



**TRIPLE E RECREATIONAL VEHICLES**  
A DIVISION OF TRIPLE E CANADA LTD.

P.O. Box 1230 Winkler MB,  
Canada R6W 4C4  
PHONE: (204) 325-4361  
FAX: (204) 325-5241

tripleerv.com

January 11, 2008

**08V-044**  
**(23 Pages)**

Mr. Alexander Ansley  
Recall Division  
National Highway  
Traffic Safety Administration  
1200 New Jersey Ave. SE  
Washington, DC 20590

RECEIVED  
2008 JAN. - 30 AM 9:30  
DEFECTS INVESTIGATION  
RECALL MGMT DIV.

RE: Recall 07E-030

Dear Mr. Ansley:

Please find the following responses to Mr. George Person's letter (reference #EQ07-006) received at Triple E Recreational Vehicles on Jan. 2/2008.

1. The make/model/year manufactured by Triple E RV potentially affected by the recall submitted by Atwood Mobile Products are listed on the attachment provided.
2. When Atwood had notified us of this recall, we had a potential of 42 units that could have had the ranges in question installed, twenty one of these were still in our possession at the time and were inspected and corrected as necessary before they were shipped. The remaining twenty one had been shipped. Information regarding the location of these twenty one coaches was faxed to Atwood Mobile Products on May 18/2007. Please note that one of the twenty one units that had been shipped was retail sold into the United States. The balance are in Canada.
3. At present there are no units under the direct control of Triple E RV that are affected by this recall.
4. There are 17 of the vehicles with said defect currently in our Dealer inventories. All of these are in Canada.
5. There is one of the vehicles that could have had the defective part that has been sold to a consumer and registered in the United States. The balance of the coaches are in Canada.

.../2



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Mr. Alexander Ansley  
NHTSA  
Page 2

6. We have been in contact with Atwood Mobile Products after receiving your letter. They have notified the customers affected by this recall and are currently ensuring the dealers or retail owners of Triple E RV manufactured coaches were in fact contacted. If Triple E RV finds that Atwood has not done a sufficient job in notifying these customers, we would then consider filing our own recall.

If you have any questions in regards to this information, please feel free to contact me at 1-204-362-1678.

Sincerely,

*Wanda Wolfe for*

Ron G Vanderwees  
Operations Manager

CC. Terry Elias  
Brad Wall

Attachment

Safety Defect and Noncompliance Report Guide for Vehicles  
**PART 573 Defect and Noncompliance Report**<sup>1</sup>

On \_\_\_\_\_, 199\_\_\_\_, \_\_\_\_\_ [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 Reports.

Date this report was prepared: JANUARY 11/08

Furnish the manufacturer's identification code for this recall (if applicable): O7E-030

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.

TRIPLE E RV  
Box 1230  
WINKLER, MB POW 4CY

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

RON G. VANDERWEEES  
OPERATIONS MANAGER

Telephone Number: 204-325-4361 Fax No.: 204-325-5241

Name and Title of Person who prepared this report.

RON G. VANDERWEEES  
OPERATIONS MANAGER

Signed: \_\_\_\_\_

<sup>1</sup>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.

**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): EMPRESS Model Years Involved: 2007 Model(s): A4002FB/A4004FGBW

Production Dates: Beginning: \_\_\_\_\_ Ending: \_\_\_\_\_

VIN Range: Beginning: 21341 Ending: 21576

Vehicle Type: CLASSA Bodystyle: MOTORHOME

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

\_\_\_\_\_

\_\_\_\_\_

Make(s): REGENCY Model Years Involved: 2007 Model(s): C306

Production Dates: Beginning: 05/07 Ending: 05/07

VIN Range: Beginning: 21589 Ending: -

Vehicle Type: CLASSC Bodystyle: \_\_\_\_\_

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

\_\_\_\_\_

\_\_\_\_\_

Make(s): REGAL Model Years Involved: 2007 Model(s): C25D/C306

Production Dates: Beginning: \_\_\_\_\_ Ending: \_\_\_\_\_

VIN Range: Beginning: 21593 Ending: 21616

Vehicle Type: CLASSC 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.

**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): ENATOR Model Years Involved: 2007 Model(s): C25D

Production Dates: Beginning: 05/07 Ending: 05/07

VIN Range: Beginning: 21617 Ending: 21621

Vehicle Type: CLASS C Bodystyle: \_\_\_\_\_

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

\_\_\_\_\_

\_\_\_\_\_

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:

\_\_\_\_\_

\_\_\_\_\_

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.

Model	Year	Number of Vehicles Potentially Involved
EMPRESS	2007	12
REGEDCY	2007	1
REBAL	2007	24
SENATOR	2007	5

Total Number Potentially Affected by the Recall:

42

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

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:

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**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 PER ATWOOD MOBILE PRODUCTS RECALL  
07E-030

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

AS PER ATWOOD MOBILE PRODUCTS RECALL  
07E-030

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

AS PER ATWOOD MOBILE PRODUCTS RECALL  
07E-030

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

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

AS PER ATWOOD MOBILE PRODUCTS RECALL  
07E-030

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

**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.

AS PER ATLWOOD MOBILE PRODUCTS RECALL  
07E-030

**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.

AS PER ATLWOOD MOBILE PRODUCTS RECALL  
07E-030

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

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.

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**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.

ATWOOD MOBILE PRODUCTS WILL CONTACT  
RETAIL CUSTOMERS + DEALERS

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**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.



**07E-030  
(14 pages)**

**Atwood Mobile Products**

*Via Facsimile (202) 366-8065  
and E-Mail [daniel.smith@dot.gov](mailto:daniel.smith@dot.gov)*

May 8, 2007

Daniel C. Smith  
Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
Department of Transportation  
400 Seventh Street, S.W.  
Room 5321  
Washington, D.C. 20590

Re: Atwood Mobile Products  
Part 573 Defect and Noncompliance Report – Sealed Burner Tube Recall

Dear Mr. Smith:

I am enclosing for your review and further handling Atwood Mobile Products' Part 573 Defect and Noncompliance Report for certain recreational vehicle (RV) ranges and cook tops. Atwood manufactures residential style ranges and cook tops specifically designed for RVs. During recent routine quality assurance testing of Atwood's ranges and cook tops, unacceptable CO levels were recorded. An examination of the sealed burner tubes (that run from the gas manifold to the burner heads) revealed an anomaly in certain tubes that restricted the flow of the air and gas mixture. Atwood has taken immediate corrective actions to remedy this production problem.

Enclosed for your review please find the Report and drafts of all necessary communications to the field and consumer. Atwood is prepared to distribute the communications immediately upon NHTSA approval. Please contact me with any questions or comments.

Thank you for your prompt attention to this matter.

Sincerely,

Martha R. Moyer  
Corporate Counsel  
Atwood Mobile Products

cc: Gregory Magno *via fax* (202) 366-7882  
Chief, Defects Assessment, Office of Defects Investigation, NHTSA

**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

**Safety Defect and Noncompliance Report Guide for Equipment**  
**PART 573 Defect and Noncompliance Report<sup>(1)</sup>**

**On April 30, 2007, Atwood Mobile Products decided that a noncompliance exists in items 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.**

**Date this report was prepared:** *May 7, 2007*

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

*Employer Identification Number 38-2961431*

**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.**

*Atwood Mobile Products Division of DURA Automotive Systems*

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

*Martha Moyer - Corporate Counsel*

**Telephone Number:** *248-299-7226* **Fax No.:** *248-299-7518*

**Name and Title of Person who prepared this report.**

*Ken Kawasaki* \_\_\_\_\_

*Plant Manager - Greenbrier* \_\_\_\_\_

*Martha Moyer* \_\_\_\_\_

*Corporate Counsel* \_\_\_\_\_

**Signed:** *Ken Kawasaki*

**I. 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:** *Range and Slide-In Cooking Appliances*

**Model:** *RA Series Ranges*

**Part Number:** *See Attachment 1*

**Function:** *Cooking Appliance*



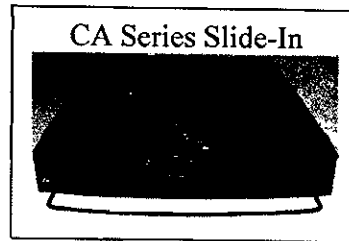
**Other information which characterizes/distinguishes the items of equipment to be recalled:** *Burner tubes from gas manifold to burner head.*

*Range with oven*

**Model:** *CA Series Slide-In Cook Tops*

**Part Number:** *See Attachment 1*

**Function:** *Cooking Appliance*



**Other information which characterizes/distinguishes the items of equipment to be recalled:** *Burner tubes from gas manifold to burner head.*

*Slide-In Cook Top*

**Model:** *Burner Tube Service Kits*

**Part Number:** *See Attachment 1*

**Function:** *Replacement tubes for service*

**Other information which characterizes/distinguishes the items of equipment to be recalled:**

*Burner tubes only in Right Rear, Left Rear and Center versions*

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. Identifying the Recall Population**

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

<u>Model</u>	<u>Year</u>	<u>Number of Items Potentially Involved</u>
<i>RA Series Ranges</i>	<i>Dec 3, 2006 to Apr 6, 2007</i>	<i>394</i>
<i>CA Series Slide-In Cook Tops</i>	<i>Dec 3, 2006 to Apr 6, 2007</i>	<i>1187</i>
<i>Service Kits</i>	<i>Dec 3, 2006 to Apr 6, 2007</i>	<i>10</i>
<b>Total Number Potentially Affected by the Recall:</b>		<u><i>1591</i></u>

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

*67% of total burners*

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:

*The recall population is determined as the production dates between the noncompliant test results on March 28, 2007 and the last compliant test results on November 20, 2006.*

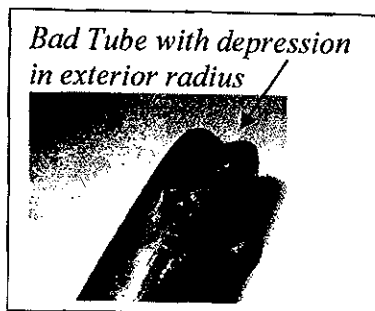
### **III. Describe the Defect or Noncompliance**

**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.**

*The products exceeded the maximum allowable level of carbon monoxide during Atwood quality assurance testing of ANSI Z21.57-2005 American National Standard for Recreational Vehicle Cooking Gas Appliances Section 2.4.*

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

*The Range and Slide-In burner tubes leading from the gas manifold to the burner heads had a depression or 'kink' in the exterior bend restricting proper airflow and gas mixture.*



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

*Failure to utilize the Ranges or Slide-Ins per our Operation Manual could result in carbon monoxide poisoning.*

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

*The consumer may encounter soot on the bottom of their cookware. Also, the carbon monoxide detector required in all new RVs may be triggered.*

**If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address. *Not Applicable***

**Identify the name and title of the chief executive officer or knowledgeable representative of the supplier: *Not applicable.***

#### **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.**

*Atwood Quality Assurance report QA7091 on March 28, 2007, revealed the following carbon monoxide levels:*

- left rear burner 1010 ppm
- right rear burner 987 ppm

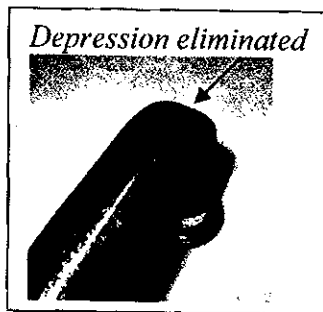
#### **V. Identify the Remedy**

**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.**

*For Ranges and Slide-Ins that are fully assembled or installed in RVs, the burner tubes will be replaced as they are serviceable parts.*

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

*The depression or 'kink' on the exterior radius of the bend point on the burner tube is nearly eliminated.*



**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.**

*Production of Ranges and Slide-In Cook Tops and sale of Burner Tube Service Kits ceased on April 5, 2007.*

*Burner tube tooling was corrected by polishing the bending surfaces on April 6, 2007, along with establishing a preventative maintenance schedule for the tooling.*

*Production of Ranges and Slide-In Cook Tops along with the sale of Burner Tube Service Kits resumed on April 10, 2007 by utilizing the corrected tubes. Using the corrected burner tubes is identical to the remedy in the field.*

#### **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.**

*OEM manufacturers will be notified on May 15, 2007, or such other date determined by NHTSA comments.*

*OEM's will provide Atwood with Dealerships that have received the affected vehicles. Dealerships will provide addresses to consumers that have purchased affected vehicles. Notification to Dealerships and Consumers will be made immediately upon receipt of addresses.*

#### **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: These documents are to be submitted separately from those provided in accordance with Part 573.8 requirements.**

1. <sup>1</sup> 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) 366-5226 or by FAX at (202) 366-7882.

**The Privacy Act of 1974 - Public Law 93-579, As Amended:** *This information is requested pursuant to the authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or statistical summary thereof, may be used in support of the agency's action.*



## Atwood Mobile Products

May 7, 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) 266-9683  
Truck & Bus Group Phone: (574) 264-2131 • FAX (574) 266-5418  
RV Sales Phone: (574) 262-2655 • FAX (574) 262-2550



## Atwood Mobile Products

May 7, 2007

Re: Recall of burner tubes on Atwood Sealed Burner Appliances

Dear General Manager:

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 these cooking appliances, you will have shipped a quantity of these appliances that may contain these suspect components

As a result, 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 and shipped 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 of the customer(s) you have shipped the product to with their names and contact information. In turn, we will be contacting your dealer for the final retail owner location of the appliance.

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 for each appliance repair will be allowed.

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

## 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





**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>

# INFORMATION NOTICE

## BURNER TUBES

### ATWOOD SEALED BURNER COOKING APPLIANCES

4/27/07

#### INSPECTION AND REPLACEMENT INSTRUCTIONS FOR BURNER TUBES ATWOOD SEALED BURNER COOKING APPLIANCES

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.

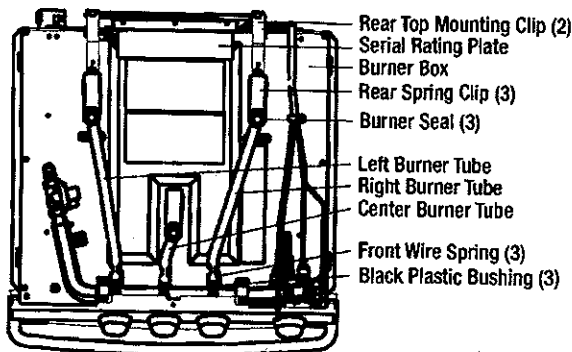
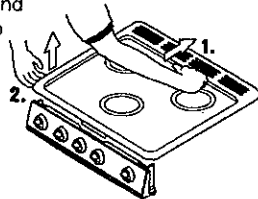
If there is no green dot label, and your manufacture date and model falls within the scope of this notice, have a qualified technician perform the following instructions:



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

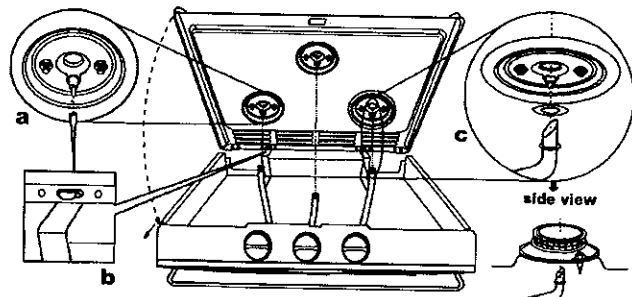
#### REMOVE TOP:

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.



## Atwood Mobile Products

May 7, 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 ½ hour.

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

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

May 7, 2007

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