

Safety Defect and Noncompliance Report Guide for Vehicles  
**PART 573 Defect and Noncompliance Report<sup>1</sup>**

On 02-02, 2004, NuWa Industries was informed by Axcel, Inc. \_\_\_\_\_ [MFR] decided that (a defect which relates to motor vehicle safety)(a noncompliance with Federal Motor Vehicle Safety Standard No. N/A) exist 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: 02-19-2004

Furnish the manufacturer's identification code for this recall (if applicable): EQD-004

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.

NUWA Industries, Inc.

3701 S. Johnson Road

Chanute, KS 66720

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

Mr. Neil Ford

President

Telephone Number: 1-800-835-0676 Fax No.: 1-620-431-7910

Name and Title of Person who prepared this report.

Michael Anderson

Project Engineer

Signed:



<sup>1</sup>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.

**I. 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): NUWA Model Years Involved: 2004 Model(s): Premier, Discover America, Champagne Edition

Production Dates: Beginning: 10-2003 Ending: 01-2004

VIN Range: Beginning: 74631 Ending: 74881

Vehicle Type: Recreational Trailer Bodystyle: Fifthwheel

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

Recall vehicles were equipped with Aircel wall nut mounting system solar panels

Make(s): NUWA Model Years Involved: 2004 Model(s): Snowvlla

Production Dates: Beginning: 11-2003 Ending: 01-2004

VIN Range: Beginning: 53883 Ending: 53891

Vehicle Type: Recreational Trailer Bodystyle: Fifthwheel

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

Recall vehicles were equipped with Aircel wall nut mounting system solar panels

**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 items of 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.**

46%

**II. Identify the Recall Population**

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

<b>Model</b>	<b>Year</b>	<b>Number of Vehicles Potentially Involved</b>
<u>Premier</u>	<u>2004</u>	<u>19</u>
<u>Discover America</u>	<u>2004</u>	<u>58</u>

<u>Champaign Edition</u>	<u>2004</u>	<u>36</u>
<u>Snowville</u>	<u>2004</u>	<u>7</u>

**Total Number Potentially Affected by the Recall:** 120

4. **Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance:** 100%

**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:**

Nu Wa was informed by Airxcel the manufacture of solar panels that all panel shippers to us were involved in the recall. A total of 145. Only 120 of the total amount had been installed. Of the 120 installed solar panels, 27 were still at Nu Wa's production plant. The 27 will be fixed using Airxcel's method of replacing the rubber well nuts with metal brackets.

**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.**

**Airxel's description: The original mounting system (see Attachment "1") utilized two well nuts (rubber expansion plugs with a threaded insert) to attach the solar panel to the air-conditioner shroud.**

**Describe the cause(s) of the defect or noncompliance condition. Airxel's description: In some instances the rubber well nuts fractured the plastic shroud in the immediate area of the attachment hole. In other instances the rubber well nuts may not have engaged the hole adequately to prevent them from being pulled out of the plastic shroud during normal use.**

**Describe the consequence(s) of the defect or noncompliance condition. Airxel's description: If the well nuts fail to secure the solar panel to the air-conditioner shroud, the loose solar panel can damage the wiring to the solar panel, the air-conditioning shroud, the roof on the recreational vehicle, and other components of the recreational vehicle. It can also potentially become a piece of loose airborne debris.**

**Identify any warning which can (a) precede or (b) occur.**  
**Noise (thumps or rattles)**

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

**Airxel Inc.**

**P.O. Box 4020**

**Wichita, Kansas 67219**

Identify the name and title of the chief executive officer or knowledgeable representative of the supplier: John Jones- Director Customer Satisfaction & Marketing

Larry E. Sanford- VP & General Counsel

**IV. Provide the Chronology in Determining the Defect/Noncompliance**

*If the recall 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 principle 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. Nu Wa Industries has not received any warranty claims or reports of solar panels problems. We do agree with Airxcel's decision for a recall of solar panels.

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.

N/A

**V. Identify the Remedy**

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.

Airxcel's has eliminated the well nut fastening system and the solar panel is connected directly into threaded inserts located in two metal brackets attached to the internal metal housing of the air-conditioner.

**Clearly describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly. Airxcel's description**

When viewed from the top of the solar panel, the revised attachment system (remedy component) incorporates a flat black hard plastic washer approximately the size of a half dollar with a stainless steel Phillips head bolt in the center. The recalled component, when similarly viewed, is a much thicker rubber plug only slightly larger in diameter than the head of the Phillips head bolt. In addition to the components visible from the exterior of the air-conditioner shroud, there are two additional brackets (see attachment "2") which are installed to the air-conditioner inside the shroud and which provide a secure attachment point for the Phillips head bolt.

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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.

The recall remedy and production remedy are the same Nu Wa received Air-conditioners with remedy brackets January 2004.

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#### VI. Identify the Recall Schedule

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

Airxcel has received a list of all Nu Wa units in the field (93) and will contact customers by recall letter. 27 units still at Nu Wa are to be fixed using Airxcel's recall kits. The kits were received by Nu Wa February 18, 2004.

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#### 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 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.



Dear Recreation Vehicle Owner:

This notice is sent to you in accordance with the requirements of the National Highway Traffic Safety Administration. RV Products ("RVP") has decided that a defect which relates to motor vehicle safety exists in the method of attachment provided for solar panels installed on Polar Mech & Polar Club "olar ready" air conditioners and Heat Pumps. Only solar panels that are mounted with rubber "well nuts" are affected by this recall.

**What is the problem?** In certain circumstances, where the rubber well nuts mounting the solar panel fracture or do not properly penetrate the exterior threaded mounting hole, positive long term attachment of the solar panel to the air conditioner may not be achieved. If the solar panel detaches, it could damage your roof, or fall from your recreation vehicle and damage another vehicle or injure a passenger in another vehicle.

**What RVP will do to resolve the problem.** Your vehicle manufacturer and/or selling dealer has reported to RVP that you are in possession of a vehicle having solar panel Polar and/or Polar Club air conditioners or heat pumps that employ rubber "well nuts" for solar panel mounting. IMMEDIATELY contact your selling dealer to schedule recall service work. This will involve replacing the rubber well nut mounting system with metal brackets which will be installed under the shroud on your air conditioner or heat pump. The solar panel will then be reattached with bolts which go through the shroud and into the metal brackets. This recall service work will be performed at no cost to you. If you are unable to contact your selling dealer for any reason, contact RVP IMMEDIATELY at telephone number 316-832-4121. IMPORTANT: This letter must be presented to your selling dealer/service center at the time of recall service performance.

**What if I have already incurred repair expenses?** If your solar panel became detached prior to you receiving this notice and you incurred costs to repair or replace it, then you may be eligible for reimbursement from RVP. Please contact us by phone at 316-832-4121.

**What if I bought the vehicle to someone else?** You are required to forward this letter to the buyer within 10 days. We would also appreciate it if you would provide us with the name and address of the buyer so we can contact them directly.

**What if I'm not satisfied?** If it is concluded that you believe that RVP has failed or is unable to remedy the recall problem without charge within a reasonable length of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 South Street, NW, Wash DC, DC 20590 or call 1-888-DASH-2-DOOT (1-888-327-4276).

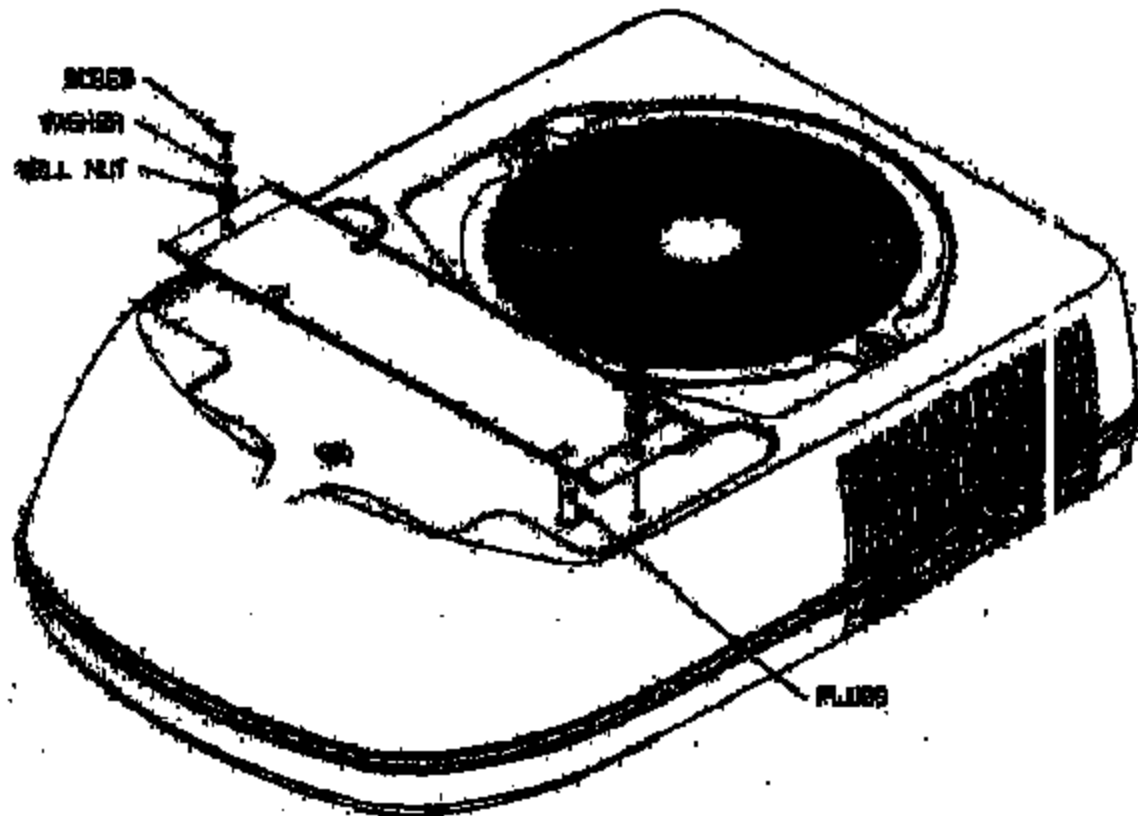
RVP is sorry to cause this inconvenience, however, we have taken this action in the interest of your safety and continued satisfaction with our products.

Sincerely,

Flora Briglio  
Vice President Sales & Marketing

**Installation Instructions  
for Solar Battery Maintainer  
on Polar Series Rooftop Units**

**I. Mounting the solar panel to the rooftop unit.**

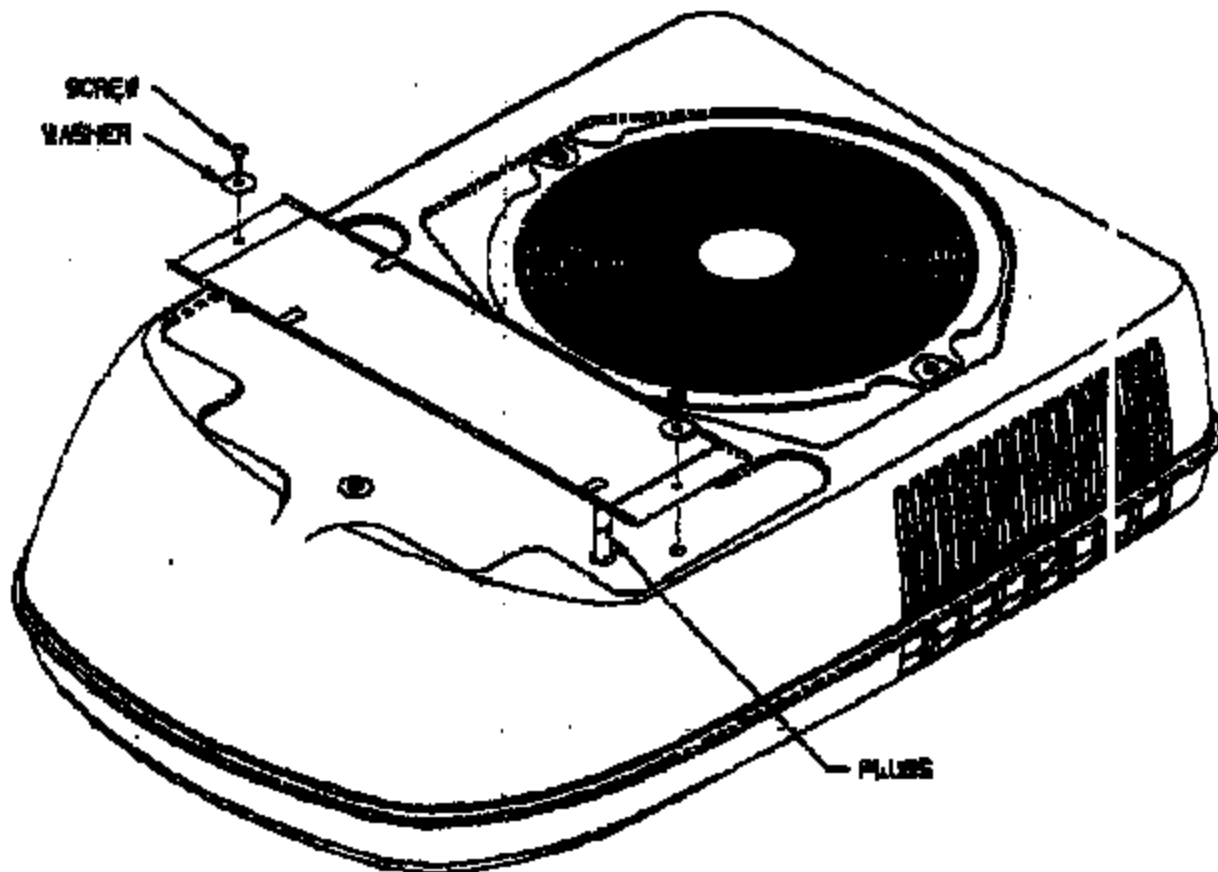


- A.** The solar ready rooftop unit is provided with a shielded cable terminated with a "trailer" plug that allows connection of the solar panel to the charging indicator and battery. The end of this cable will be protruding through a hole in the top of the unit and taped to the unit shroud. Insert the plug on the solar panel into the well cable plug until they are fully engaged. Push the cable and plugs through the hole in the unit so the solar panel will lay flat on the unit shroud.
- B.** Align the mounting holes in the solar panel with the holes in the well shroud. Push the shank of the rubber "well nuts" through both holes until the flange of the well nut is flush against solar panel plate.
- C.** Assemble the screw and washer into both well nuts initially securing the screw by hand to prevent cross threading. Using a phillips screw driver or an electric drill with a phillips bit, tighten the screws while holding pressure downward to keep the well nut fully inserted through shroud hole. When the screws are tight, the well nuts should swell up under the shroud plastic to result in a secure attachment of the solar panel plate.

**Installation Instructions  
for Solar Battery Maintainer  
on Polar Series Rooftop Units**

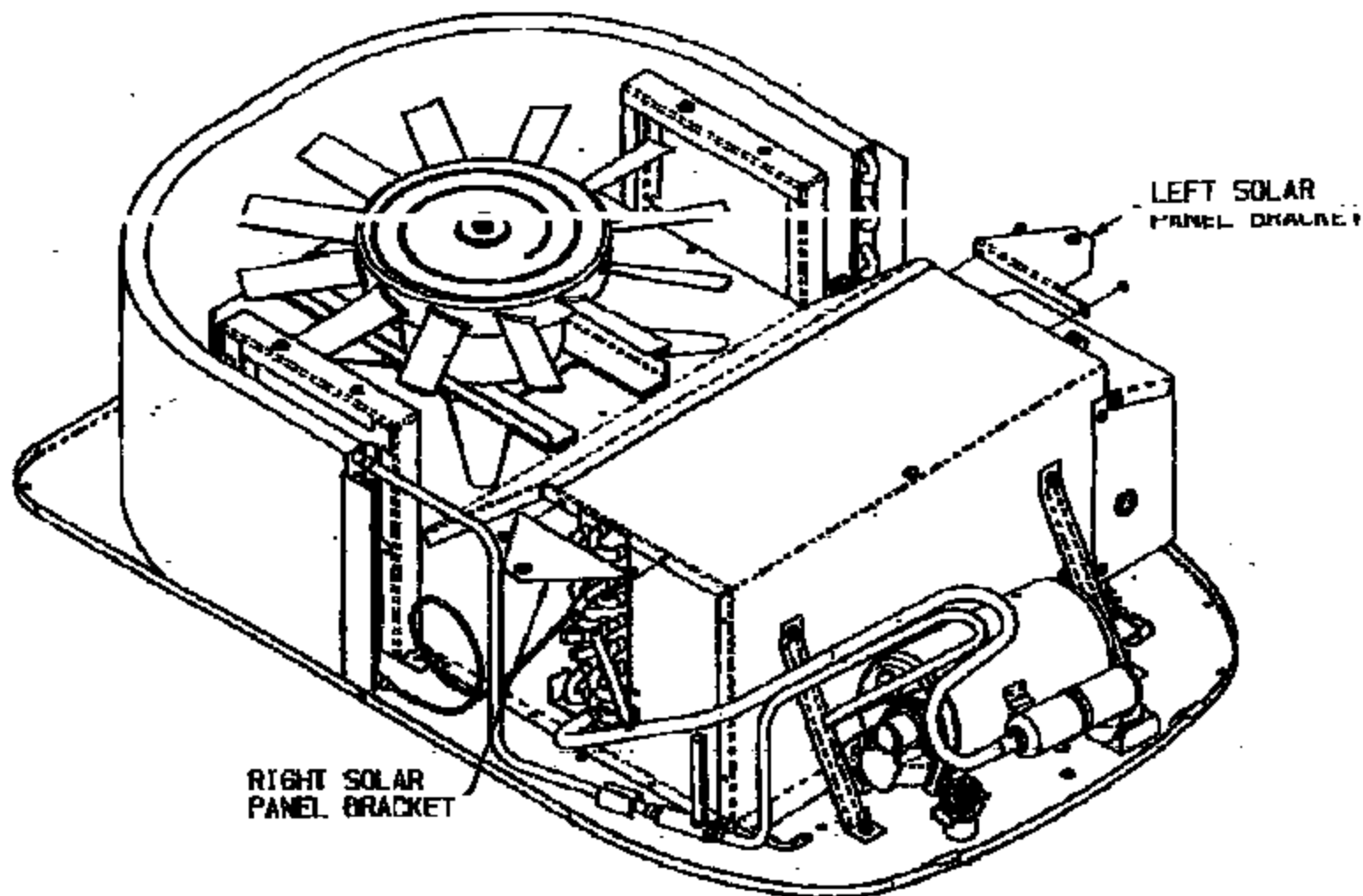
**Attachment "2"  
Page 1 of 2**

**1. Mounting the solar panel to the rooftop unit**



- A. Remove the two screws and washers from the solar ready rooftop unit used for mounting the solar panel.
- B. The solar ready rooftop unit is provided with a sheathed cable terminated with a "trailer" plug that allows a connection of the solar panel to the charging indicator and battery. The end of this cable will be protruding through a hole in the top of the unit and taped to the unit shroud. Insert the plug on the solar panel into the unit cable plug until they are fully engaged. Push the cable and plugs through the hole in the unit so the solar panel will lay flat on the unit shroud.
- C. Re-assemble the two screws and washers through the holes in the solar panel plate and into the threaded inserts of the rooftop unit. Initially start the screws by hand to prevent cross-threading. Using a philips screw driver or a electric drill with a philips bit, tighten the screws until solar plate rests snug against the shroud.

Attachment #2  
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1. REMOVE SOLAR PANEL, FAN GRILLE AND SHROUD FROM UNIT.
2. ADD SOLAR PANEL BRACKETS TO UNIT AS SHOWN ABOVE BY USING EXISTING SCREWS.
3. RE-INSTALL SHROUD TO UNIT GUIDING UNIT SOLAR CABLE THROUGH HOLE IN SHROUD AS SHROUD IS BEING INSTALLED.
4. RE-INSTALL SOLAR PANEL WITH SCREWS THREADED INTO SOLAR PANEL BRACKETS.
5. RE-INSTALL FAN GRILLE.