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07 JUL -6 P 2:56

DEVELOPMENT INVESTIGATION July 7, 2004

Via Federal Express
Mr. Kenneth N. Weinstein
Associate Administrator for Safety Assurance (NSA-01)
National Highway Traffic Safety Administration
400 Seventh St., SW
Washington, D.C. 20590

04V-338
(35 pages)

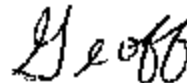
RE: American Camper Manufacturing, LLC, d/b/a Ameri-Camp

Dear Mr. Weinstein:

On behalf of our client, American Camper Manufacturing, LLC, d/b/a Ameri-Camp, we are submitting our client's Part 573 Defect and Noncompliance Report. The Report deals with certain microwave ovens manufactured by Samsung Electronics Co., Ltd. which had earlier filed a Safety Defect and Noncompliance Report with NHTSA (O4E-031). Please feel free to call if you should have any questions.

Sincerely yours,

BARNES & THORNBURG LLP



Geoffrey K. Church

GKC/mmb

Enclosure

cc: Mr. Jon White (via facsimile: 202/366-7882) (w/o encl.)
Ms. Sandra Searfoss (via facsimile: 574/258-6359)

ELD801 GKC 167856v1

Safety Defect and Noncompliance Report Guide for Vehicles

PART 573 Defect and Noncompliance Report

On June 16, 2004, American Camper Manufacturing, LLC d/b/a Ameri-Camp, an Indiana limited liability company ["Ameri-Camp" or MFR] received written notification that Samsung Electronics Co., Ltd. ("Samsung") had supplemented its previous Safety Defect and Noncompliance Report (the "Supplemental Report," a copy of which is attached hereto) that it had filed with the National Highway Traffic Safety Administration ("NHTSA") regarding certain microwave oven models manufactured. Based upon the Supplemental Report, American Camper Manufacturing, LLC decided that a defect which relates to motor vehicle safety may 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.

Date this report was prepared: June 30, 2004

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

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.

American Camper Manufacturing, LLC

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

Sandra Searfoss

Director of Customer Services

Telephone Number: (574) 528-6007 Fax No.: (574) 528-6359

Name and Title of Person who prepared this report.

Sandra Searfoss

Director of Customer Services
(Title)

Signed:

Sandra Searfoss
Sandra Searfoss
Director of Customer Services

I. Identify the Vehicle Models Involved in the Recall

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

Make: Ameri-Camp Model Years Involved: 2003/2004 Model(s): F265,
F270, F290, F300,
F305, T260, T290,
T300, T310 and T315

Production Dates: Beginning: September 20, 2002 Ending: October 10, 2003

VIN Range: Beginning: 1A9BE292X3S604503 Ending: 1A9BE31274S604977

Vehicle Type: Towable Recreational Vehicles Bodystyle: N/A

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

The recalled vehicles contain a Samsung Model MR1032BB microwave oven.

Identify the approximate percentage of the production of all the recall 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 vehicles 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.

There are 159 vehicles identified which contain the microwave oven in question and these are the only vehicles identified for the recall.

II. Identifying the Recall Population

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

<u>Model</u>	<u>Year</u>	<u>Number of Vehicles Potentially Involved</u>
F265	2003	19
F290	2003	13
F300	2003	10
T290	2003	15
T300	2003	19
T310	2003	26
F265	2004	11
F270	2004	1
F290	2004	1
F305	2004	10
T260	2004	8
T300	2004	2
T310	2004	4
T315	2004	20

Total Number Potentially Affected by the
Recall:

159

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: We are able to identify the specific units which we produced that contain the microwave ovens in question. Therefore, the approximate percentage of those units which actually contain the defect or noncompliance should be the same as reported by Samsung - See the Samsung Defect and Noncompliance Supplemental Report. (O4E-031), a copy of which is attached hereto.

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:

Ameri-Camp has a record of the model number and serial number of each microwave oven installed in each of its recreational vehicles as original equipment. The recalled population was determined using these records. Ameri-Camp started business in August, 2002. The dates of manufacture of the recalled vehicles begin with the first production by Ameri-Camp and continue until October 10, 2003, the date on which the last unit containing a microwave oven subject to the recall was manufactured. Ameri-Camp checked its records and determined the only model of microwave manufactured by Samsung listed on Samsung's Defect and Noncompliance Supplemental Report which the company has purchased or installed in its products is Model MR1032BB.

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.

The physical location of the defect or noncompliance is in certain microwave ovens which are incorporated in Ameri-Camp's recreational vehicles. For the specific location of the defect within the microwave oven, see Samsung's Defect and Noncompliance Supplemental Report.

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

See Samsung's Defect and Noncompliance Supplemental Report

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

See Samsung's Defect and Noncompliance Supplemental Report

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

See Samsung's Defect and Noncompliance Supplemental Report

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

River Park, Inc.
21953 Protecta Drive
Elkhart, IN 46517

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

Steve Niblock, Sales

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.

On May 5, 2004, a representative of River Park, Inc. came to our facility and advised Ameri-Camp of the potential expansion of Samsung's recall (O4E-031). On June 16, 2004, Ameri-Camp received the letter from Samsung notifying of the expanded scope of the previous recall. Ameri-Camp has not received any reports or warranty claims for this potential problem and has received no reports of any serious injuries or fatalities regarding this potential defect.

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.

See Samsung's Defect and Noncompliance Supplemental Report

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

See Samsung's Defect and Noncompliance Supplemental Report

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.

Ameri-Camp has been advised by Samsung that the production remedy is identical to the recall remedy in the field.

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.

Ameri-Camp is providing the information in its possession concerning the ownership and location of all units to be recalled to Samsung who has agreed to handle the recall

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.*

Ameri-Camp will provide copies of all such documents sent by it as required.

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

04E-031/29 pgs.

Safety Defect and Noncompliance Report Guide for Equipment
PART 573 Defect and Noncompliance Report
Supplemental Submission on Equipment Recall 03-E-044

On or about April 5-8, 2004, Samsung Electronics Co., Ltd. decided to supplement its earlier report (NHTSA 03-E-044) regarding a defect relating to motor vehicle safety that exists in items of motor vehicle equipment in order to expand the original report to cover additional microwave equipment models listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573.

Date this report was prepared: April 15-16, 2004

Furnish the manufacturer's identification code for this recall (if applicable): 03-E-044

1. Identify the full corporate name of the fabricating manufacturer/brand name/trademark owner of the recalled item of equipment. If the recalled item of equipment is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

Manufacturer:

Samsung Electronics Co., Ltd.
CS Group, Living Appliances Division
416 Maetan-3 Dong, Paldal-Gu, Suwon City
Gyeonggi-Do, Korea 442-742

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

Bryan E. Hopkins
Vice President and General Counsel
Samsung Electronics America, Inc.
105 Challenger Road
Ridgefield Park, NJ 07660

Telephone Number: 201-229-5708 Fax No.: 201-229-5704

Name and Title of Person who prepared this report.

Brian K. Wehr
Corporate Counsel
Samsung Electronics America, Inc.

Signed:

Brian K. Wehr/cor

L. Identify the Recalled Items of Equipment

2. Identify the Items of Equipment involved in this Recall, for each make and model or applicable item of equipment product line (provide illustrations or photographs as necessary to describe the item of equipment), provide:

Generic name of the item: Microwave

Make: Samsung **Model:** MR1031WB, MR1032HB, MR1033SB

Part Number: Membrane Panel **Size:** 1.0 cu. Ft.

Function: Control the operation of microwave oven by pressing keypad

Other information which characterizes/distinguishes the items of equipment to be recalled:

Keypad of microwave ovens installed in RVs

Generic name of the item: Microwave

Make: Samsung **Model:** MR1351WB, MR1352BB

Part Number: Membrane Panel **Size:** 1.3 cu. Ft.

Function: Control the operation of microwave ovens by pressing keypad

Other information which characterizes/distinguishes the items of equipment to be recalled:

Keypad of microwave ovens installed in RVs

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.

We are in the process of obtaining the percentage.

II. Identifying the Recall Population

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

<u>Model</u>	<u>Year</u>	<u>Number of Items Potentially</u>
Involved		
MR1031WB	May 2002 - May 2003	39,339
MR1032BB	May 2002 - June 2003	70,321
MR1033SB	June 2002 - July 2003	770
MR1352BB	May 2002 - July 2003	6,365
MR1351WB	August 2002 - March 2003	362

Total Number Potentially Affected by the Recall: 117,157

4. Furnish the approximate percentage of the total number of items of equipment estimated to actually contain the defect or noncompliance: Unable to ascertain at this time.

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 items of equipment:

This filing is a supplement to Samsung's recall number 03E-044 filed on September 24, 2003 (see attached Exhibit A). The models set forth in question 3 of this filing (the "New Models") were not included in the original filing because, although they have the same membrane panel as the models subject to the original filing, they contain a software program intended to prevent "auto-start" problems and the key pad on the New Models is smaller which decreases the accidental touching of contact points due to environmental and other factors. While Samsung had received some complaints regarding the 1031 and 1032 microwave models, Samsung believed that the "auto-start" problem with respect to these models was different and related to a door latch problem that caused the fan and light to turn on but otherwise did not create a safety hazard.

Notwithstanding the foregoing, Samsung has received complaints that suggest that the New Models have an auto-start problem that may be associated with a possible smoke or fire risk (see attached Exhibits B (reports to distributor) and C (reports to Samsung)). Based on the complaints, Samsung has decided to supplement its original filing to include the New Models.

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.

The potential defect is the same as in Samsung's original filing of September 24, 2009; however, Samsung believed at that time that the New Models were not affected because they had a different software program and smaller keypad.

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

The potential cause of the defect is the same as in Samsung's original filing of September 24, 2009.

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

The potential consequences of the defect are the same as in Samsung's original filing of September 24, 2009.

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

Consumers should unplug their microwaves, if possible. If consumers cannot unplug their units, they should leave the door ajar until the unit or the membrane is replaced. Consumers should never store or leave any items in the microwave.

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

Sejin Electronics
60-19 Gasa-dong, Guro-gu
Seoul, Korea

Nowtechman
673 Snagok-dong, Daejeon-gu, Ashan-City
Kyunggi-do, Korea

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

Sejin - Lee Sang Young
Nowtechman - K im Yoo Suk

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.

Upon information and belief, there have been no accidents, injuries or fatalities caused by the "auto-start" problem.

For the reasons set forth in section 4 above, the microwave models which are the subject of this filing (the "New Models") were not included in the original recall. In late 2003/early 2004, one of Samsung's distributors informed Samsung that it was getting "auto-start" complaints from its customers with respect to the New Models. Samsung believed that the "auto-start" problem with respect to the New Models related to a door latch problem that caused the fan and light to turn on but otherwise did not create a safety hazard. The alleged defective units were sent to Samsung's United States facility and passed along to Korea for testing. After extensive testing of the models, Samsung was unable to duplicate any auto-start problems.

Concurrently with this testing, Samsung was receiving "auto-start" complaints directly from end-users regarding the New Models. Prior to Samsung's initial recall filing, Samsung received only limited complaints with respect to New Models that could potentially be categorized as "auto-start" problems. After the initial recall filing, the number of "auto-start" complaints with respect to the new models began to increase. From September 2003 - March 2004, Samsung received additional "auto-start" complaints with respect to the New Models (see attached Exhibits A and B). In early April 2004, this was brought to the attention of Samsung management both in the United States and Korea. The decision was made that, despite the fact Samsung could not replicate or otherwise confirm an "auto-start" problem with the New Models, they should nonetheless be added to the recall based upon the growing number of complaints.

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.

No testing has been able to replicate the "auto-start" problem or verify a defect in the New Models. This report is being made solely on the basis of consumer complaints (see attached Exhibits A and B).

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.**

The remedy is the same as in Samsung's original filing of September 24, 2003.

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

Please refer to Samsung's original filing of September 24, 2003.

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.

An improved membrane panel is now used in the production of the New Models and/or the New Models have been re-designed so that at least two (2) buttons must be touched before the units will start.

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.

A second notification will go to all manufacturers, dealers, retailers and purchasers reminding them of the existing recalled models and informing them that the additional models are being added to the recall. These will be sent on or about April 30, 2004. A recall notice for existing and new recalled models will be placed in leading RV magazines.

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 (202-365-7882) for review prior to mailing.**

We will provide draft copies of any documents prior to distribution.

EXHIBIT A

Safety Defect and Noncompliance Report Guide for Equipment
PART 573 Defect and Noncompliance Report

On ~~September 18, 2003~~, ~~2003~~, ~~2003~~ completed a series of inspections and testing, and on September 18, 2003 decided that a defect which relates to motor vehicle safety may exist in items of motor vehicle equipment listed below, and in furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR 573.

Date this report was prepared: ~~2003-09-18~~

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

1. Identify the full corporate name of the fabricating manufacturer/brand name/trademark owner of the recalled item of equipment. If the recalled item of equipment is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. 30164.

~~2003-09-18~~

~~2003-09-18~~

~~2003-09-18~~

~~2003-09-18~~

~~2003-09-18~~

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

~~2003-09-18~~

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) 366-5226 or by FAX at (202) 366-7882

Telephone Number: 202.329.5703 Fax No: 202.329.5704

Name and Title of Person who prepared this report.

Bryan E. Hopkins

Signature

Bryan E. Hopkins

1. Identify the Recalled Items of Equipment

2. Identify the Items of Equipment Involved in this Recall, for each make and model or applicable item of equipment product line (provide illustrations or photographs as necessary to describe the item of equipment), provide:

Generic name of the item

Make: [REDACTED] **Model:** [REDACTED]

Part Number: [REDACTED] **Size:** [REDACTED]

Function: [REDACTED]

Other information which characterizes/distinguishes the items of equipment to be recalled:

[REDACTED]

Make: [REDACTED] **Model:** [REDACTED]

Part Number: [REDACTED] **Size:** [REDACTED]

Function: [REDACTED]

Other information which characterizes/distinguishes the items of equipment to be recalled:

[REDACTED]

Make: [REDACTED] **Model:** [REDACTED]

Part Number: [REDACTED] **Size:** [REDACTED]

Function: [REDACTED]

Other information which characterizes/distinguishes the items of equipment to be recalled:

[REDACTED]

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.

[REDACTED]

[REDACTED]

[REDACTED]

II. Identifying the Racial Foundation

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

[illegible][illegible]

Total Number Potentially Affected by the Recall: [REDACTED]

4. Furnish the approximate percentage of the total number of items of equipment estimated to actually contain the defect or nonconformance: 100%

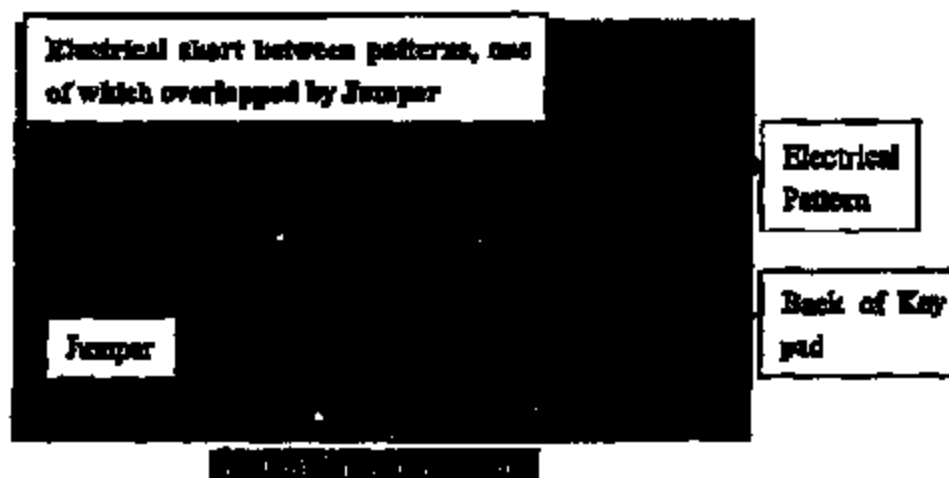
Identify and describe how the recall population was determined -in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled items of equipment.

Redacted in May 2020. The defect is located at the bottom of the page.

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.

Redacted text block.



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

Redacted text block.

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

[REDACTED]



[REDACTED]

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

[REDACTED]

(Remark) Instruction Book includes :

To reduce the risk of fire in the oven

Do not use the oven compartment for storage purposes.

Do not leave paper product, cooking utensils, or food in the oven when not in use

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

Sajin Electronics and Newtechnon are the two membrane pad suppliers. We will supplement with corporate addresses.

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

We will supplement with the identity of the correct representative of the membrane suppliers.

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 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.

- September 11, 2003 testing samples on returned membranes obtained from the distributor.

- September 9, 2003 meeting with distributor to discuss extent of water start problems.

A detailed description of the reports and warranty claims will be forwarded to you as soon as they have been collected. There have been no reports of serious injuries or fatalities regarding this potential defect.

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.

Test results are attached from the inspection done with respect to the TCL warehouse stock of returned merchandise. If any additional tests are conducted, Samsung will forward those results to you.

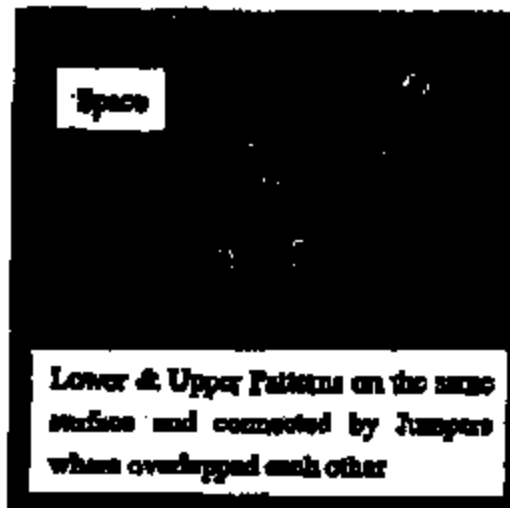
V. Identify the Remedy

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

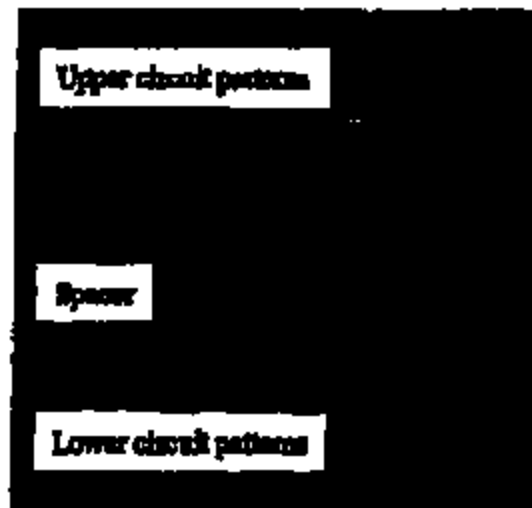
[REDACTED]

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

[REDACTED]



(Recalled Membrane panel)



(Remedy Membrane panel)

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

[REDACTED]

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.

[REDACTED]

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 (202-366-7847) for review prior to mailing.*

[REDACTED]

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

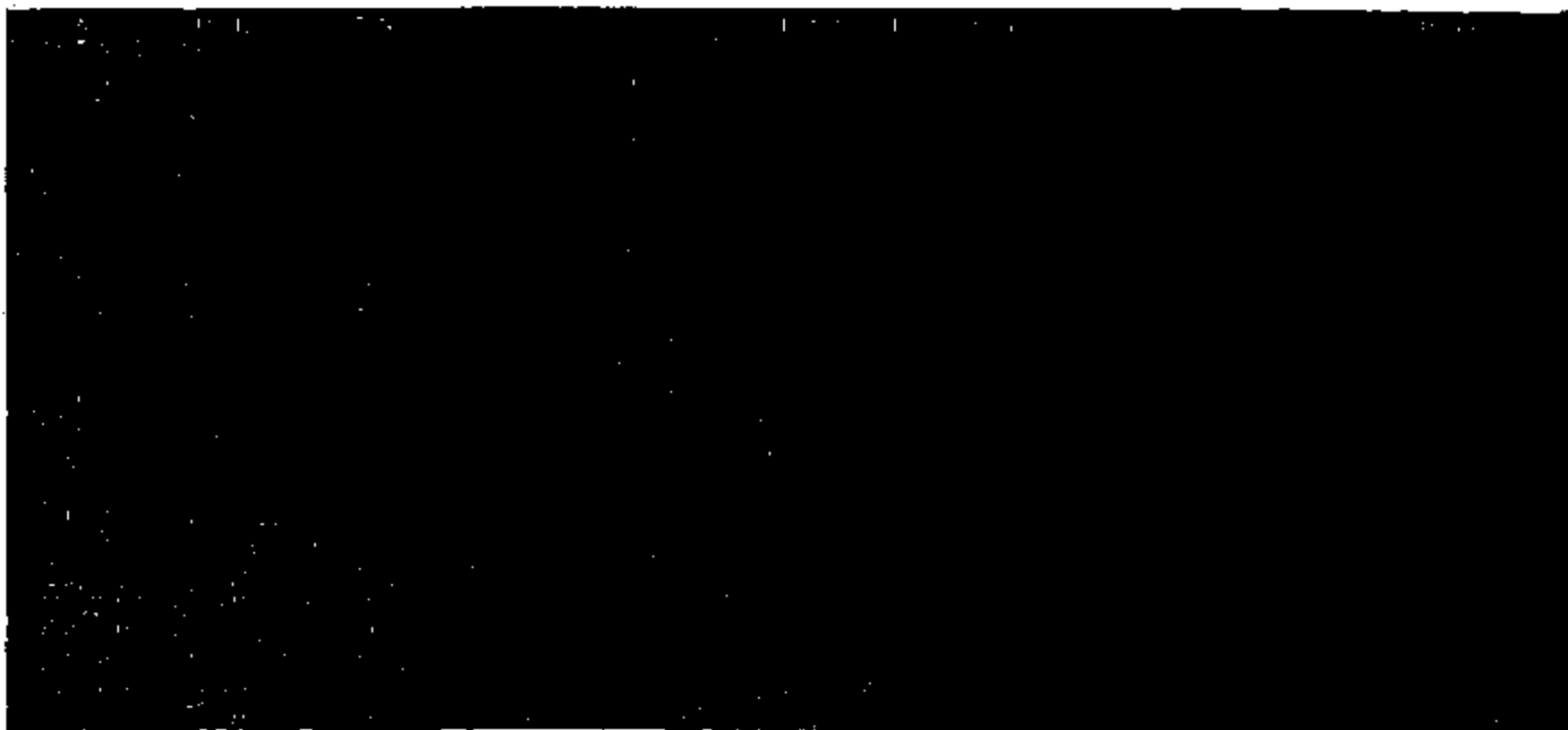
Return Inspection Results at TCL Warehouse (9/10-9/11/2003)

Total : 218 Units

Red Stock (Magnetics Off) with Red Marking : 45 Units (21%)

Red Stock Investigation : 25 Units (11%)

Not Related Auto Start : 111 Units (51%)



9/11/2003	NR5491G	71QW000487F	DIGITRON BROKEN, AUTO-STARTS
9/11/2003	NR5491G	71LH001778F	CONTROL PAD: NOT WORKING, LCD DISPLAYS #2
9/11/2003	NR5491G	71LH001282D	CONTROL PAD: NOT WORKING, LCD DISPLAYS #2
9/11/2003	NR5491G	71LH001150H	CONTROL PAD: NOT WORKING, LCD DISPLAYS #2
9/11/2003	NR5491G	71LH001562B	DIGITRON DISPLAYS "1-ORND, 2-CHLD LOCKS - KEY PAD NOT WORKING
9/11/2003	NR5491G	71QW001148D	DIGITRON DISPLAYS "PRESS START FUNCTION" THEN #2 - KEY PAD NOT WORKING
9/11/2003	NR5491G	71QW000304J	DIGITRON DISPLAYS "PRESS START FUNCTION" THEN #4 - KEY PAD NOT WORKING
9/11/2003	NR5491G	71LH001262K	DIGITRON DISPLAYS "SET CURRENT TIME" KEY PAD NOT WORKING
9/11/2003	NR5491G	71PWH07102L	DIGITRON DISPLAYS "SET CURRENT TIME" KEY PAD NOT WORKING
9/11/2003	NR5491G	71LH000708P	DIGITRON DISPLAYS #2 - KEY PAD NOT WORKING
9/11/2003	NR5491G	71LH000218R	DIGITRON DISPLAYS #3 - KEY PAD NOT WORKING
9/11/2003	NR5491G	71LH000296Z	DIGITRON DISPLAYS #3 - KEY PAD NOT WORKING
9/11/2003	NR5491G	71LH000482L	DIGITRON DISPLAYS #3 - KEY PAD NOT WORKING
9/11/2003	NR5491G	71LH000217L	DIGITRON DISPLAYS #4 - KEY PAD NOT WORKING
9/11/2003	NR5491G	71LH000443P	DIGITRON DISPLAYS #4 - KEY PAD NOT WORKING
9/11/2003	NR5491G	71LH000288P	DIGITRON DISPLAYS #6 - KEY PAD NOT WORKING
9/12/2003	NR5491G	71LH000708K	SLEEP SOUND BARRY 10 SEC, CHECK NOT WORKING, DIGITRON DISPLAYS "P"
9/12/2003	NR5491G	71LH000622G	CHECK NOT WORKING, DIGITRON DISPLAYS "P"
9/12/2003	NR5491G	71LH001720Z	CHECK NOT WORKING, DIGITRON DISPLAYS "P"
9/12/2003	NR5491G	71LH000810H	CHECK NOT WORKING, DIGITRON DISPLAYS "PNO"
9/12/2003	NR5491G	71LH001474K	CHECK NOT WORKING, DIGITRON DISPLAYS "CLOCK"
9/12/2003	NR5491G	71LH000487H	CHECK NOT WORKING, DIGITRON DISPLAYS "T"
9/12/2003	NR5491G	71LH001159A	CHECK NOT WORKING, DIGITRON DISPLAYS "T"
9/12/2003	NR5491G	71LH002150Z	CHECK NOT WORKING, DIGITRON DISPLAYS "J"
9/12/2003	NR5491G	71LH000478T	CHECK NOT WORKING, DIGITRON DISPLAYS "P"
9/12/2003	NR5491G	71LH001158P	CHECK NOT WORKING, DIGITRON DISPLAYS "CLOCK"
9/12/2003	NR5491G	71LH001600R	CHECK NOT WORKING, DIGITRON DISPLAYS "T"
9/12/2003	NR5491G	71LH001158H	CHECK NOT WORKING, DIGITRON DISPLAYS "CLOCK"
9/12/2003	NR5491G	71LH000620K	CHECK NOT WORKING, DIGITRON DISPLAYS "P"
9/12/2003	NR5491G	71LH000622K	CHECK NOT WORKING, DIGITRON DISPLAYS "CLOCK"
9/12/2003	NR5491G	71LH000627J	CHECK NOT WORKING, DIGITRON DISPLAYS "P"

[illegible]

9/11/2003	MR5492W	71BR00015A	PHYSICAL DAMAGE, STARTS AUTOMATICALLY (EMISSION)
9/11/2003	MR5492W	71LW000142V	PHYSICAL DAMAGE, STARTS AUTOMATICALLY (EMISSION)
9/12/2003	MR5491G	71BR000174H	UNIT WORKING FINE; BURNT MARK INSIDE CAVITY
9/11/2003	MR5492W	71PA001345A	COUPLER MISSING
9/11/2003	MR5492W	71PA001494K	CONTROL PAD: BROKEN
9/11/2003	MR5492W	71BR000799H	DIGITRON DISPLAY TOO DIM
9/11/2003	MR5491G	71BR001228A	DOOR BROKEN
9/11/2003	MR5492W	71BR003008H	DOOR DAMAGED
9/11/2003	MR5491G	71SH100013K	DOOR DOES NOT OPEN, COUPLER BROKEN
9/11/2003	MR5491G	71BR000237Z	FAN NOISE; WIRE TOUCHING FAN
9/11/2003	MR5491G	71QW000795L	GOOD
9/11/2003	MR5491G	71BR0002021L	GOOD
9/11/2003	MR5491G	71BR000248E	GOOD
9/11/2003	MR5492W	71BR001408F	GOOD
9/11/2003	MR5491G	71PH000057E	GOOD
9/11/2003	MR5492W	71TT200050Z	GOOD
9/11/2003	MR5491G	71OR001416H	GOOD
9/11/2003	MR5491G	71TT300075A	GOOD
9/11/2003	MR5492W	71BR000058L	GOOD
9/11/2003	MR5491G	71ST400022H	GOOD
9/11/2003	MR5491G	71BR000024H	GOOD
9/11/2003	MR5491G	71QW000037H	GOOD
9/11/2003	MR5491G	71QW000041X	GOOD
9/11/2003	MR5491G	71BR000000H	GOOD
9/11/2003	MR5492W	71BR000000L	GOOD
9/11/2003	MR5492W	71BR000127Z	GOOD
9/11/2003	MR5491G	71AT000000L	KOREAN VERSION (220V)
9/11/2003	MR5492W	71BR000149H	LOW EMISSION (NEON LAMP LIGHTS SO DIM)
9/11/2003	N/A	N/A	MISSING CONTROL BOX
9/11/2003	N/A	N/A	MISSING CONTROL BOX
9/11/2003	MR5492W	71BT000000X	NO EMISSION
9/11/2003	MR5492W	71BR000125X	NO EMISSION
9/11/2003	MR5492W	71BR000039L	NO EMISSION
9/11/2003	MR5492W	71BR000038H	NO EMISSION, TURNTABLE NOT WORKING, FAN NOT WORKING, PHYSICAL DAMAGE
9/11/2003	MR5492W	71QT001198H	NO EMISSION; NOT DEFECTIVE
9/11/2003	MR5492W	71BR000079W	NO PCB INSIDE

9/11/2003	MRS491G	71BN70015BF	NO POWER
9/11/2003	MRS491G	71UN80085R	NO POWER
9/11/2003	MRS491G	71BT40080SA	NO POWER
9/11/2003	MRS491G	71QA300003Y	NO POWER
9/11/2003	MRS492W	71M804516T	NO POWER
9/11/2003	MRS492W	71QD70060S	NO POWER
9/11/2003	MRS491G	71F8000614X	NO POWER
9/11/2003	MRS491G	71UN704071I	NO POWER
9/11/2003	MRS491G	71Q8505183H	NO POWER
9/11/2003	MRS492W	71M8000977K	NO POWER
9/11/2003	MRS491G	71UN705010H	NO POWER
9/11/2003	MRS491G	71M8500008H	NO POWER
9/11/2003	MRS491G	71UN704762W	NO POWER
9/11/2003	MRS492W	71UN800491Y	NO POWER
9/11/2003	MRS492W	71UR500077T	NO POWER
9/11/2003	MRS491G	71M8200023Y	NO POWER
9/11/2003	MRS492W	71QT100202E	NO POWER
9/11/2003	MRS492W	71BT301800V	NO POWER
9/11/2003	MRS492W	71BT401705L	NO POWER
9/11/2003	MRS491G	71M8000008K	NO POWER
9/11/2003	MRS491G	71M8000018K	NO POWER
9/11/2003	MRS492W	71M8000430K	NO POWER
9/11/2003	MRS491G	71Q8500507E	NO POWER
9/11/2003	MRS492W	71QT200297J	NO POWER
9/11/2003	MRS492W	71QAC01815F	NO POWER
9/11/2003	MRS491G	71M801394B	NO POWER, PHYSICAL DAMAGE ON LEFT SIDE OF CP
9/11/2003	MRS492W	71M804305A	NOT WORKING; PCB DEFECTIVE
9/11/2003	MRS492W	71F8004133F	PCB MISSING
9/11/2003	MRS491G	71TT300807Z	PHYSICAL DAMAGE ON UNIT
9/12/2003	MRS492W	71M8000342	NO POWER
9/12/2003	MRS491G	71M8000447V	COUPLER BURNT: UNIT WORKING FINE
9/12/2003	MRS492W	71TT7001017W	NO POWER
9/12/2003	MRS490W	71M80000013Z	NO POWER
9/12/2003	MRS491G	71M8000007Z	SPARK ON HVT CONNECTOR
9/12/2003	MRS492W	71QT000552J	NO POWER
9/12/2003	MRS492W	71BT401362X	NO POWER

9/12/2003	NR5492W	71T79018AUB	NO EMISSION
9/12/2003	NR5492W	71B0601688R	NO EMISSION
9/12/2003	NR5492W	71Q8002245K	NO EMISSION
9/12/2003	NR5492W	71BT400264W	UNIT WORKING FINE, PAINT CAME OFF FROM CAVITY
9/12/2003	NR5492W	71LH800958D	UNIT WORKING FINE, COUPLER MELT
9/12/2003	NR5491G	71QR002918Y	NO POWER
9/12/2003	NR5491G	71BT202720N	NO EMISSION
9/12/2003	NR5492W	71QR102382H	NO POWER
9/12/2003	NR5492W	71H1800972W	NO EMISSION
9/12/2003	NR5492W	71BT103179K	NO EMISSION
9/12/2003	NR5492W	71S8003508H	UNIT WORKED 15 SEC, THEN STOPPED
9/12/2003	NR5492W	71H8005425F	NO POWER
9/12/2003	NR5491G	71H1400285K	NO EMISSION
9/12/2003	NR5492W	71H1801524F	UNIT DAMAGED
9/12/2003	NR5491G	71H1801380D	UNIT DAMAGED, DOOR NOT CLOSED COMPLETELY
9/12/2003	NR5491G	71H8003398H	NO EMISSION
9/12/2003	NR5491G	71H1704373	UNIT DAMAGED, FAN WORKS
9/12/2003	NR5491G	71S8000834V	UNIT WORKING FINE, COUPLER BROKEN
9/12/2003	NR5492W	71H1801312H	DOOR DAMAGED, NOT CLOSED WELL
9/12/2003	NR5492W	71BT203275F	NO POWER
9/12/2003	NR5492W	71P1804128N	NO POWER
9/12/2003	NR5491G	71S8000821E	NO POWER
9/12/2003	NR5491G	71P1800941T	WORKS FINE (UNIT DAMAGED)
9/12/2003	NR1491W	71AT308867H	UNIT WORKING FINE, BUT DAMAGED
9/12/2003	NR1492W	71CR801707Y	NO EMISSION
9/12/2003	NR5491G	71BT203336K	NO POWER
9/12/2003	NR5492W	71Q8A00087E	GOOD
9/12/2003	NR5492W	71Q8000901X	FAN: NOT WORKING - FIXED
9/12/2003	NR5492W	71H800411T	GOOD
9/12/2003	NR5492W	71H800400N	GOOD
9/12/2003	NR5492W	71P1803817V	GOOD
9/12/2003	NR5491G	71Q8003498D	GOOD
9/12/2003	NR5492W	71S8004201D	GOOD
9/12/2003	NR5491G	71H8001983V	GOOD
9/12/2003	NR5492W	71H8004179K	GOOD
9/12/2003	NR5492W	71H8004388	GOOD

9/12/2003	MRS-492W	71QF801795J	FAN: NOT WORKING - FIXED
9/12/2003	MRS-491G	71UN803638J	GOOD
9/12/2003	MRS-492W	71NF800158P	GOOD
9/12/2003	MRS-491G	71UN805346W	GOOD
9/12/2003	MRS-492W	71NF800379T	GOOD
9/12/2003	MRS-492W	71UN803719P	GOOD

EXHIBIT B

Exhibit B: Customer Complaints Through Distributor

No	Issue date	Model	Serial No	Damage
1	7/28/2003	MR1031AH	711T80487WD	No
2	8/28/2003	MR1031AH	711T804877J	No
3	6/28/2003	MR1032AH	715T80002JK	Shocks
4	8/24/2003	MR1031AH	715T80002WP	No
5	12/14/2003	MR1032AH	715T80173WP	Hard
6	10/21/2003	MR1031AH	715T802022X	No
7	7/15/2003	MR1031AH	71AT80002HE	No
8	11/18/2003	MR1032AH	71AT800148V	No
9	11/18/2003	MR1032AH	715T803022L	Shocks
10	1/14/2004	MR1032AH	715T803022N	No
11	1/14/2004	MR1032AH	71AT80002HE	No
12	1/22/2004	MR1031AH	715T80002JT	No
13	1/22/2004	MR1031AH	715T80002WP	No
14	1/22/2004	MR1032AH	71AT80002HE	Shocks
15	1/22/2004	MR1032AH	715T801734X	No
16	2/2/2004	MR1031AH	71AT80002HE	No
17	2/2/2004	MR1032AH	71AT80002HE	No
18	2/11/2004	MR1032AH	71AT80002HE	No
19	4/5/2004	MR1031AH	71AT80002HE	No
20	4/7/2004	MR1032AH	71AT80002HE	No

EXHIBIT C

Exhibit C: Samsung Warranty Claims Data

No	ID	SAPID	Model	Serial No	Call Received	Comments
1	263	400004889	MR1032BB		2/27/2003	Autolock; Unit Shuts off automatically
2	195	3000018481	MR1032BB	7MAT000894K	3/31/2003	Possible Autolock; Smoke
3	290	400008888	MR1031WB		6/25/2003	Autolock
4	296	4000082672	MR1032BB		7/11/2003	Autolock
5	154	2000145787	MR1032BB		7/26/2003	Autolock; Door
6	367	4000168889	MR1032BB	71AT806888B	8/15/2003	Unit Shuts off automatically; 5' on screen
7	308	4000108883	MR1031WB		8/16/2003	Possible Autolock; Smoke
8	311	4000114883	MR1031WB	71BT808484F	8/16/2003	Autolock
9	312	4000114881	MR1031WB		8/18/2003	Autolock
10	313	4000116788	MR1031WB	71BT701884Y	8/22/2003	Autolock
11	314	4000125148	MR1031WB		8/28/2003	Autolock
12	315	4000125308	MR1031WB	71AT807048J	8/28/2003	Autolock
13	174	3000034184	MR1031WB	71AT807018D	10/8/2003	Autolock
14	323	4000129808	MR1031WB	71BT701084Y	10/18/2003	Autolock
15	178	3000034880	MR1032BB	7MAW800184T	10/20/2003	Autolock; Burnt
16	78	1000138014	MR1032BB	7MAT802888B	10/28/2003	Autolock
17	79	1000138483	MR1031WB	71BT701083T	10/24/2003	Autolock
18	328	4000133082	MR1031WB	71BT801884A	10/27/2003	Autolock
19	327	4000133488	MR1032BB	71AT800828A	10/28/2003	Autolock
20	81	1000137476	MR1032BB	71BT800872P	10/28/2003	Autolock
21	328	4000134025	MR1031WB	71AT8008252	10/28/2003	Autolock
22	88	1000138025	MR1031WB	7MAT800827D	10/31/2003	Autolock
23	180	3000038448	MR1032BB	71AT701781A	11/3/2003	Autolock
24	338	4000135785	MR1032BB		11/4/2003	Possible Autolock; Fire
25	183	3000038788	MR1032BB	7MAT805308P	11/5/2003	Autolock
26	188	3000037017	MR1032BB	71AT800388L	11/7/2003	Autolock
27	188	3000037214	MR1031WB	71AT800888H	11/18/2003	Autolock
28	188	3000037888	MR1032BB	7MAT805077X	11/13/2003	Autolock; Fire
29	344	4000138783	MR1032BB	7MAT805034Y	11/14/2003	Autolock
30	345	4000139088	MR1031WB	71BT801884K	11/15/2003	Autolock

31	346	4000138360	MR1032BB	71BT508542L	11/17/2003	Autolock
32	346	4000138297	MR1032BB	7MAT808283T	11/17/2003	Autolock
33	189	3000038089	MR1031WB	71AT808798A	11/19/2003	Autolock; Fire, Smoke
34	286	3000038120	MR1031WB	71BT801186Z	11/20/2003	Autolock
35	357	4000141988	MR1031WB	71AT702280F	11/24/2003	Autolock; Burg
36	201	3000038290	MR1031WB	71TT504088J	11/24/2003	Autolock
37	281	4600148181	MR1038BB	7MBT808843T	11/29/2003	Autolock; Door
38	203	3000038788	MR1032BB	71AT80842R	12/1/2003	Autolock; Keypad not working
39	383	4000145818	MR1031WB	71AT808280W	12/1/2003	Autolock
40	388	4600149884	MR1032BB	7MAT808888F	12/5/2003	Autolock; 8's on screen
41	207	3000039247	MR1032BB	7MATC02837L	12/8/2003	Autolock; 2's on screen
42	370	4000188721	MR1038BB	7MATC08802Z	12/8/2003	Autolock; Burg
43	99	1000180787	MR1032BB	7MAW408888N	12/8/2003	Autolock
44	378	4000185052	MR1032BB		12/18/2003	Autolock
45	378	4000185843	MR1032BB	71BT801888T	12/18/2003	Autolock
46	378	4000188179	MR1031WB	71AT808922H	12/18/2003	Autolock
47	211	3000038782	MR1032BB	71AT80188A	12/18/2003	Keypad and Display issue; Possible Autolock
48	381	4000188841	MR1031WB	71BT500720P	12/17/2003	Autolock
49	382	4000187007	MR1031WB	71BT500720P	12/16/2003	Autolock
50	382	4000185888	MR1032BB	7MAW408288Z	12/28/2003	Possible Autolock
51	388	4000188772	MR1032BB	7MAW800088M	12/28/2003	Autolock; Door
52	214	3000040483	MR1031WB	7MAW7401784B	12/28/2003	Autolock
53	215	3000040582	MR1032BB	71AT808948V	12/30/2003	Autolock
54	218	3000040581	MR1031WB	71AT782888W	1/2/2004	Autolock; 8's on screen
55	217	3000040786	MR1031WB	71TT804488T	1/2/2004	Autolock; Burg
56	388	4000181087	MR1032BB	7MATC07888F	1/2/2004	Display issue; Possible Autolock
57	401	4000182453	MR1031WB	71AT708182N	1/3/2004	Autolock
58	402	4000182504	MR1031WB	7MAT800888D	1/8/2004	Autolock
59	220	3000041885	MR1038BB	71AT804128E	1/8/2004	Autolock
60	222	3000041346	MR1031WB	71AT808188F	1/12/2004	Autolock
61	404	4000188419	MR1031WB	71AT808888Y	1/13/2004	Autolock
62	225	3000041818	MR1031WB	71AT807918N	1/14/2004	Autolock
63	228	3000041873	MR1032BB	71AT800188N	1/21/2004	Autolock
64	417	4000188433	MR1031WB	71AT808488D	1/22/2004	Autolock

85	223	3000041993	MR1032BB	7MAT800883J	1/22/2004	Autostar
86	416	4000188372	MR1032BB	7MATC0064L	1/22/2004	Autostar; Burnt
87	418	4000170194	MR1032BB	71BT502110F	1/23/2004	Autostar; Door
88	412	4000170020	MR1032BB	7NATW187E	1/23/2004	Autostar
89	110	1000188887	MR1031WB		1/24/2004	Autostar
70	221	3000042219	MR1032BB	7MAT804508T	1/28/2004	Autostar
71	423	4000172081	MR1031WB		1/28/2004	Autostar
72	426	4000172458	MR1032BB	71AT800880E	1/28/2004	Autostar
73	425	4000172425	MR1032BB	71AT802186Y	1/28/2004	Autostar
74	232	3000043428	MR1032BB	7MAT800640H	1/28/2004	Autostar
75	233	3000042602	MR1032BB	71AT801088L	2/2/2004	Autostar
76	236	3000042818	MR1031WB	71BT700742M	2/2/2004	Autostar; Burnt
77	431	4000173724	MR1032BB	7MAT800824K	2/2/2004	Autostar
78	434	4000174747	MR1031WB	7MAT801028B	2/4/2004	Autostar
79	441	4000178738	MR1031WB	71AT800424W	2/8/2004	Autostar
80	238	3000043080	MR1032BB	71AT807188E	2/12/2004	Autostar
81	449	4000178135	MR1031WB	71AT807187Y	2/12/2004	Autostar
82	467	4000178853	MR1032BB	71AT801818P	2/17/2004	Autostar
83	468	4000178847	MR1032BB	7MAT803778V	2/17/2004	Autostar
84	454	4000178785	MR1832BB	7MATC000821	2/17/2004	Display Issues; Possible Autostar
85	467	4000188153	MR1031WB	71AT800682R	2/24/2004	Autostar
86	466	4000188137	MR1032BB	7MATW81188S	2/24/2004	Autostar
87	477	4000185089	MR1032BB	7MAT800700J	3/2/2004	Autostar
88	478	4000188808	MR1362BB	7MAT80084J	3/2/2004	Autostar
89	480	4000188873	MR1031WB	7MATW401871X	3/2/2004	Autostar
90	486	4000188377	MR1032BB	71AT806220Z	3/6/2004	Autostar
91	487	4000188204	MR1031WB	71BT261033Y	3/9/2004	Autostar
92	486	4000189189	MR1031WB	71BT800631R	3/9/2004	Autostar
93	243	3000044129	MR1031WB	71BT700808E	3/9/2004	Autostar
94	244	3000044130	MR1032BB		3/9/2004	Autostar
95	485	4000182531	MR1031WB	71BT502485R	3/17/2004	Autostar