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Incident Details

Document Number: 11150333A

Report Number: 20110517-5D7AF-2147479087

Report Submitted Date: 5/17/2011

Who You Are: Consumer

Incident Description: I have an Apollo 1/2 Time top gas stove/bottom combination Microwave and Convection Oven, the AAC34-B15 Series in a 2007 Coachman Leprechaun Class C Motorhome. It has approximately 6,000 miles and we purchased it with approximately 4,000 miles. I live in it full time during the work week and not driven. It stays in an RV Park in Pearland, Texas.

On Wednesday evening, May 4th, I baked a small pan of cupcakes using the convection oven. I had used it once before at Christmas time for baking cookies at that time with no problem. I walked outside the house while they were baking because it cuts off after the timer reaches the time set which was 8 minutes. When I returned approximately 25 minutes later and opened the door of the house, roiling black smoke filled the house. The oven was running but no time running and the lights on the whole display panel were flashing. I turned off the circuit breaker and pulled the burned cupcakes out. The inside of the oven was brown and burned looking. I thought I did something wrong. Last week I put something in the microwave for 4 minutes. It began flashing again and smoke rolling out, but the food was not the problem.

I checked the internet and saw others having similar problems. I contacted "Tammy" at Midwest Supply at 800 772 7262 and discussed with her. She is very familiar with this and talked about a connection at the top of the oven when dislodged causes the unit to "go crazy" and turn on automatically. She said that if I would install the "new or refurbished" at my cost, just use some zip ties to secure this connector. Replacement for the entire unit (top and bottom is approx. \$500.00 and refurbished would be less, but there is absolutely no way that a consumer can know about this. She said driving causes it to dislodge. I explained to her that it has not been driven. I know I am in danger and others with it are also. Please help me. This is not a simple little RV. We paid \$90,000.00 for it and it a Cadillac of units. I want the assembly replaced and my RV cleaned from the smoke. Thank you for anything that you can do.

Incident Date: 5/4/2011

Incident Location: Other - Advanced RV Park, 2850 S. Sam Houston Pkwy E, Space 208, Houston, Texas, 77047, United States

Product Details

Product Description: Apollo 1/2 Time top gas stove/bottom combination Microwave and Convection Oven, the AAC34-B15 Series in a 2007 Coachman Leprechaun Class C Motorhome

Product Category: Kitchen

Product Type: Appliances

Brand Name: Apollo

Manufacturer/Private Labeler Name: Apollo Worldwide, Inc.

Model Name or Number: Apollo Half Time Oven - AAC34BIS

Serial Number: 3406300140

Date Manufactured:

Manufacturer Date Code:

Manufacturer Address: Apollo USA Inc., 256 Seaboard Lane, Suite G-106, Franklin, Tennessee, 37067, United States

Manufacturer Website URL: www.apollomicrowave.com

Manufacturer Phone Number: 800 772 7262

Retailer: Demontrond RV

Retailer State: Texas City, Texas

Additional Details

Purchase Date: 4/15/2007 This date is an estimate

I still have the product in my possession. Yes

The product was damaged before the incident. N/A

The product was modified before the incident. N/A

Have you contacted the manufacturer? No

If not, do you plan to contact them? Yes

Explanation: It is installed in a 2007 Coachman Leprechaun. I called the RV Manufacturer who directed me to Midwest Sales & Service who explained that they are aware and gave me the price to replace and prevent it from happening again. Attempts with Mfg. ignored.

Your Contact Information

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED] Huntsville, Texas, [REDACTED] United States

E-mail [REDACTED]

Phone Number: [REDACTED]

Consent

May we include your Report, including any documents or photographs that you have attached to your Report, but without your name and Yes, you may include my Report with any attachments on SaferProducts.gov.

CPSC does not guarantee the accuracy, completeness, or adequacy of the contents of the Publicly Available Consumer Product Safety Information Database on SaferProducts.gov, particularly with respect to information submitted by people outside of CPSC.

contact
information, in
CPSC's Public
Database?

May we release your name and contact information to the product manufacturer/private labeler. Yes, you may release my name and contact information to the product manufacturer/private

contact
information to
the product
manufacturer /
private labeler
identified in
your Report?

I certify that I have reviewed the Report and that the information provided in this Report is true and accurate to the best of my knowledge, information, and belief. Yes

OMB Control Number 3041-0146