

Newell Coach Corp.

May 20, 2005

05V-242
(22 pages)

The Office of Defects Investigation
National Highway Traffic Safety Administration
400 Seventh St., S.W.
Washington, D.C. 20590

VIA FACSIMILE: 202-366-7882

Re: Your Letter May 11, 2005; Identification Codes NVS215bc and EQ05-008

Ladies and Gentlemen:

The enclosed Defect and Noncompliance Report is submitted pursuant to Federal Regulation 49 CFR Part 573, and in the above referenced letter. Please let us know if there are further actions required or information we should submit.

Sincerely,

Boyd Vanover
Boyd Vanover
V.P. of Engineering *by KB*

KB/BV/cw

Defect and Noncompliance Information Report
EQ05-005

May 20, 2005

Format Per Federal Regulation 49 CFR Part 573.5 (c)

1. Newell Coach Corporation
2. Newell motor homes
 - ii. All units produced from 3-25-03 to 3-31-05
3. 71
4. Unknown
5. Defect and Noncompliance Report from Vehicle Systems, Inc. dated April 5, 2005, attached
6. Determination was made by Vehicle Systems Incorporated
7. Determination was made by Vehicle Systems Incorporated
8. Attached
9. Attached

05E-027

Vehicle Systems Inc.

FAX COVER SHEET

Date 04/05/05

TO: NHTSA

Attn: Barbara E Cooke

Reference# EQ05-005

Fax Number: 202-366-7882

From: DEAN JACKSON

Total pages to be sent: 21

Message: As per our phone conversation this morning I am sending the required information to your office.
Please let me know if I would need to do any thing else.

RECEIVED
NVS-215
2005 APR -6 A 10:24
OFFICE OF
DEFECTS INVESTIGATION

Dean Jackson
Customer Service & Warranty Mgr.
303-659-8221 Ext. 105
deanjackson@vehiclesvs.com

Motor Coach and Marine Heating Specialists • Manufacturers and Distributors

15549 East Highway 52 • Fort Lupton, Colorado 80621 • (303) 857-2901 • Fax (303) 857-9000

Safety Defect and Noncompliance Report Guide for Vehicles
PART 573 Defect and Noncompliance Responsibility and Reports¹

On April 1, 2005, Vehicle Systems Inc [MFR] decided that (a defect which relates to motor vehicle safety)(a noncompliance with Federal Motor Vehicle Safety Standard No. _____) exists in the motor vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Responsibility and Reports.

Date this report was prepared: April 5 2005

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

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

Vehicle Systems Inc 15549 E Hwy 52
Fort Lupton Co 80621

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

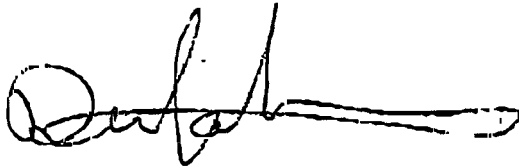
Dean Jackson Warranty Mgr.

Telephone Number: 303-857-2901 Fax No.: 303-857-7881

Name and Title of Person who prepared this report.

Dean Jackson
Warranty MGR

Signed:



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

This guide was developed from 49 CFR Part 573, "Defect and Noncompliance Responsibility and Reports" and also outlines information currently requested. Any questions, please consult the complete Part 573 or contact Mr. George Person at (202) 366-5210 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): Aqua-Hot Model Years Involved: 03-05 Model(s): Aqua-Hot

Production Dates: Beginning: Dec 02 Ending: April 1 '05'

Serial #
VIN Range: Beginning: 02-1606 Ending: 05-249

Vehicle Type: _____ Bodystyle: _____

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

All Aqua-Hot models produced between Dec 3, 2002 thru April 1, 2005

Make(s): Hydro-Hot Model Years Involved: 03-05 Model(s): Hydro-Hot

Production Dates: Beginning: Dec 02 Ending: April 1 '05'

Serial #
VIN Range: Beginning: 02-529 Ending: 05-374

Vehicle Type: _____ Bodystyle: _____

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

All Hydro-Hot models produced between Dec 1, 2002 thru April 1, 05

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

Production Dates: Beginning: _____ Ending: _____

VIN Range: Beginning: _____ Ending: _____

Vehicle Type: _____ Bodystyle: _____

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

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

II. Identify the Recall Population

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

Vehicles Model	Year	Number of Potentially Involved
6973 Heaters		
All Heaters Aqua-Hot & Hydro Hot Manufactured between December 1, 2002 thru April 12, 2005		
See Attached OEM List With Approximate Populations		

Total Number Potentially Affected by the Recall: 10030

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: Less Than 10%

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:

According to the information contained
in NHTSA Recall 05E-015 provided to us
by Webasto Product North America

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.

As stated by Webasto Product North America - The walls of ceramic burner tubes are deteriorating at an accelerated rate and can fail. See Recall # 05E-015

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

Out of spec. steel used in production

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

The failure of the burner tube could result in an increase in the temperature of the exhaust gas and a corresponding increase in the temperature of the exhaust system for the burner that could potentially ignite combustible materials in or around the ~~area~~ vehicle

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

An occupant may notice an increase in noise while the burners are operating. They may also observe heat related discoloration of components of the exhaust system

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

Burner Tubes are supplied to Vehicle Systems Inc. by:
~~Webasto~~ Webasto Product North America
15083 North Road
Kenton MI 49430 810-593-6000

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

Gary Pierce Vice President of Operations

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. *Please See Recall # 05E-015*

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.

Notified by Welasto Product North America by Letter Feb. 28 '05

V. Identify the Remedy

8. A description of the manufacturer's program for remedying the defect or noncompliance. This program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of the manufacturer's notification of owners, purchasers and dealers, in accordance with §573.13 of this part. A manufacturer's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by §573.13 that is not in a general reimbursement plan shall be submitted in the manufacturer's report to NHTSA under this section. If a manufacturer submits one or more general reimbursement plans, the manufacturer shall update each plan every two years, in accordance with §573.13. The manufacturer's remedy program and reimbursement plans will be available for inspection by the public at NHTSA headquarters.

See Attached Letters of Instructions for Manufacturers and Servicing Dealers

9. 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 Attached

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

See Attached

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.

See Attached

VI. Identify the Recall Schedule

10. 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.

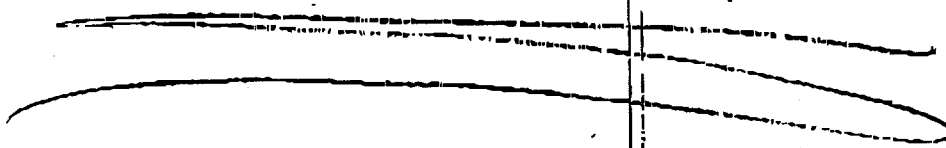
OEM Letters send out 4/7/05
Servicing Dealer Letters send out 4/11/05
Replacement Chambers send out to OEM & Dealers
4/15/05

VII. Furnish Recall Communications

11. 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 579.5 requirements.

See Attached



Vehicle Systems

I N C O R P O R A T E D

March 30, 2005

«Company_LVL1»

«Address1_LVL2»

«Address2_LVL2»

«City_2_LVL2», «State_2_LVL2» «Country_2_LVL2» «Zip_2_LVL2»

Re: Safety Recall No. 05E-015 Servicing Dealer Letter

Dear: Sir or Madam

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

REASON FOR THIS SAFETY RECALL

Webasto Product North America, Inc., the Diesel-Burner supplier for the Aqua-Hot and Hydro-H heating systems, has determined that a safety-related defect which relates to motor vehicle safety may exist in certain Aqua-Hot, Hydro-Hot (equipped with the Webasto DBW 2010 Diesel-Burner), along with Webasto DBW 2010 Coolant Heaters. The Diesel-Burner is equipped with a Combustion Chamber (generic name – “burner tube”) that may be made out of material that is not within specification and in those cases could fail prematurely. If such failure occurs, the surface temperature of the exhaust tube exiting from the heater can increase and could potentially ignite combustible materials in or around the vehicle which could cause personal injury. Vehicle occupants may notice an increase in noise relating to such an occurrence and may observe heat related discoloration of components of the heater’s exhaust system. This Combustion Chamber material defect may have affected heaters manufactured during the dates of November, 2002 through February of 2005.

Motorhomes that would be affected by this campaign would be manufactured after December 1, 2002 thru April 1, 2005

More specifically Aqua-Hot Serial # 02-1606 thru 05-0249 and Hydro- Hot Serial # HM/E 02-S29 thru HM/E 05-0374 or Webasto Serial # 100265 thru 802066.

servicing dealer 05E-015ltr Page 1 of 2

Motor Coach Heating Specialists • Manufacturers and Distributors

15549 East Highway 52 • Fort Lupton, CO 80621 • 303.659.8221 • FAX 303.857.9000
www.vehiclesys.com • www.aqua-hot.com • www.hydro-hot.com

WHAT WE WILL DO

Webasto Product North America Inc., with the support of Vehicle Systems, Inc., will replace all affected Combustion Chambers (i.e. burner tube) with a new one. All Qualified Servicing Dealers will be sent a limited supply of replacement Combustion Chambers at no charge to the dealer for the initiation of this campaign.

WHAT YOU SHOULD DO

As the Qualified Servicing Dealer please review all technical correspondence enclosed with this notice to understand the scope of this Safety Recall Campaign.

Educate your service and claims personnel concerning which heaters are affected by this recall as well as reviewing the "Process Instructions" for clarity in claim submission and reimbursement procedures.

We have enclosed sample copies of the "End User letter" along with a copy of the "Process Instructions" and "Campaign Claim Form" for distribution to your Service Technicians.

Please be sure to contact our company directly at 1-800-685-4298 and ask to speak with our Technical Support staff should you have any questions regarding the logistics of this Recall campaign.

We are sorry for this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

Sincerely,

**Dean Jackson
Manager of Technical Support, Product Service, and Warranty Administration**

Vehicle Systems

I N C O R P O R A T E D

March 30, 2005

«Company_LVL1»

«Address1_LVL2»

«Address2_LVL2»

«City_2_LVL2», «State_2_LVL2» «Country_2_LVL2» «Zip_2_LVL2»

Re: Safety Recall No. 05E-015 OEM Notification Letter

Dear: Sir or Madam

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

REASON FOR THIS SAFETY RECALL

Webasto Product North America, Inc., our Diesel-Burner supplier, has determined that a safety-related defect which relates to motor vehicle safety may exist in certain Aqua-Hot, Hydro-Hot (equipped with the Webasto DBW 2010 Diesel-Burner), along with Webasto DBW 2010 Coolant Heaters. The Diesel-Burner is equipped with a Combustion Chamber (generic name - "burner tube") that may be made out of material that is not within specification and in those cases could fail prematurely. If such failure occurs, the surface temperature of the exhaust tube exiting from the heater can increase and could potentially ignite combustible materials in or around the vehicle which could cause personal injury. Vehicle occupants may notice an increase in noise relating to such an occurrence and may observe heat related discoloration of components of the heater's exhaust system. This Combustion Chamber material defect may have affected heaters manufactured during the dates of November, 2002 through February of 2005.

Motor Homes that would be affected by this campaign would be manufactured after December 1, 2002 thru April 1, 2005

More specifically Aqua-Hot Serial # 02-1606 thru 05-0249 and Hydro- Hot Serial # HM/E 02-529 thru HM/E 05-0374 or Webasto Serial # 100265 thru 802066.

oem notification 05E-015 Mr Page 1 of 3

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15549 East Highway 52 • Fort Lupton, CO 80621 • 303.659.8221 • FAX 303.857.9000

www.vehiclesys.com • www.aqua-hot.com • www.hydro-hot.com

WHAT WE WILL DO

Webasto Product North America Inc., with the support of Vehicle Systems, Inc., will replace all affected Combustion Chambers (i.e. burner tube) with a new one.

WHAT YOU SHOULD DO

As the OE Manufacturer please contact your Motorhome Servicing Dealers as well as your Customer (End Users) as soon as possible to update them regarding this no-charge Safety Recall Campaign.

We have enclosed sample copies of the "Servicing Dealer letter", "End User letter" along with a copy of the "Service Instructions" and "Campaign Claim Form" for distribution to your dealers and Customers.

Please be sure to contact our company directly at 1-800-685-4298 and ask to speak with our Technical Support staff should you have any questions regarding the logistics of this Recall campaign.

We are sorry for this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

Sincerely,

**Dean Jackson
Manager of Technical Support, Product Service, and Warranty Administration**

~~Vehicle Systems~~

I N C O R P O R A T E D

April 11, 2005

Re: Safety Recall No. 05E-015 Owner Notification Letter

Dear Vehicle Owner:

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

REASON FOR THIS SAFETY RECALL

Webasto Product North America, Inc., the Diesel-Burner supplier for the Aqua-Hot and Hydro-Hot heating systems, has determined that a safety-related defect which relates to motor vehicle safety may exist in certain Aqua-Hot, Hydro-Hot (equipped with the Webasto DBW 2010 Diesel-Burner), along with Webasto DBW 2010 Coolant Heaters. The Diesel-Burner is equipped with a Combustion Chamber (generic name - "burner tube") that may be made out of material that is not within specification and in those cases could fail prematurely. If such failure occurs, the surface temperature of the exhaust tube exiting from the heater can increase and could potentially ignite combustible materials in or around the vehicle which could cause personal injury. Vehicle occupants may notice an increase in noise relating to such an occurrence and may observe heat related discoloration of components of the heater's exhaust system. This Combustion Chamber material defect may have affected heaters manufactured during the dates of November, 2002 through February of 2005.

Motorhomes that would be affected by this campaign would be manufactured after December 1, 2002 thru April 1, 2005

More specifically Aqua-Hot Serial # 02-1606 thru 05-0249 and Hydro- Hot Serial # HM/E 02-529 thru HM/E 05-0374 or Webasto Serial # 100265 thru 802066.

WHAT WE WILL DO

Webasto Product North America Inc., with the support of Vehicle Systems Inc. will replace all affected Combustion Chambers (i.e. burner tube) with a new one.

WHAT YOU SHOULD DO

Please contact your Motorhome Manufacturer or Vehicle Systems as soon as possible for assistance in locating a Qualified Service facility regarding this no-charge Safety Recall Campaign. Please be sure to ask if they are aware of this particular Safety Recall

End-user ltr.05E-015 Page 1 of 2

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15549 East Highway 52 • Fort Lupton, CO 80621 • 303.659.8221 • FAX 303.857.9000
www.vehiclesys.com • www.aqua-hot.com • www.hydro-hot.com

Campaign #05E-015 prior to scheduling a service appointment. If the Motorhome Dealer has not been notified about this Safety Recall Campaign, please contact Vehicle Systems Inc. at 1-800-685-4298 and ask to speak with our Technical Support and Service Department. A company representative will then either contact your particular Motor Home Dealer regarding this Safety Recall Campaign matter, or they will provide you with information regarding where there is an (authorized) Motorhome Dealer that can perform the necessary service correction, if applicable. If you have sold or traded your Motorhome, please let us know by contacting our Technical Support and Service Department at 1-800-685-4298.

After contacting your Motorhome Manufacturer and Vehicle Systems, Inc., if you are unable to have the safety-related defect/noncompliance remedied without charge and within a reasonable time, you may notify:

**Administrator
National Highway Traffic Safety Administration
400 7th Street, SW Washington, DC 20590
(Or call 1-888-327-4236)**

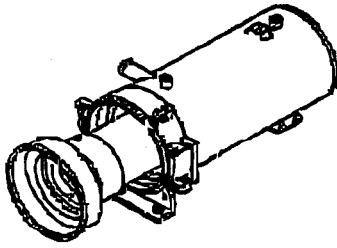
We are sorry for this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

Sincerely,

**Dean Jackson
Manager of Technical Support, Product Services, and Warranty Administration**

Process Instruction

Webasto
Feel the drive



Process Instruction for the Replacement of the Burner Tube April 2005

These instructions are in reference to Safety Recall No. 05E-015

Webasto will allow \$92.50 labor to a qualified Servicing Dealer for each Burner Tube installed in accordance with the parameters of this Safety Recall.

Qualified Servicing Dealers will be provided with a limited stock of burner Tubes at no cost to the dealer.

**Before beginning work on the heater, the main power cable must be removed from the vehicle battery!
Do not work on a hot heater!**

A Philips screw driver, 10mm socket, extension and a 1/4 drive ratchet or a 10mm Tee-handle and socket combination is required.

For full service instructions, a service and repair manual is available online at:
<http://www.vehicleevs.com/manuals.htm>

Before starting work, check to see if the heater is already marked. Corrected heaters are marked with a yellow dot on the data/serial# plate on the outside of the of the Aqua-Hot or Hydro-Hot cover and on the front side of the burner head (black plastic) cover (see fig. 6&7).

Remove the heater access cover and locate the burner head attaching eye bolts. For burner head removal, both eye bolts of the housing are to be loosened (see fig. 1&2).

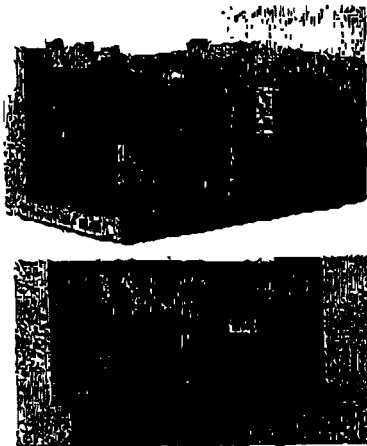


Figure 1

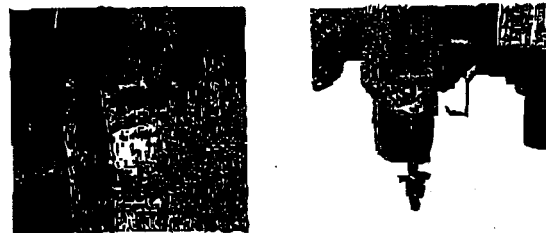


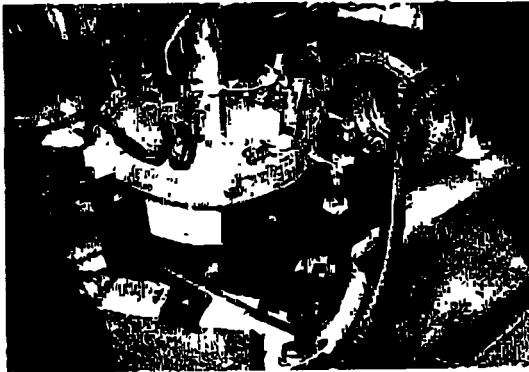
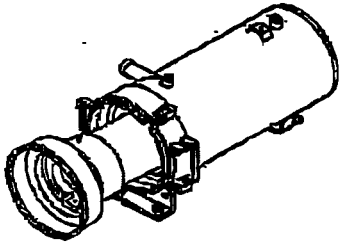
Figure 2

Once the burner head has been unlatched move it back away from the combustion chamber location, taking care not to bend or misalign the ignition electrodes or flame sensor disc.

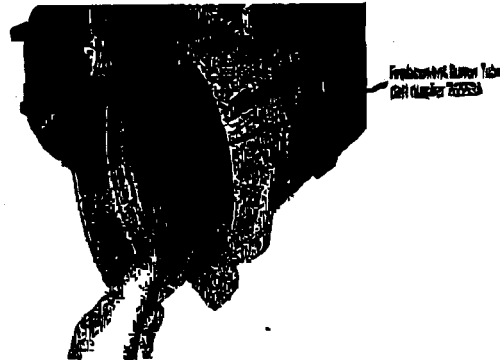
Note: The wiring harness and fuel lines are long enough to allow for the burner head to be placed in a vertical position to allow plenty of clearance to remove the combustion chamber. (See fig. 3)

Process Instruction

Webasto
Feel the drive



(Fig. 3)



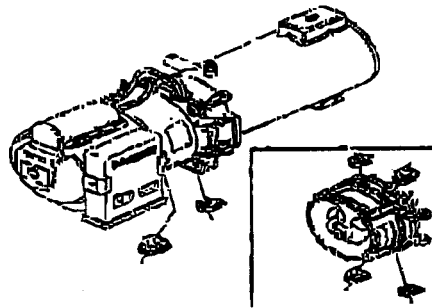
(Fig. 4)

The burner tube can now be pulled out (see fig. 4). If burner tube fit is very tight, use two screwdrivers to gently pry it evenly away from the heat exchanger. Do a visual check of the heat exchanger for damages. If necessary remove carbon deposits with a steel brush. Insert the new burner tube into the heat exchanger until it is fully seated. No further adjustment is necessary.

When reassembling the burner head to the heat exchanger the eyebolts and ears must be in the correct position during tightening (see fig. 1). Tighten the eyebolts to a maximum of 4.0 Nm (35.5 lb/in.). Over-tightening could damage the casting.

Once the burner head has been re-installed, make sure that all four grommets (2 right and 2 left) are in place.

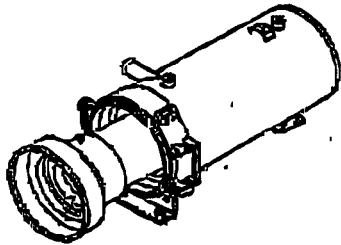
To minimize combustion air leakage, ensure grommets are fitted tightly around wire cables and fuel pipes. (See fig. 5).



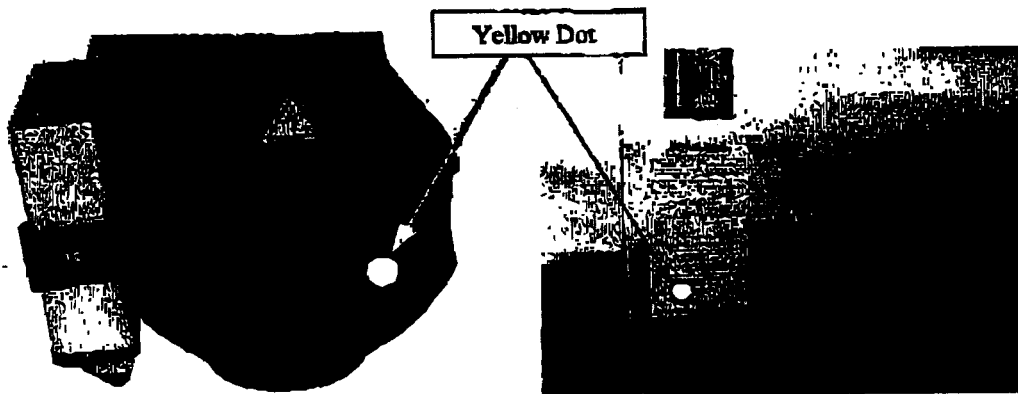
(Fig. 5)

Process Instruction

Webasto
Feel the drive



Place the special yellow adhesive dots (2 each provided) on the front side of the burner head and on the outside cover data plate to identify corrected heaters. (See figure 6&7)



(Fig. 6)

(Fig. 7)

After completing the correction, a visual inspection and test run of the heater must be performed according to the service instructions.

In case of technical questions or technical problems please call our hotline at: (800) 685-4298.

Removed Material Disposition

To obtain reimbursement for labor, handling and expenses associated with installing replacement burner tubes dealers should:

- 1) Complete the Webasto Recall #05E-015 Claim Form and fax to 303-857-7881
Webasto requires the return of the removed parts to Vehicle Systems Inc. (See Claim Form)
- 2) Upon submission of the claim, Vehicle Systems will issue a Return Goods Authorization (RGA) Number along with instructions for returning the parts.

Vehicle Systems

INCORPORATED

Webasto Recall #05E-015 Claim Form

Customer Name: _____ Coach Date of Purchase ____/____/____

Coach Manufacturer: _____ Coach VIN# _____

Aqua-Hot / Hydro-Hot Serial # _____ Webasto Serial # _____

Note: Only Aqua-Hot Serial # 02-1606 thru 05-0249 and Hydro-Hot Serial # HM/E 02-529 thru HM/E 05- 0374 or Webasto Serial # 100265 thru 802066 are covered by this campaign.

WPX-265-53A Combustion Chamber	No Cost to Dealer	NA
Combustion Camber R&R Labor	Recall Flat Rate \$92.50	\$92.50
Return Shipping	Not to exceed 20% of actual shipping cost	\$
		Total \$ _____

Dealer Name: _____ Technician _____

Address: _____ Phone #: _____

City _____ State _____ Zip _____

Service Mgr Signature: _____ Date: ____/____/____

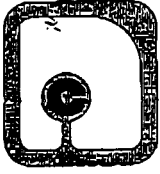
This recall claim form **DOES NOT** include normal warranty coverage. All other warranty repairs must be submitted separately.

Note: All parts replaced under this recall campaign⁷ must be returned to Vehicle Systems with this completed claim form before any credit or reimbursement will be given.

Please call 800-685-4298 for Return Authorization and return this completed Claim Form and the parts replaced to: Vehicle Systems, Inc.

Warranty / Recall Campaign 05E-015
15549 East Highway 52
Fort Lupton, CO 80621

RGA# _____



Newell Coach Corp.

April 29, 2005

Ms. Charleen Cash
74478 Hwy. 111, #105
Palm Desert, California 92260

Dear Charleen:

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

Vehicle Systems Incorporated, and Webasto Product North America, Inc., has determined that a safety-related defect, which relates to motor vehicle safety, may exist in certain 2002 through 2005 Aqua-Hot heating systems (serial # 02-1606 thru 05-0249). The diesel-burner heating system is equipped with a combustion chamber (generic name – 'burner tube') that may be made out of material that is not within specification, and in those cases could fail prematurely. If such failure occurs, the surface temperature of the exhaust tube exiting from the heater can increase, and could potentially ignite combustible materials in or around the vehicle, which could cause personal injury. Vehicle occupants may notice an increase in noise relating to such an occurrence, and may observe heat related discoloration of components of the heater's exhaust system.

Our records indicate your coach may have one of the burner tubes in question, and the remedy is to replace the tube with a new one.. Burner tube replacement is a simple procedure that should take no more than one hour, and does not require the draining of fluids, or entry into the interior of your coach

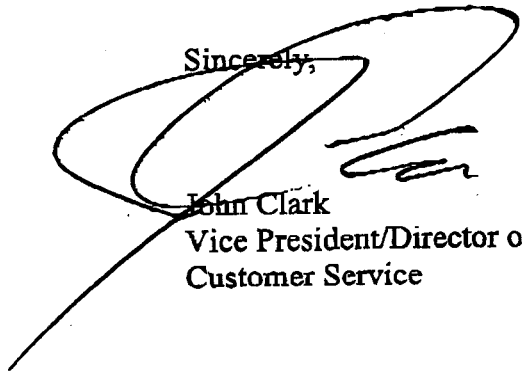
Please contact Newell Coach at 888-363-9355 or Vehicle Systems Inc. at 800-685-4298, as soon as possible to arrange a service date, or for assistance in locating a qualified service facility regarding this no-charge safety recall campaign. If using a local repair facility, please confirm that they are aware of Aqua-Hot Safety Recall Campaign #05E-015 prior to scheduling an appointment. If your local facility is not aware of the campaign, have them contact Vehicle Systems Inc. at 800-686-4298 for instructions and parts.

If you have sold or traded your motor coach, please call us or contact Vehicle Systems at 800-685-4298.

If you are unable to have the safety related defect/non-compliance remedied without charge, and within a reasonable time, you may notify; Administrator , National Highway Traffic Safety Administration, 400 7th Street, SW Washington, DC 20590 (or call 1-888-327-4236).

We apologize for any inconvenience this may cause. If you need assistance or if you have any questions, please call the undersigned, Jim Gering or Tommy Key at 1-888-3NEWELL (888-363-9355).

Sincerely,

A large, stylized handwritten signature in black ink, appearing to read 'John Clark', is written over the typed name and title.

John Clark
Vice President/Director of
Customer Service

cw