

Carriage

P.O. BOX 246 MILLERSBURG, IN 46543 PHONE: 574*642*3622 FAX: 574*642*4145 WWW.CARRIAGEINC.COM

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OFFICE OF
DEFECTS INVESTIGATION

Date: 7/14/04

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

Associate Administrator for Enforcement
National Highway Traffic Safety Administration
U.S. Department of Transportation
400 Seventh Street SW
Washington, D.C. 20590

04V-353
(12 pages)

Re: Safety Recall 04-E-031 – Samsung Microwaves supplement to 03-E-004

Dear Sir or Madam:

Please find enclosed one original of the Part 573 Defect and Noncompliance Report as prepared by Carriage, Inc. regarding the expansion of the recall of Samsung microwave ovens that were used in vehicles manufactured by Carriage, Inc. Also enclosed is a copy of the Part 573 Defect and Noncompliance Report pertaining to the expanded population as prepared by Samsung Electronics Co. Ltd.. This mailing follows the FAX sent to your office on 7/14/04 that included both of these documents.

The detailed information regarding the population of Carriage vehicles containing the affected equipment as well as a listing of Carriage dealers has already been provided to Samsung Electronics Co. LTD.

Please contact me if you have any questions.

Sincerely,



Mark Colglazier
Director of Information Systems
Carriage, Inc.
574-642-3622 Ext 612



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

On July 2, 2004 Carriage Incorporated ("The Company" or "Carriage") was notified by Samsung Electronics Co., LTD of a potential defect which relates to motor vehicle safety in the motor vehicles listed below. In accordance with 49 CFR Part 573 Defect and Noncompliance Reports, Carriage is furnishing notification to the National Highway Traffic Safety Administration.

Date this report was prepared: 7/14/04

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

04-E-031 (Expansion of 03-E-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.

Carriage Incorporated

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

Mark Colglazier
Director of M.L.S.

Name and Title of Person who prepared this report.

Mark Colglazier
Director of M.L.S.

Signed:

A handwritten signature of Mark Colglazier in dark ink, written over a horizontal line.

7/14/04
Date

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.

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) Carriage

Model Years Involved: 2002-2004

Model(s): 2004 Compass Travel Trailers and Fifth Wheels; 2002-2004 Cameo Travel Trailers and Fifth Wheels; 2003 Carri-Lite Fifth Wheels.

Production Dates: Beginning: June 2002

Ending: July 2004

VIN Range: Beginning:

Compass FW: 16F62F3P541F01002
Compass TT: 13T32F3R241F01001
Cameo LXI FW: 16F62E3R521A04363
Cameo SEL FW: 16F62E3P731S04383
Cameo TT: 13T32EHP231S04386
Carri-Lite FW: 16F62C5R631B15331

Ending:

16F62F3P841F01110
13T32F3R241F01077
16F62E3R141A05576
16F62E3N331S05321
13T32E3R731S05333
16F62C5R631B15331

Vehicle Type: RECREATIONAL VEHICLE

Body style: Travel Trailer/Fifth Wheel

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

The affected microwave is installed in only these certain models of Fifth Wheels and Travel Trailers.

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.

Carriage offered the affected microwave in all of the identified models, but can not ascertain which specific vehicles in the population may actually contain the defective microwaves, so we are basing the population on the assumption that they may all contain a defective microwave.

II. Identify the Recall Population

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

<u>Model</u>	<u>Year</u>	<u>Number of Vehicles Potentially Involved</u>
Compass	2004	87
Cameo	2002-2004	1,117
Carri-Lite	2003	1

Total Number Potentially Affected by the Recall:

Twelve Hundred and Five (1,205) Used in Manufacturing.

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

Carriage cannot determine which specific affected models actually contain the defective microwave, so we are basing the population on the assumption that they may all contain the defective microwave.

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:

The population was based on the companies production records for models known to have offered the affected microwaves during the period identified to Carriage for which we purchased the defective microwave from our supplier.

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.

Samsung indicates: The potential defect is the same as in Samsung's original filing of September 24, 2003; 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.

Samsung indicates: The potential cause of the defect is the same as in Samsung's original filing of September 24, 2003.

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

Samsung indicates: The potential consequences of the defect are the same as in Samsung's original filing of September 24, 2003.

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

Samsung indicates: Consumers should unplug their microwaves, if possible. If the consumer cannot unplug the microwave, 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.

Carriage purchased the affected microwaves from:

**RiverPark Inc.
21953 Protecta Drive
Elkhart, Indiana 46516**

The affected microwave is a Samsung product.

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

**Steve Bollero
RiverPark Inc.
21953 Protecta Drive
Elkhart, Indiana 46516**

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.

Carriage Inc. has no knowledge of any "principal events" which led Samsung to the recall.

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.

Carriage Inc. has no knowledge of any "test results or other data"

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.

Samsung indicates: 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.

Samsung indicates: 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.

Samsung indicates: 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.

Samsung has been provided a list of affected vehicles for retail and wholesale owners as of the date this letter was submitted you.

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.

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 2-3, 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, Seoul 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: 201-229-5703 Fax No.: 201-229-5704

Name and Title of Person who prepared this report.

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

Signatures

Brian K. Weir / cwp

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: Microwave

Make: Samsung **Model:** MR1031WB, MR1032EB, 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, MR1352SB

Part Number: Membrane Panel **Size:** 1.3 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

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.

Model	Year	Number of Items Potentially
Included		
MR1031WB	May 2002 - May 2003	39,339
MR1032WB	May 2002 - June 2003	70,321
MR1033WB	June 2002 - July 2003	770
MR1352WB	May 2002 - July 2003	6,965
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 03B-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 microwave 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 has 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 Nonconformance

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

The potential defect is the same as in Samsung's original filing of September 24, 2003; 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 nonconformance condition.

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

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

The potential consequences of the defect are the same as in Samsung's original filing of September 24, 2003.

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 microwave is replaced. Consumers should never store or leave any items in the microwave.

If the defect or nonconformance 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

Newsclan
673 Sangok-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
Newsclan - K Im Tae 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 (202-365-7322) for review prior to mailing.

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