



May 3, 2007

Re: Recall of burner tubes on Atwood Sealed Burner Appliances

Dear Dealer:

This notice is sent to you not only as a valued customer but also more importantly in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Atwood Mobile Products, through its continuous quality monitoring has identified certain Sealed Burner Ranges and Slide-In Cook tops with the potential for non-complying burner tubes. On certain appliances manufactured from December 3, 2006 through April 6, 2007 with model numbers beginning with R-A33 and C-A33, a potential exists that the burner tubes will, under certain operating conditions, cause excessive levels of carbon monoxide. If those operating conditions exist the consumer may encounter soot on the bottom of their cookware and the carbon monoxide detector may be triggered. As a purchaser of recreational vehicles containing cooking appliances, you may have sold a quantity of these appliances that may contain these suspect components.

As a result, of this potential problem, Atwood is conducting a recall campaign. This campaign first consists of identifying and locating all affected Atwood Sealed Burner appliances both in your stock and in the field. Since you are a purchaser of Atwood appliances, we are requesting your cooperation in locating these units. We have determined that the units you purchased from December 3, 2006 through today are suspect. Therefore, we would appreciate it if you: 1.) would immediately identify and quarantine any units you may have in your stock that fall into the scope of this letter and 2.) supply Atwood with a list with the names and contact information of the customers who have purchased a recreational vehicle with the identified appliance. In turn, we will be contacting your retail customer to notify them of the needed appliance repair.

**Important Notice:** a white dot sticker with an "A" can identify several Monaco Coach units, repaired by our Field Auditors. This sticker was placed in the lower center portion of the windshield. These units do not need to be repaired. If you are not sure if the Monaco Coach unit has been repaired please contact Atwood first with the coach VIN and we can verify it for you. Other units that have also been repaired can be identified with a green dot sticker. See the enclosed "Information Notice" for the exact location of this sticker.

This campaign will then consist of replacing the burner tubes on the located Atwood Sealed Burner appliances with a burner recall kit supplied by Atwood. Reimbursement of a half-hour labor at your posted labor rate will be allowed for each appliance repair.

It is important we initiate communication with all owners of Atwood Sealed Burner appliances as soon as possible. Your support and understanding is greatly appreciated. I am confident that with your cooperation, we can provide all owners of these Atwood appliances with this important campaign information.

If you have any questions, please call 1-800-348-7418 and ask for Bernie Tube. Otherwise, we anticipate your expedited effort in supplying the customer list we have requested. Thank you for your cooperation, we are sorry for any inconvenience; however, we have taken this action in the interest of consumer safety and their continued satisfaction with our product.

Sincerely,

Patricia Widell  
Manager of Customer Service & Warranty  
ATWOOD MOBILE PRODUCTS

Enclosure

**Atwood Center** • 1120 N. Main Street, Elkhart, IN 46514

Engineering Phone: (574) 264-2131 • FAX (574) 206-9683  
Truck & Bus Group Phone: (574) 264-2131 • FAX (574) 266-5418  
RV Sales Phone: (574) 262-2655 • FAX (574) 262-2550



May 3, 2007

Dear Owner:

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

Atwood Mobile Products, through its continuous quality monitoring has identified certain Sealed Burner Ranges and Slide-In Cook tops with the potential for non-complying burner tubes. On certain appliances manufactured from December 3, 2006 through April 6, 2007 with model numbers beginning with R-A33 or C-A33, a potential exists that the burner tubes will, under certain operating conditions, cause excessive levels of carbon monoxide. If those operating conditions exist on your unit you may encounter soot on the bottom of your cookware and the carbon monoxide detector may be triggered.

Our records, as provided by the recreational vehicle manufacturer, indicate that you have purchased a recreational vehicle that may possibly have one of the affected cooking appliances. The enclosed Repair Instruction describes the method and procedure to be used by a qualified RV technician to remove and replace the burner tubes on your Atwood Sealed Burner cooking appliance. Please do not operate your Atwood Sealed Burner appliance until you do the following things:

1. Study the Inspection and Replacement Instructions.
2. Determine if your vehicle has an Atwood Sealed Burner range or slide-in cook top.
  - a. If it does and the manufacture date and model number fall into the scope of this letter and there is **no** green dot label affixed to the burner box near the manufacture date proceed to step 3.
  - b. If it does and the manufacture date and model number fall into the scope of this letter and there **is** a green dot label affixed to the burner box near the manufacture date you need not proceed any further. Complete the "Verification of Burner Tubes Repair" form and send it to Atwood.
  - c. If it does and the manufacture date **does not** fall into the scope of this letter you need not proceed any further. Complete the "Verification of Burner Tubes Repair" form and send it to Atwood.
3. Have new burner tubes installed by a qualified RV technician as described in the Inspection and Replacement Procedure Instructions. **DO NOT ATTEMPT REPAIR YOURSELF.**

To facilitate the repair, please contact Atwood at 1-800-348-7418, press "0" or hold on the line for the operator and ask for Bernie Tube. The repair will be done at no charge to you. If you need repair reimbursement, please package the work order, the completed Verification of Burner Tubes Repair form, and the recalled parts in the same carton as the new parts were received in. The return goods number (RGN) shipping label must be adhered to the outside of the carton. The work order must contain the information outlined in the repair instructions. Return the package, ground UPS freight prepaid to: Atwood Mobile Products, 1120 N. Main Street, Elkhart, IN 46514. Freight charges will be added to the claim total. Reimbursement to the owner will be made by check. The time reasonably necessary to perform the labor to correct the defect is \_ hour.

Atwood regrets any inconvenience the repair may cause you, but is taking this action in the interest of your safety. If you feel that Atwood has failed or is unable to remedy this noncompliance without charge and within a reasonable time, you can submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, D.C. 20590 or call the toll free Auto Safety Hotline 1-800-424-9393. This letter is not an admission of legal liability.

Sincerely,

ATWOOD MOBILE PRODUCTS

Enclosures

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Engineering	Phone: (574) 264-2131	• FAX (574) 206-9683
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**A Division of Dura Automotive Systems**  
 1120 North Main Street • Elkhart, IN 46514  
 PHONE: 574•264•2131 FAX: 574•262•2550  
 INTERNET: http://www.atwoodmobile.com

LITERATURE NUMBER **MPD 50108**  
**INFORMATION NOTICE**  
**REPLACEMENT OF BURNER TUBES**  
**ATWOOD SEALED BURNER COOKING APPLIANCES**

5/1/07

**INSPECTION AND REPLACEMENT INSTRUCTIONS  
 FOR BURNER TUBES**

This recall program applies to Atwood Sealed Burner Cooking Appliances manufactured between December 3, 2006 and April 6, 2007 with a model number beginning with 'R-A33' or 'C-A33'.

Verify the manufacture date of the range or slide-in cooktop by looking down through the slotted vents on the back of the range top. **DO NOT REMOVE THE RANGE TOP TO READ THE MANUFACTURE DATE.** If there is a green dot label affixed to the burner box near the manufacture date, the burner tubes on this unit have already been replaced. Fill out and return the repair verification form as instructed.

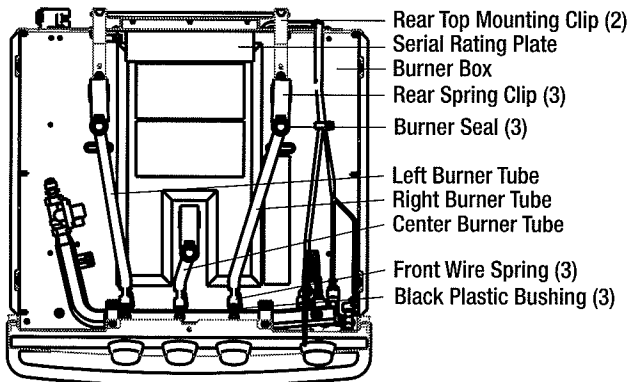
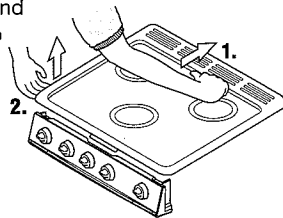
If there is no green dot label, and your manufacture date and model falls within the scope of this notice, have a qualified technician perform the following instructions:



**CAUTION**  
**ONLY A QUALIFIED TECHNICIAN**  
**MUST REPLACE BURNER TUBES**

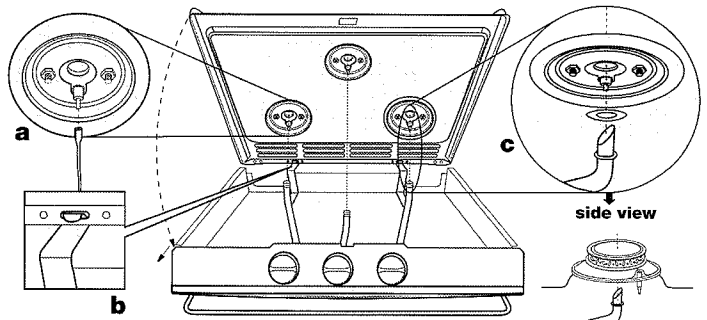
**REMOVE TOP:**

1. Remove top by pushing with thumb and palm on back ridge of top to slide top back.
2. With top still slid back, lift up on front corner to reveal burner box and burner tubes. Disconnect spark wires from burners if necessary.



**INSTALL NEW BURNER TUBES:**

1. Install front of left burner tube over black plastic bushing on burner valve orifice. Pull tube towards you until spring clip snaps into square opening in burner tube.
2. Slide burner tube back and forth to verify the front wire spring clip retains burner tube on burner valve.
3. Push rear spring clip back and pivot flanged collar on left burner tube into slot in rear spring clip.
4. Repeat steps 1 - 3 for center and right burner tube installation.
5. Install three new burner seals, one per burner.



**REMOVE BURNER TUBES:**

1. Remove and discard the three burner seals.
2. Disconnect left rear burner tube by pushing the rear spring clip back and pivot burner tube flanged collar away from rear spring clip.
3. Disconnect front of left burner tube by pulling wire clip away from burner tube and slide burner tube off of burner valve orifice.
4. Retain rear spring clip, front wire clip, and black plastic bushing on burner valve orifice all in original positions.
5. Repeat steps 2 - 4 to remove right and center burner tubes.
6. **DO NOT DISCARD OLD BURNER TUBES,** they must be returned to Atwood. Follow the procedure in your letter.

**REINSTALL RANGE TOP:**

1. Place the top on the range with the tabs on the spring clips in the slots on the top (b).
2. Attach spark wires to burners (a), routing the wires away from the center of the burners.
3. Burner tube gaskets must be in place (c).
4. Rotate the top downward to insure all three-burner tubes fit up into the burner caps (c). Using a side-to-side motion when rotating the top down may make this easier.
5. Once the tubes are up into the burner cap, push backwards on the top until the bracket(s) on the front of the top fits into the control panel.
6. Check each burner for proper lighting to ensure that the burner tube has been inserted into the burner head.

## VERIFICATION OF BURNER REPLACEMENT REPAIR

Please complete the information below and return this form to Atwood Mobile Products.

Your name (print) \_\_\_\_\_

Your address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

1. Is your recreational vehicle equipped with an Atwood Sealed Burner appliance? If no, please check "NO" and you need not proceed further. Mail this form back to Atwood.

YES \_\_\_\_ NO \_\_\_\_

2. Is your Atwood Sealed Burner appliance in the manufacture date code sequence? If no, please check "NO" and you need not proceed further. Mail this form back to Atwood.

YES \_\_\_\_ NO \_\_\_\_

If yes, date repair was made \_\_\_\_\_

3. Dealer who made repair \_\_\_\_\_

Dealer's address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

4. Manufacturer of recreational vehicle \_\_\_\_\_

5. Cooking appliance: Model # \_\_\_\_\_ Serial # \_\_\_\_\_

6. Have you completed the installation of the burner replacements? YES \_\_\_\_ NO \_\_\_\_

If no, please complete # 7 below.

7. Is the recreational vehicle in storage? YES \_\_\_\_ NO \_\_\_\_

Will the burner tubes be replaced at a later date? YES \_\_\_\_ NO \_\_\_\_

Do you want Atwood to notify you at a later date? YES \_\_\_\_ NO \_\_\_\_

*Note: If the repair is not made because the vehicle is in storage or not accessible, you are required to return this notification.*

If the repair cannot be made or if problems are encountered during repair, please contact Bernie Tube, in the Atwood Consumer Service Department, telephone 1-800-348-7418, or write to Atwood Mobile Products, 1120 N. Main Street, Elkhart, IN 46514 attn: Bernie Tube.

Sincerely,

ATWOOD MOBILE PRODUCTS