

4/18/2006 11:14:53 AM

1-800-537-1885
National Highway Traffic
Safety Administration
400 Seventh St S.W.
Washington, DC 20390
1-888-327-4236

2006 MAY -4 AM 7: 22

10157331

Craig RMD

Reference: Samsung Microwave Safety Recall:

Dear Sirs:

Regarding a 2002 Winnebago Brave, Serial # 10F74C263767, VIN 1FCNF 53S720 [REDACTED] that was purchased by my wife and I on May 30, 2002.

We received a Safety Recall Notice # 04E031 from Samsung regarding the Samsung Microwave that is in our motor home. Model # MR6699GB, Serial # 71MR800264Y. I contacted Samsung and they sent a technician on April 13, 2006 to change the keypad that is in question in the Recall. The technician informed me that due to the way the Microwave is installed in our motor home it will have to be removed for him to do his work. I went to Harberson and Swanson of Holiday Florida, the dealership that delivered the new motor home to us, to speak with them in reference to the Recall. Their service manager said they can do it but they will not absorb the cost of the removal and the replacement. I have talked with both Samsung and the Winnebago factories and neither will pay for removal and replacement costs on this recall. I do not believe because of the Federal Recall of a product defect that we should have to pay.

Because of this stalemate my only recourse is to inform your office of this situation and to ask you to please advise me as to how we should proceed.

Thank you for any assistance you can render.

Sincerely,

[REDACTED]
[REDACTED]
New Port Richey, Fl. [REDACTED]

Margaret
5/4/06