



CORPORATE OFFICE

May 25, 2004

Associate Administrator for Safety Assurance (NSA-01)  
National Highway Traffic Safety Administration  
400 7<sup>th</sup> Street, SW  
Washington, DC 20590

04V-248  
(11 pages)

Subject: Part 573 Defect and Noncompliance Report

Dear Sir:

Featherlite, Inc. has decided that a defect, which relates to motor vehicle safety, exists in an item of motor vehicle equipment listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Reports.

The manufacturer of the component to be recalled is Sandy Engineering, Inc., located at 3868 Bengert, Orlando, FL 32808. The system was designed by Featherlite for installation in motor homes produced by Featherlite. Sandy manufactured the component to Featherlite specifications.

The contact at Featherlite, Inc. for Featherlite's recall of this component is:

Norman L. Helmke, Director of Administration  
Featherlite, Inc.  
P.O. Box 320  
Cresco, IA 52136-0320  
Phone: 563-547-6000, ext. 1008  
Fax: 563-547-6099  
e-mail: [nhelmke@fthr.com](mailto:nhelmke@fthr.com)

Further information, as required, is included in the attachments to this notification. Drafts of the notification documents are attached.

Sincerely,

Norman L. Helmke  
Director of Administration

Encl:

## **Featherlite Recall of Sandy TV Lifts**

### **I. Identification of Recalled Items**

*Generic name of item:* Sandy TV Lift  
*Description:* 42" Plasma TV Lift  
*Part numbers:* 4870003  
*Function:* One touch TV lift system moves TV to stowed position or viewing position.

### **II. Identifying the Recall Population**

*Item:* Sandy TV lift motor control

*Total number. Potentially involved:* 26

*Estimated percentage containing the defect:* 100%

*How was recall determined:* Notification by Featherlite Service Center – Customer brought in motor home with smoke and flame damage to area around TV lift motor. Featherlite service center personnel identified the problem.

*Beginning and final dates recalled items were used in manufacture:* October 18, 2002 – April 15, 2004

### **III. Describe Defect or Noncompliance**

*Describe defect:* If Programmable Logic Controller (PLC) malfunctions or TV lift limit switch fails, the motor can, at that point, continue to run and not shut down and become overheated to the point it is possible to start combustion of adjacent materials.

*Describe cause of defect:* Improper design by Featherlite. The Programmable Logic Controller (PLC) does not have a timer sequence programmed and the lift motor does not have a thermal breaker.

*Describe consequence of defect condition.* If the PLC or the limit switches fail, the motor can continue to run and possibly overheat causing a fire or smoke filled vehicle.. Personal injury, property damage, or both could occur.

*Identity of supplier who furnished the component and CEO name:*

Sandy Engineering, Inc.  
3868 Bengert  
Orlando, FL 32808  
Ed Schnieder, CEO

### **IV. Chronology in Determining the Defect**

Customer brought his motor home into the Featherlite service center in Sanford, FL on May 3, 2004 complaining of smoke and some flame damage around the plasma TV

mounted in a TV lift mounted at the very front of the motor home. Service center personnel identified the motor as having caused the combustion and the resultant damage. Further investigation revealed that there was not a run time limit programmed into the Programmable Logic Controller which would limit the amount of time the motor could run once it had been activated. The also determined that there was no thermal breaker installed to deactivate the motor should the motor become overheated. A decision was made on May 21<sup>st</sup> that a safety defect existed.

#### **V. Identify the Remedy**

The remedy is to re-program the Programmable Logic Controller (PLC) program with a specific run time limit which would shut down the motor if the run time limit is exceeded. Further, thermal overload protection will be provided with the installation of a thermal breaker in the motor control circuit hot leg for both forward and reverse direction.

#### **VI. Identify the Recall Schedule**

Initial notification to service centers. May 28, 2004

Initial notification to retail purchasers and registered owners. June 4, 2004

We see no problem in implementing this recall.

#### **VII. Furnish Recall Communications**

Drafts of the notification documents are attached.



CORPORATE OFFICE

May 25, 2004

## SAFETY RECALL NOTICE

**To:** All Featherlite Luxury Coach Service Centers

**Subject:** Safety Recall Campaign \_\_\_\_\_

**Involving:** Sandy one touch 42" plasma TV lifts installed on Featherlite H3-45, H3-45S1, H3-45S2, coaches manufactured from October 18, 2002 through April 15, 2004.

The defective TV lift system can cause a fire and/or smoke damage to the coach. This could occur without any warning. This could result in additional accidental damage to include personal injury, property damage or both.

The TV lifts involved in this recall can be identified by a single one touch bi-color switch to activate the lift.

Notices will be sent to all registered owners of the coaches affected. A copy of the Owner Notification Letter is attached.

Featherlite Luxury Coach Division Customer Service will call you to arrange appointments for the coach owners to get the updated software and thermal breaker installed. A copy of the installation instructions, Service bulletin 04-01 revision A is attached.

If you have questions concerning this recall, call the Featherlite recall manager in our Luxury Coach customer service/warranty department at 888-826-8273 or 407-323-1128.

Your assistance in this important effort is appreciated.

Featherlite Luxury Coaches, Div. of Featherlite, Inc.

**Service Bulletin**

04-01 Rev A

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**Date:** May 7, 2004  
 May, 18, 2004 Rev A  
**Subject:** Sandy TV Lift

**Application:** Following list of coaches numbers will require re-programming and overload protection for the monitor lift: 4455,4488,4495,4521,4539,4561, 4575,4581,4599, 4607,4625,4650,4647,4692,4703,4706,4728,4737,4743,4752,4813,4820,4835,4844,4855, 4916

Modification to be performed at factory service centers. This is a recommended retrofit, which is covered under Vantare warranty.

<b>Material:</b>	<b>Parts:</b>	<b>Featherlite Part #:</b>
	1) (1) 6" x 6" plastic junction box	1260232
	2) (2.5") Din Rail	1260119
	3) (2) 3/8" romex connector	1260240
	4) (1) "Square D" C60N 2A breaker	"Square D" P/N 60203

TV Lift Drawing # 9060022f

Location:

R:\ELECT\_DWG\Schematics\RELEASED\9060022f

Software (Zelio) to be performed by electrical engineering personnel.

Location:

R:\software\monitor lift\TV LIFT X

Service Bulletin Locations:

R:\SERVICEB\ServBull2004\04-01

**Description:** The Sandy TV Lift Motor overloaded while the lift was in the "down" position although the lift did not travel the total distance to the "lower-limit" switch.

**Corrective Action:**

1. Install current PLC program with the run-time implemented in the program logic
  - a. This action will be performed by an Electrical Engineer, shop electrician, or Zelio trained service personnel
2. Installation of breaker overload protection in the motor control power hot leg for both forward and reverse direction
  - a. Procedure: (Approximately 2hrs.)
    1. Procure parts and schematic

**Warranty:** This modification is covered by Featherlite's limited warranty.

# FEATHERLITE

## Service Bulletin

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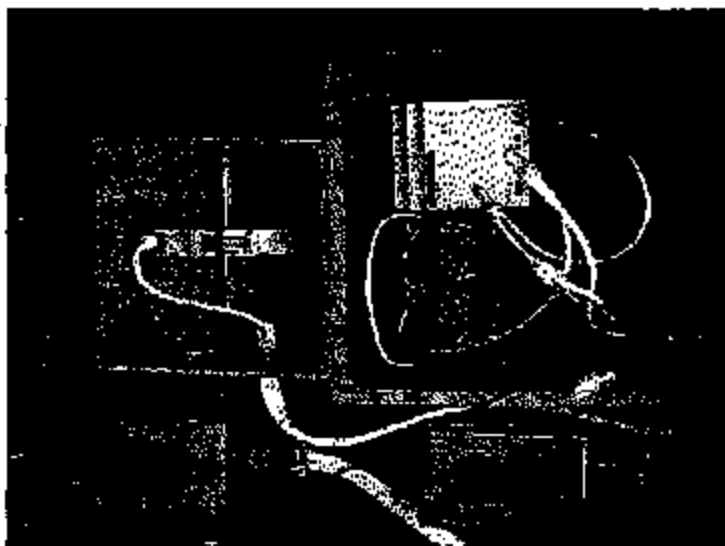
2. Install 2.5 " din rail in 6" x 6" box
3. Snap Square D" C60N 2A breaker onto din rail. Box should look as shown below:



Nock out not needed if  
Only 1 romex used

Label white wire as  
hot or use second  
romex black wire

4. Mount 6" x 6" box as shown in picture below



5. Wire breaker as per drawing 9060022J with the following procedure:
  - a. Turn off CB18
  - b. Remove passenger side Helm TV close out.
  - c. Remove cover on gray 12" x 12" box
  - d. Locate the Romex 12 AWG (Lift AC supply) location 2D on drawing 9060022J.

### Warning:

This modification is covered by Featherlite's limited warranty.

## ***FEATHERLITE***

### **Service Bulletin**

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- e. Cut black wire before relay K1 Pin 9 and input Q3 Pin 1 of PLC. Location 3D on drawing 9060022J.
  - f. Wire in hot side of black wire to top of Square D® C60N 2A breaker with additional piece of Romex. Location 3D on drawing 9060022J.
  - g. Wire bottom side of Square D® C60N 2A breaker to K1 pin 9 and Q3 Pin 1. Location 3D on drawing 9060022J.
  - h. Do continuity test, and check resistance isolation between conductors to insure no short circuits.
  - i. Turn on CB 18.
6. Operate lift, and test by applying resistance against lift while lift is in Motion. The timers in the PLC logic will time out after 28 seconds if the lift does not reach a limit switch and disable the motor. As the motor heats up with repeated tests the breaker will trip.
  7. Put covers on 6" x 6", and 12" x 12" boxes.
  8. Label 6 x 6 box with circuit breaker (CB M1 2A)

**Note:** Any questions, comments on installation or procedures, and completion of coach modifications should be forwarded to Joe Vorhes (Electrical Engineering Supervisor).

VJB

#### ***Joe Vorhes***

Electrical Engineering Supervisor  
Featherlite Luxury Coaches  
1801 Dolgner PL Sanford FL 32771  
407-323-1120 ext 277 (Phone)  
407-323-1945 (Fax)  
[jvorhes@flhr.com](mailto:jvorhes@flhr.com) (Email)

**Warranty:**

This modification is covered by Featherlite's limited warranty.

**Service Bulletin**

04-01SUPPLEMENT 1

**Date:** 5/17/04**Subject:** TV lift software revision upload

**Application:** This modification applies to all Featherlite H345 coaches equipped with Sandy engineering TV lift controlled by Telemechanique relay P/N SR1 D101BD. This modification is covered under Vantare' / Featherlite warranty.

**Material:** 1) CD FROM Featherlite Vantare' Division, Sanford, FL.  
 Containing:  
 a) Zello software V/1.5  
 b) Zello software V/1.5 download procedure  
 c) TV lift program  
 d) TV lift program upload procedure (PC to Module)  
 2) Relay-PC cable Telemechanique P/N SR CBL01  
 3) Laptop computer

**Description:** Software revision prevents motor overload by preventing motor from running longer than 28 seconds after initial activation in the event that the up/down limit switches are not reached.

Modifications will be performed at the TV lift control module located above the passenger side ceiling panel adjacent to the TV lift mechanism.

Modifications are as follows:

- 1) Switch AC breaker #CB18 to "OFF" position and tag for safety.
- 2) Remove passenger-side ceiling panel adjacent to the TV lift mechanism.
- 3) Locate 12"x12" gray plastic control box and remove cover.
- 4) Locate Telemechanique SR1 D101BD relay and remove programming port access cover.
- 5) Connect Relay-PC cable between Laptop serial port and Telemechanique relay P/N SR1 D101BD programming port.
- 6) Open file "ZelloSoft.Exe" contained on CD in laptop computer.
- 7) Select "Load an existing program" on the Zello-Soft banner.
- 8) Select "OK" on the Zello-Soft banner.
- 9) Select "TV lift program" file to access file named TV LIFTX.zel
- 10) Select "TV LIFTX.zel" and open.
- 11) Ignore password prompt.
- 12) Select "Transfer" from the title bar at top of screen.
- 13) Select "Stop Module" (Module "stopped" status confirmed when LED indicator is no longer flashing).
- 14) Select "Transfer" from the title bar at top of screen.
- 15) Select "Transfer Program".
- 16) Select "PC -> Module".
- 17) Download program from PC to Module (Select "YES")
- 18) Select "OK" upon completion of transfer.
- 19) Select "Transfer" from the title bar at top of screen.
- 20) Select "Run Module" ("Run" status is confirmed by LED flashing at 1 second intervals).
- 21) Repeat steps 3,2,1 in this order.
- 22) Operate lift, and obstruct lift from moving to limit. Lift motor should de-energize after 28 second.

**Service Bulletin**

**Date:** 5/17/04

**Subject:** Zello software V/1.5 loading procedure

**Application:** This modification applies to all Featherlite H345 coaches equipped with Sandy engineering TV lift controlled by Telemechanique relay P/N SR1 D101BD. This modification is covered under Ventare' / Featherlite warranty.

**Material:** 1) SVB -04-01 CD FROM Featherlite Ventare' Division, Sanford, FL  
Containing:  
a) Zello software V/1.5 loading procedure  
b) Laptop computer

**Description:** Loading will be performed on a Service Laptop or PC, the Zello program loading procedures are as follows:

- 1) Insert SVB 04-01 CD in CD drive
- 2) Go to start menu and run on appropriate drive for CD Rom or open explorer and double click on CD Rom
- 3) Double click on file "CD-Install-r-ZelloSoft\_V1.5\_rev02"
- 4) Double click on file "Install"
- 5) Follow loading procedures
- 6) Perform SVB-04-02supl\_1



CORPORATE OFFICE

## SAFETY RECALL NOTICE

May 25, 2004

Dear Featherlite Coach Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Featherlite, Inc. has decided that a defect, which relates to motor vehicle safety, exists in certain Sandy TV Lifts that were sold to Featherlite, Inc. and which may have been installed on your Featherlite Coach. The defective TV lift controllers can cause a fire or cause smoke to be induced to the interior of the coach. A malfunction of the TV lift could result in accidental damage to include personal injury, property damage or both.

Your coach has been identified as included in this recall. Please examine your coach to see if it has the affected TV lift. The TV lift is located in the front overhead of the coach and can be identified by the switch to activate the lift. **The affected coach will have a one touch bi-color button to activate the TV lift.**

1. Verify that you have the bi-color button
2. Turn off the TV lift/awning control breaker #18 or 218 in the MDP panel. Leave the breakers in the off position until the repair and upgrade has been completed.
3. If you are unable to determine whether you have an affected TV lift installed in your coach, please contact our customer service personnel, at the numbers listed below, who will assist you. You may also stop any Featherlite factory service center to have your coach inspected.

The repair will take about two hours to complete. To make the appointment:

1. Call Featherlite Luxury Coaches, Division of Featherlite, Inc. Sanford, FL, toll free at (888)-826-8273 or on our regular phone number at 407-323-1120, attention Customer Service Department, for the location of a Featherlite factory service center that can install

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the TV lift upgrade. You should call the same number if you have any problem obtaining the needed repair.

Take the enclosed Owner Notification Form with you at the time of your appointment and give it to the service center personnel performing the replacement. The form identifies the vehicle and the service that is required.

If you determine that your coach does not have the defective TV lift installed or if you have sold your coach, please mark and sign the enclosed prepaid card and return it to Featherlite.

Federal regulations requires that any vehicle Lessor receiving this recall notice must forward a copy of this notice to the lessee within ten (10) days.

If you believe that Featherlite, Inc has failed or is unable to remedy the defect without charge within a reasonable time, you may submit a complaint to:


Administrator  
National Highway Traffic Safety Administration  
400 Seventh Street SW  
Washington, DC 20590

or call the toll free number:  
Auto Safety Hotline at (888) 327-4236

We regret any inconvenience, which this action may cause you. This program is being carried out to ensure your safety. Featherlite will reimburse owners for pre-notification remedies if they have been made.

Your prompt attention to this important matter is appreciated.

Sincerely,



Norman L. Helmke  
Director of Administration  
Featherlite, Inc.