

Form Approved OMB No. 2127-0004

Safety Defect and Noncompliance Report Guide for Vehicles

PART 573 Defect and Noncompliance Report⁽¹⁾

On January 29, 2004 (NHTSA) decided that (a defect which relates to motor vehicle safety) (a noncompliance with Federal Motor Vehicle Safety Standard No. _____) exists in the motor vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Reports.

Date this report was prepared: February 6, 2004

Furnish the manufacturer's identification code for this recall (if applicable):

1. Identify the full corporate name of the fabricating manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

Charlot Eagle West, Inc.
8100 West Buckeye Road
Phoenix, Arizona 85043

Identify the corporate official, by name and title, whom the agency should contact with respect to this recall. Robert Holliday, President

Telephone Number: Fax No.:
623-936-7545 623-936-7014
Name and Title of Person who prepared this report.

Robert Holliday

President

Sign:

RECEIVED
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NHTSA-6 2 5:50

1. Identify the Vehicle Models Involved in the Recall

2. Identify the Vehicles Involved in the Recall, for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), provide:

Make(s): Model Years Involved: Model(s): 2000 - 2004

Production Dates: Beginning: Ending: 6-16-99 - 12-15-03

VIN Range: Beginning: 0977 Ending: 2186

Vehicle Type: Bodystyle: RV Park Trailer

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Make(s): Model Years Involved: Model(s):

Production Dates: Beginning: Ending:

VIN Range: Beginning: Ending:

Vehicle Type: Bodystyle:

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Make(s): Model Years Involved: Model(s):

Production Dates: Beginning: Ending:

VIN Range: Beginning: Ending:

Vehicle Type: Bodystyle:

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents. For example, if the recall involved Widgets equipped with certain kinds of

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equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Widgets of all Widgets manufactured during that time period.

17.29%

II. Identify the Recall Population

3. Furnish the total number of vehicles recalled potentially containing the defect or noncompliance.

Number of Vehicles 255 out of a possible 1,480

Model Year Potentially Involved 2000 - 2004

Total Number Potentially Affected by the Recall:

255

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: 17.29%

Identify and describe how the recall population was determined—in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled vehicles. Customer's RV Suburban furnace stopped heating. During service call, technician noticed the exterior furnace door had air vents that could allow gas exhaust to re-enter trailer. At suggestion of Suburban, the units that had this air vented exterior door were identified via purchasing records kept by the company.

III. Describe the Defect or Noncompliance

5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.

Exterior furnace door with unnecessary air vents.

Describe the cause(s) of the defect or noncompliance condition.

Exhaust fumes could re-enter trailer through air vents.

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Describe the consequence(s) of the defect or noncompliance condition.

Gas asphyxiation

Identify any warning which can (a) precede or (b) occur.

Furnace manufacturer installation instructions

If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.

Elixir Industries
17925 S. Broadway
Carlsbad, CA 92048

Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:

Jon Wise, Manager

IV. Provide the Chronology in Determining the Defect/Noncompliance

If the result is for a defect, complete item 6, otherwise item 7.

6. With respect to a defect, furnish a chronological summary (including dates) of all the principal events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims.

See separate page

7. With respect to a noncompliance, identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.

V. Identify the Remedy

Item 6 on page 4 of 6

Chariot Eagle West received a fax on December 30, 2003, from Suburban Manufacturing, the manufacturer of the furnace. The fax indicated that a gas and sheet metal subcontractor in Cascade, Idaho had been called out to check on a malfunctioning furnace and discovered a louvered vent assembly on the exterior of the vehicle. (The vent assembly was unrelated to the owner's heating malfunction). Suburban indicated that the louvered vent assembly could allow exhaust fumes to re-circulate back into the vehicle. Chariot Eagle reached suburban and fashioned a remedy. A modified door assembly was sent to Suburban for approval and approval was received on January 30, 2004. Chariot Eagle West has received no reports of accidents, injuries or fatalities regarding the situation. Chariot Eagle West has not received any service requests or warranty claims regarding this situation.

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8. Furnish a description of the manufacturer's remedy for the defect or noncompliance. Clearly describe the differences between the recall condition and the remedy.

Close unnecessary air vents on furnace door
(See attached procedure)

Clearly describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.

Aluminum cover plates will be installed with fire burner sealant to prevent air leaks. Plus pop rivets to prevent removal.

Identify and describe how and when the recall condition was corrected in production. If the production remedy was identical to the recall remedy in the field, so state. If the product was discontinued, so state.

Door discontinued December 2003

VI. Identify the Recall Schedule

Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/installers, and purchasers. Please, identify any foreseeable problems with implementing the recall.

Letter to dealers/customers will be mailed via certified mail beginning February 2004

VII. Furnish Recall Communications

9. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification. A *DRAFT* copy of the notification documents should be submitted to this

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office by Fax (202-366-7882) for review prior to mailing.

Note that these documents are to be submitted separately from those provided in accordance with Part 573.8 requirements.

1. **Each manufacturer must furnish a report, to the Associate Administrator for Safety Assurance, for each defect or noncompliance condition which relates to motor vehicle safety.**

This guide was developed from 49 CFR Part 573, "Defect and Noncompliance Reports" and also outlines information currently requested. Any questions, please consult the complete Part 573 or contact Mr. Jon White at (202) 366-5227 or by FAX at (202) 366-7882.

The Federal Act of 1974 - Public Law 93-579, As Amended: This information is requested pursuant to the 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 statistical summary thereof, may be used in support of the agency's action.



PROCEDURE FOR CONVERTING A VENTED FURNACE DOOR TO NON-VENTED DOOR

SCOPE: To Block Off Air Passage Through Louvers In Exterior Furnace Doors (Top And Bottom Louvers)

PROCEDURE FOR MODIFYING:

TOOLS REQUIRED:

Cordless Screwdriver & Bits
1/8" Drill Bit
Scratch Awl or Small Hook Device
Pop-Rivet Tool
Caulk Gun

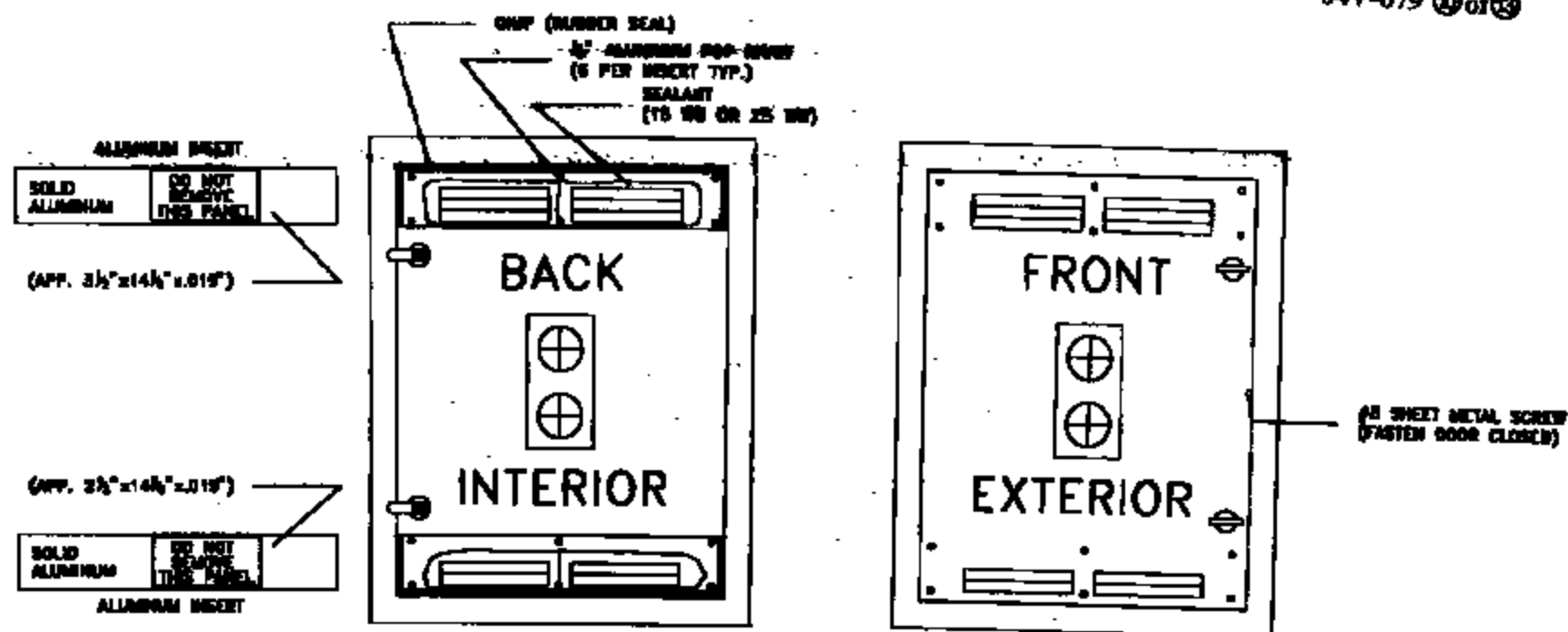
MATERIALS REQUIRED:

.019 Gauge Flat Aluminum
Approximate Size: $3 \frac{1}{2} \times 14 \frac{3}{4}$ and $2 \frac{1}{2} \times 14 \frac{3}{4}$
One (1) Each Size

12 - 1/8" Aluminum Pop-Rivets
3M Fire Barrier Sealant 15 WB (2 Hour Rating) or
25 WB (4 Hour Rating)
"DO NOT REMOVE" Labels
#8 Sheet Metal Screw
Putty or Butyl Tape
Clear Silicone

Page 2**FURNACE DOOR CONVERSION**

- STEP:**
1. Remove exterior furnace vent in door.
 2. Open door.
 3. Remove rubber gimp inside door (use hook device to get gimp started - see attached print).
 4. Check and measure to see that flat aluminum fits properly inside to cover louvers and it also must be under gimp when re-installed (larger opening is at the top of the door).
 5. With flat aluminum not installed in door, apply bead of sealant around louvers and through center of louvers on the inside of the door.
 6. Insert flat aluminum over louvers and re-install gimp on edges.
 7. Install six (6) pop-rivets per each aluminum insert, as shown in the drawing.
 8. Apply a bead of sealant to the edge of the aluminum insert that is not under gimp.
 9. Apply "DO NOT REMOVE" labels to both aluminum inserts.
 10. Close the door and re-install the exterior vent.
 11. On the latch side of the door (in center of edge frame) drill a 1/8" pilot hole and install #8 sheet metal screw (this will prevent accidental opening of the door).



FURNACE DOOR

	MODEL #	Furnace Door
	SIZE	Arizona Door
	SCALE	1 1/2" = 1' PAGE 1 of 1
	DESIGN BY	K.A.P. DATE DES: 02/05/04
	REV BY	DATE REV:
DATE	FILED	Arizona Furnace Door.dwg



CHARIOT EAGLE WEST FURNACE DOOR RECALL

Method

Door Modified _____

Door Changed Out _____

RETAIL DOCUMENTATION SHEET

1. Serial Number of Park Trailer _____

2. Model Name _____

3. Model Number _____

4. Date of Manufacturer _____

5. Date of Purchase _____

6. Customer Name _____

Address _____

Phone # _____

7. Location _____

8. Previous Complaint _____

9. Picture of Furnace & Door _____

10. Model & Serial Number of Furnace _____



February 6, 2004

URGENT

This is to advise you of a possible safety problem relating to Suburban RV gas furnaces in Chariot Eagle West RV park trailers built between June of 1999 and December of 2003. The air vents located on the top and bottom of the exterior furnace door may allow gas exhaust to be re-circulated into the trailer through those vents.

Gas to the furnace should be turned off immediately.

Please contact Chariot Eagle West at your earliest convenience. We will change the door to a non-vented model or modify the existing door at no charge to you. Call or e-mail to:

Chariot Eagle West, Inc.
8100 W. Buckeye Road
Phoenix, AZ 85043
623-936-7545
623-936-7014 (fax)
Terrydavidson@chariotcaglewest.com
Bobholliday@chariotcagle.com

Sincerely,

Robert Holliday
President

cc: Terry Davidson - General Manager
Chariot Eagle West, Inc.



04V-079 ③ of ③

February 6, 2004

Please be advised that the following letter has been sent to those customers who have purchased a Chariot Eagle West RV park trailer from your dealership that has a Suburban RV furnace and vented furnace door in the trailer.

Sincerely,

Robert Holliday
President