

10154087

NOV 9
2006

Feb-27-06

Dear Samsung,

We did have a Samsung microwave

Can not get any information on
microwave. Our R.V. burned to the ground
Jan 9th 2003 for no apparent reason. I
may be able to get the VIN number off the
R.V. I certainly would have liked to
have had this information earlier.

Mexico Wolfe from Progressive Ins. may
be able to give you some additional information.

The R.V. was only a year old, they did not
even pay it off, and would not cover any
contents. We lost alot because of this fire.

We do appreciate the concern, but it
comes too late to help us. And rest assure
it is not passed on to anyone else.

Many Thanks

Edison
2/27/06

Contact [REDACTED]

SECOND NOTICE

SAMSUNG

SAFETY RECALL 04-E-031 – owner NOTIFICATION LETTER

****AUTO**MIXED AADC 070 P 134 T57

Bllox MS



Please disregard this notice:

If the microwave in your RV is not affected by this recall (see attached to determine such) OR;

If the microwave has already been serviced for the recall (see attached to determine such)

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 microwave models installed in certain RVs manufactured during the period of May, 2000 to September, 2003.

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 unit should be unplugged or the door left open.

If you have not yet obtained service to your microwave, we ask that you do so as soon as possible to correct the condition without delay. The service and required parts are provided on-site and free of charge. If you have sustained any damage related to this defect, you may be eligible for reimbursement and should contact us at the Samsung customer service number indicated below.

Please have the following information before calling one of the numbers below:

1. RV's VIN number
2. Microwave oven's model number
3. Microwave oven's serial number
4. Microwave oven's date of manufacture

TO SCHEDULE A 'RECALLED' UNIT APPOINTMENT - Call 1-888-461-2289.

FOR QUESTIONS ABOUT THE RECALL - Call 1-800-932-3837 or Email: MWORECALL@samsung.com

If you have sold the affected RV - Please call 1-888-461-2289 with new owner information, if available.

Canada Residents: Call 1-800-SAMSUNG.

If you have leased your vehicle for a period of more than four months and have leased more than five vehicles in the past twelve months, you will need to provide this notice to the most recent lessee within ten business days of receipt of this notice.

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 (1-888-327-4236).

Thank you for your immediate attention to this important matter.

Samsung Service Division

OR1-2FN

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 date before performing the recall repair service. If your model and manufacture date is listed below, follow the service instructions from the previous page.

How do I know if the recall has been completed on my Microwave Oven?	<p>First determine if your Model is within the recall Date Range specified in the chart below. Verify that the Model Number and Date of Manufacture are within the date range for the recall.</p> <p>If your Microwave Oven is within the Date Range for the recall: Observe the Touch Panel on the front of the Microwave Oven. Look at the lower right portion of the Touch Panel. If there is a model number printed on the touch panel's label your unit is not modified. If the model name is missing on the touch panel label, your unit has been modified.</p>
---	---

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.

2nd Recall - 04-E-031 Expansion List

MR1031WB	May-02	May-03
MR1032BB	May-02	June-03
MR1033SB	June-02	July-03
MR1351WB	August-02	April-03
MR1352BB	May-02	July-03

1st Recall - 02-E-001 Safety Recall

MR5491G	May-00	May-02
MR5491G01		
MR5492W		
MR5492W01		
MR5493G		
MR5493G01		
MR5494W	May-00	May-02
MR5494W01		
MR7491G		
MR7491G01		
MR7492W		
MR7492W01		
MR7493G	May-00	September-03
MR7493G01		
MR6699WB		
MR6699GB		
MR6699SB		



*(Information obtained from PART 573 Defect and Noncompliance Report)



Example of Model Identification Label

Model Number				
Manufacture Date				