



CORPORATE OFFICE

June 10, 2005

05V-280  
(6 pages)

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

Subject: Part 573 Defect and Noncompliance Report

Dear Sir:

Featherlite, Inc. has received information that a part supplier, Vehicle Systems, Inc., that it has initiated a safety recall on Aqua-Hot heaters equipped with Webasto burner tubes supplied to Featherlite's coach division by Vehicle Systems, Inc., which have been installed on some of our Vantaré motor coach conversions. Featherlite, Inc. has determined that a defect, which relates to motor vehicle safety, exists in an item of motor vehicle equipment listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Reports.

The manufacturer of the component to be recalled is Vehicle Systems, Inc., located at 15549 East Highway 52, Ft. Lupton, CO, 80621. Their Safety Recall Campaign Number is 05E-027. The Webasto Safety Recall Campaign Number is 05E-015.

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

Norman L. Helmke, Director of Administration  
Featherlite, Inc.  
P.O. Box 320  
Cresco, IA 5213265-0320  
Phone: 319-547-6000, ext. 1008  
Fax: 319-547-6099  
e-mail: [nhelmke@featherliteinc.com](mailto:nhelmke@featherliteinc.com)

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

Sincerely,

Norman L. Helmke  
Director of Administration

Encl:

## **Featherlite Recall of Aqua Hot Heaters with Webasto burner tubes**

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

*Generic name of item:* Aqua Hot with Webasto burner tubes  
*Description:* DBW 2010 Dicsel-Burner Combustion Chamber (generic name "burner tube")  
*Part numbers:* WPX-265-53A  
*Function:* Combustion chamber for Aqua Hot Heaters

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

*Item:* Webasto DBW 2010 Combustion Chamber ("burner tubes")  
*Total number. Potentially involved:* 110  
*Estimated percentage containing the defect:* 100%  
*How was recall determined:* Notification by NHTSA  
*Beginning and final dates recalled items were used in manufacture:* 12/06/02 – 05/20-05

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

*Describe defect:* The combustion chamber (burner tube) may be made out of material that could deteriorate and fail prematurely.

*Describe cause of defect:* Improper manufacture by Webasto Products of North America, Inc.

*Describe consequence of defect condition:* Failure of the burner tube can 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. This can ignite combustible materials in and around the vehicle resulting in a fire. Personal injury, property damage, or both could occur.

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

Vehicle Systems, Inc.

15549 East Highway 52

Fort Lupton, CO 80621

CEO name not available

Alternate Contact: Dean Jackson, Customer Service and Warranty Mgr.

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

Featherlite was notified by Vehicle Systems, Inc., supplier of Aqua Hot systems to Featherlite, on or about May 2, 2005 that a safety recall on the Webasto burner tubes was in effect. The initial notice was sent to the wrong address and the proper Featherlite personnel did not receive it for approximately another two weeks. It was sent to Featherlite corporate office on or about the 20<sup>th</sup> of May. The information did not make it

to the appropriate person until approximately June 1<sup>st</sup>. A Fax from NHTSA was received and forwarded to the corporate office on June 9, 2005.

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

The remedy for the defect is to remove and replace, the defective burner tubes with the new corrected burner tubes part number WPX-265-53A. The defective components have a date of manufacture code between the numbers 02-1606 through 05-0249.

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

Initial notification to service centers. June 17, 2005

Initial notification to retail purchasers and registered owners. June 24, 2005

We see no problem in implementing this recall.

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

Drafts of the notification documents are attached.



June 10, 2005

### **SAFETY RECALL NOTICE**

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

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

**Involving:** Aqua Hot heater units with defective Webasto combustion chambers (burner tubes) installed on Featherlite H3-45, and XL-II coaches manufactured from December 6, 2005 through May 20, 2005

The defective Webasto burner tubes may deteriorate and fail prematurely. Failure of the burner tube can 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. This can ignite combustible materials in and around the vehicle resulting in a fire. Personal injury, property damage, or both could occur.

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

Featherlite Luxury Coach Division Customer Service will call you to arrange appointments for the coach owners to get the updated software and thermal breaker installed. A copy of the installation instructions from Webasto is attached.

If you have questions concerning this recall, call the Featherlite recall manager in our Luxury Coach customer service/warranty department at **888-826-8273** or **407-323-1120**.

Your assistance in this important effort is appreciated.

Featherlite Luxury Coaches, Div. of Featherlite, Inc.



Corporate Office

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**SAFETY RECALL NOTICE**

Campaign Number \_\_\_\_\_

June 10, 2005

Dear Featherlite Coach Owner:

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

Featherlite, Inc. has decided that a defect, which relates to motor vehicle safety, exists in certain Aqua Hot heaters equipped with defective Webasto combustion chambers (burner tubes) that were sold to Featherlite, Inc. and which may have been installed on your Featherlite Coach. The defective Webasto burner tubes may deteriorate and fail prematurely. Failure of the burner tube can 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. This can ignite combustible materials in and around the vehicle resulting in a fire. Personal injury, property damage, or both could occur. Your coach has been identified as included in this recall.

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

**Call Featherlite Luxury Coaches, Division of Featherlite, Inc. Sanford, FL, toll free at (888)-826-8273 or on our regular phone number at 407-323-1120, attention Customer Service Department, for the location of a Featherlite factory service center that inspect the unit and can make the repair and change out the defective combustion chamber if it is necessary. You should call the same number if you have any problem obtaining the needed repair.**

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

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

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

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

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

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

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

Your prompt attention to this important matter is appreciated.

Sincerely,



Norman L. Helmke  
Director of Administration  
Featherlite, Inc.