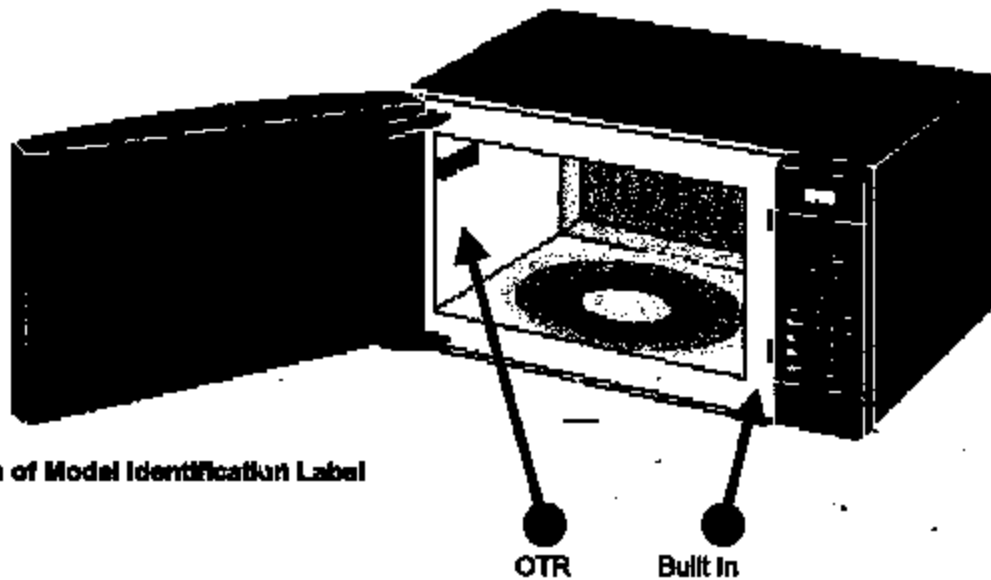
**How To Identify Samsung Microwave Recall Models**

This recall affects only the specific MR models and manufacture dates indicated below. The service center will need to verify model and manufacture data before performing the recall repair service.

If your model and manufacture data is listed below, follow the service instructions from the previous page.

If your model and manufacture date is not included below, your microwave oven is not part of this recall. Please ignore this letter; your microwave oven will not need repair.

Type	Model Number	Manufacture Date
Built In	MR5491G, MR5491G01, MR5492W, MR5492W01 MR5493G, MR5493G01, MR5494W, MR5494W01	May-2000 to May-2002
Built In	MR7491G, MR7491G01, MR7492W, MR7492W01 MR7493G, MR7493G01	May-2000 to May-2002
OTR	MR6698WB, MR6699GB, MR6699SB	May-2000 to September-2003



Location of Model Identification Label

Example of Model Identification Label

Model Number	MR5492W 01		
Manufacture Date	71QNS01370T	SERIAL #	

5-2000

We received the copy of the recall letter that is enclosed and was postmarked October 30, 2003. The same day we received the enclosed recall letter, which was the first part of November called Maytag 1-866-461-2289 and set up a service call. They gave us the number of Service World in LaVale, Maryland, 1-301-729-1450, called and spoke with Lisa to set up a service call. The service man came out, but said he couldn't fix the microwave that the part was bad. He left said he would order another part and call to set up another day to service the microwave. They never called us back. I missed work to meet the service man this day.

At that point we called Maytag back and spoke with Niki and she informed us that Service World wasn't going to do this recall any more. So she ordered another part and told us to call Appliance Doctor from Frostburg, Maryland, 1-301-689-2569. My husband called them and set up an appointment for them to come and fix the microwave. This service man also said he couldn't get the microwave to work. He never called or came back either. My husband missed work to meet this service man. This was on December 16, copy of his service call is attached.

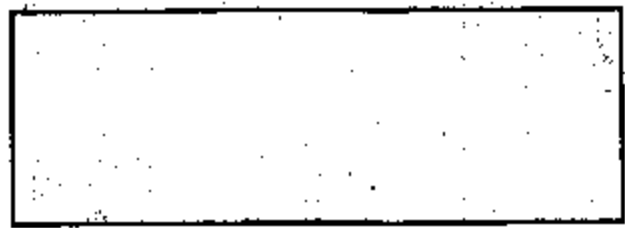
As a result of this we called Niki at Maytag back and she gave us this number to Samsung 1-800-726-7864. My husband called on December 16 and spoke with Mary Catherine. She said she would call us back the next day and tell us what they were going to do. On December 18 we hadn't heard from here so I called Samsung and spoke with Eric. He said Mary Catherine wasn't there and he would leave her an e-mail to call us back. We still haven't heard from them.

As of January 7, 2004, our microwave oven is sitting in our camper torn apart. It was working fine until these service people came to work on it, now we have no microwave and can get no response from anyone as to what they are going to do to correct the matter.

We would appreciate any type of help we can get in having this matter resolved.

LAST NAME: Madison  
 STREET ADDRESS: 375 W. Crowl Ln  
 CITY: Romney STATE: WV ZIP CODE:  
 HOME PHONE: 304 822 5381 WORK PHONE:  
 BRAND: Sanyo PRODUCT TYPE: MICRO  
 MODEL NUMBER: MR 5492W01

**INVOICE NO.**  
**98218GP-8**



**CONSUMER'S REQUEST**  
Recall -  
**SERVICE PERFORMED**  
IEA 12/2/03  
Panel still will not program -  
needed new board - tab broken  
that holds ribbon in place.

DATE PURCHASED:  
 DATE CALL MADE: 01  
 WORKING HOURS:  
 JOB / DEFECT CODE: 12 16 03

ESTIMATE OF REPAIR	
PARTS	
LABOR	
GSALES TAX	
ESTIMATE TOTAL	

WARRANTY:  WARRANTY:  CONSUMER:   
 SPECIAL AUTHORIZATION:

QTY	PART NUMBER	DESCRIPTION	EXTENSION
01	10E-34-00199B		

INVOICE NUMBER	QTY	PART COST
	01	

SUB TOTAL PARTS
HANDLING
TOTAL PARTS
TOTAL MILES TRAVELED
TRIP CHARGE
CONR CALL LABOR
DIAGNOSTIC FEE
TOTAL LABOR
STATE TAX
LOCAL TAX
ENVL FEE
TOTAL AMOUNT

The repairs have been performed in a manner satisfactory to me.  
 CUSTOMER SIGNATURE: [Signature] DATE: 12-16-03  
 I have been advised of the anti-tip device for my range.  
 CUSTOMER SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_  
 I hereby certify the above service has been performed & parts used.  
 TECHNICIAN SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

**METHOD OF PAYMENT**  
 CASH  CONTRACT  CHECKS  
 CHARGE # \_\_\_\_\_  
 AUTH. NO. \_\_\_\_\_ EXP. DATE \_\_\_\_\_  
 VISA MC DISCV AMEX OTHER

12345F  
 MAILED BY: \_\_\_\_\_ OTHER: \_\_\_\_\_