



Dodgen Mobile Technologies

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DEFECTS INVESTIGATION
RECALL MGMT DIV.

September 13, 2007

07V-405
(10 Pages)

George H. Person, Chief-Recall Management Div.
National Highway Traffic Safety Administration
1200 New Jersey Ave. S.E.
Washington, DC 20590

Dear Sir:

Attached you will find our copy of **Part 573 Defect and Noncompliance Responsibility Report**. We are submitting this report to NHTSA as a result of a recall of Suburban gas cooktops for recreational vehicles. Our company was notified by Suburban that they had a defect in their product and we have previously submitted to your agency an authorization to send letters to our effected customers. On August 30th, Pat Wallace had sent an authorization for us to proceed with the letter as proposed. Pat had recommended also that we submit the defect information report back to your agency as a part of this process.

We understand that you need to assign a code number to us for the purpose of tracking this recall with our company. We are prepared to hear back from you as to that recall number.

If you should have any questions, please feel free to call me at 1-800-247-1835.

Thank you.

Sincerely,

Dennis Day
Vice President – Commercial Division
Dodgen Industries, Inc.

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

On July 31, 2007, Suburban Manufacturing Company [MFR] decided that (a defect which relates to motor vehicle safety)(a noncompliance with Federal Motor Vehicle Safety Standard No. 573) 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: September 12, 2007

Furnish the manufacturer's identification code for this recall (if applicable): 07E-050

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.

Dodgen Industries, Inc. d.b.a. Born Free Motorcoach

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

Dennis Day,

Vice President/Commercial Division

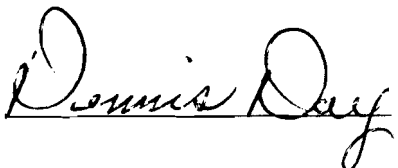
Telephone Number: (515)332-3755 Fax No.: (515) 332-3756

Name and Title of Person who prepared this report.

Dennis Day

Vice President/Commercial Division

Signed:

 VP/Commercial Division

¹ Each manufacturer must furnish a report, to the Associate Administrator for Enforcement, for each 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, by FAX at (202) 366-7882, or by E-Mail to RMD.ODI@dot.gov.

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): Born Free **Model Years Involved:** 2007-2008 **Model(s):** 24'RB/26'RSB/26'RB

Production Dates: Beginning: 1/30/2007 **Ending:** 7/19/2007

VIN Range: Beginning: See Below **Ending:** See Below

1FDXE45P47DA65090

1FDXE45S07DA83316

1FDXE45S97DA83315

1FDXE45S56HA97395

1FDXE45S97DA99093

1FDXE45S47DB03115

1FDXE45S36HA92941

1FDXE45S36HA88453

1FDXE45S86DB36634

1FDXE45S77DB08003

1FDXE45S07DA99094

1FDXE45S46HB01145

1FDXE45S26HB01144

1FDXE45S47DA87854

1FDXE45S36DA11072

Vehicle Type: Ford **Bodystyle:** Cabover Body Models

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

Full recreational vehicle models with three burner glass cooktops. Two burner models are not effected.

Make(s): Born Free **Model Years Involved:** 2007-2008 **Model(s):** 32'RQ/32'RT/32'TH

Production Dates: Beginning: 2/21/2007 **Ending:** 8/01/2007

VIN Range: Beginning: See Below **Ending:** See Below

1GBE5U1G27F406934

1GBE5V19X7F419602

1GBE5U1G47F407129

1GBE5V1977F420013

Vehicle Type: Chevrolet **Bodystyle:** Wide Body Models

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

Full recreational vehicle models with three burner glass cooktops. Two burner models are not effected.

Make(s): N/A **Model Years Involved:** N/A **Model(s):** N/A

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 Vehicles equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Vehicles of all Vehicles manufactured during that time period.

August 22, 2006 through August 1, 2007: Total Number of RV's completed: 79

Total Number of RV's effected by recall: 19

Percentage of effected vehicles in this time frame: 25%

II. Identify the Recall Population

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

| <u>Model</u> | <u>Year</u> | <u>Chassis VIN #</u> | <u>Dodgen Vehicle Serial Number</u> | <u>Number of Vehicles Potentially Involved</u> |
|--------------|-------------|----------------------|-------------------------------------|--|
| 24'RB | 2007 | 1FDXE45P47DA65090 | 7516 | one |
| | 2007 | 1FDXE45S07DA83316 | 7507 | one |
| | 2007 | 1FDXE45S97DA83315 | 7498 | one |
| | 2007 | 1FDXE45S56HA97395 | 7492 | one |
| | 2007 | 1FDXE45S97DA99093 | 7511 | one |
| | 2007 | 1FDXE45S47DB03115 | 7487 | one |
| | 2007 | 1FDXE45S36HA92941 | 7473 | one |
| | 2007 | 1FDXE45S36HA88453 | 7478 | one |
| | 2007 | 1FDXE45S86DB36634 | 7506 | one |
| | 2007 | 1FDXE45S77DB08003 | 7518 | one |
| | 2007 | 1FDXE45S07DA99094 | 7509 | one |
| | 2007 | 1FDXE45S46HB01145 | 7490 | one |
| | 2007 | 1FDXE45S26HB01144 | 7488 | one |
| 26'RB | 2007 | 1FDXE45S47DA87854 | 7505 | one |
| | 2007 | 1FDXE45S36DA11072 | 7469 | one |
| 32'RQ | 2007 | 1GBE5U1G27F406934 | 7517 | one |
| | 2007 | 1GBE5V19X7F419602 | 7474 | one |
| 32'RT | 2007 | 1GBE5U1G47F407129 | 7472 | one |
| 32'TH | 2007 | 1GBE5V1977F420013 | 4200 | one |

Total Number Potentially Affected by the Recall:

19

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: 25% of Completed RV Production Between 8/22/2006 and 8/1/2007.

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:

Verified number using company records showing the serial numbers of cooktops on the Surburban recall list.

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.
Surburban glass top ranges and slide-in cooktops are built with a threaded connection on each manifold tube between the burner valve and the burner. It has been determined that a small number of these connections may not have been fully tightened during the manufacturing process. The operation of the range if these connections are not fully tightened could allow LP gas to leak from the connection when the burner is turned on.

Describe the cause(s) of the defect or noncompliance condition.
The manufacturer (Surburban Manufacturing Company) failed to tighten and inspect internal gas fittings during manufacturing.

Describe the consequence(s) of the defect or noncompliance condition.
Fittings may loosen and cause build-up of gas and may dangerously ignite with owner's use.

Identify any warning which can (a) precede or (b) occur.
None

If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.
Suburban Manufacturing Company
676 Broadway Street
Dayton, TN 37321
Model: SCS3GS

Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:
Neil Stultz, National Sales Manager

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.

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.

- 1.) 7/31/07: Notified by Surburban via letter
- 2.) 8/8/07: Visit made to Dodgen's by Suburban representative, Steve Gokie
- 3.) 8/8/07-8/10/07: Review of Dodgen records to find effected vehicles
- 4.) 8/8/07-8/10/07: Reviewed vehicles still in manufacturing process and exchanged product
- 5.) 8/10/07: Sent NHTSA a sample recall letter for approval.
- 6.) 8/28/07: Sent 2nd request to NHTSA for approval of sample recall letter.
- 7.) 8/30/07: Received authorization to send letters to customers with effected product.
- 8.) 9/6/07: Mailed certified letters to 19 customers
- 9.) 9/13/07: Filed this report with NHTSA

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.

- 1.) Owner's notified by certified mail of recall.
- 2.) Owner's were encouraged to go to Suburban repair center immediately or to call per official recall letter
- 3.) Dodgen will exchange cooktop at Dodgen factory and recover costs direct from Surburban for owner's who prefer that option.
- 4.) Schedule follow up letter or phone call to confirm repairs have been completed in 3 months.

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.

- 1.) Cooktop removed from vehicle, fittings checked and tightened, and reassembled tested product in vehicle.
- 2.) Cooktop is removed and exchanged with pre-checked model. Faulty cooktop is returned to Suburban

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

Identifying decal shows the corrected cooktop was tested for 07E-050.

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.

As of the date of notification by Suburban, only cooktops with "Tested for 07E-050" were installed.

All recalled cooktops were isolated away from production.

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.

Dodgen does not sell to other manufacturers, dealers/retailers, or distributors. Dodgen has notified owners and will continue to track that group until recall is completed.

VII. Furnish Recall Communications

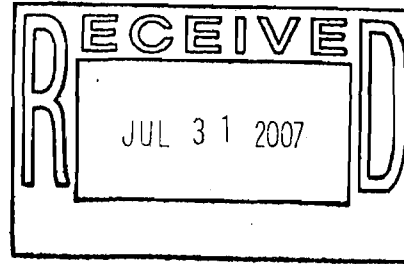
11. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall 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) or by E-Mail to RMD.ODI@dot.gov for review prior to mailing.

Note that these documents are to be submitted separately from those provided in accordance with Part 579.5 requirements.

3 Burner Models Only



July 24, 2007



Born Free
Dodgen Ind.
Highway 169 North
Humboldt, IA 50548

Dear Suburban OEM Customer,

The recently introduced Suburban glass top ranges and slide-in cooktops are built with a threaded connection on each manifold tube between the burner valve and the burner. It has been determined that a small number of these connections may not have been fully tightened during the manufacturing process. The operation of the range if these connections are not fully tightened could allow LP gas to leak from the connection when the burner is turned on.

We have notified the National Highway Traffic Safety Administration (NHTSA) about this situation and we have determined that a recall of the affected cooking appliances is required. We anticipate that you will shortly be contacted by NHTSA concerning this recall and your obligations under it. It is our understanding that each OEM who incorporated any of the recalled ranges or cooktops into a recreation vehicle will be required to file its own Part 573 Defect Report and send notice of the recall to all retail purchasers of these recreation vehicles. Notice of the recall will also have to be sent to all dealers who purchased the subject recreation vehicles, but we believe you will have the option of sending that notice directly, or having the dealer notification sent by Suburban.

This recall applies to all SRSA3LGGS and SRSA3LGGSV glass top ranges and all SCS3GS and SCS3GSV glass top slide-ins. These cooking appliances were manufactured between August 22, 2006 and November 22, 2006 with serial numbers from 063413053 to 064704399.

To correct this situation, the cooking appliance must be inspected and these gas connections tightened if necessary. To confirm that the cooking appliance has been inspected, look under the front knob panel. If you see a sticker which says "inspected for 07E-050" the cooking appliance has already been inspected and no further action is required.

Attached is a copy of our records of your purchases of these cooking appliances. If you want us to make the notice to your dealers, we ask that you provide us with the following information:

- If you track the serial numbers of appliances you ship or install in your coaches, please send the cooking appliance serial number, coach serial

number, name, address and phone number of dealers you may have directly sold this appliance or sold any coaches with these appliances

- If you do not track the serial number of appliances you ship or install in your coaches, please provide the name, address and phone number of dealers you may have directly sold this appliance or sold any coaches with these appliances. Please also include the model number, serial number, and date of sale for these coaches.

Please send this information to:

Suburban Manufacturing Company
Recall 07E-050
676 Broadway Street
Dayton, TN 37321

With respect to your end users, we have attached a draft letter that you can use as a format to submit to NHTSA for review prior to mailing to owners. This letter has been preliminarily reviewed by NHTSA, **but you will need to obtain final approval prior to use.** If you will advise us as the end user letters are sent, to include contact information for each such end user, Suburban will track the completion of the recall for each end user and will advise you promptly as each inspection is completed. That will allow you to complete the quarterly reports required by NHTSA.

If you have any inventory of these appliances, they must be inspected before installing or selling them. Please contact your local sales representative for inspection or replacement of these glass top cooking appliances.

We apologize for the inconvenience this has caused. If you have any questions or cannot provide us the requested information, please contact us. We greatly appreciate your cooperation in this matter.

Sincerely,

SUBURBAN MANUFACTURING COMPANY



Neal Stultz
National Service Manager

NS:dm
Enclosures