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DEFECTS INVESTIGATION  
RECALL MGMT DIV.

Form Approved: O.M.B. No. 2127-0004

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

On May, <sup>2008</sup>2007, COACH HOUSE [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 1/28/08

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.

COACH HOUSE Inc  
3480 Technology Dr  
NOKOMIS, FL 34275

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

Debbie Brooks  
Sales Secretary

Telephone Number: 941-485-0984 Fax No.: 941-488-4095

Name and Title of Person who prepared this report.

Debbie Brooks  
Sales Secretary

Signed: Debbie Brooks

<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): Platinum Model Years Involved: 07/08 Model(s): \_\_\_\_\_

Production Dates: Beginning: 12/06 Ending: 5/07

VIN Range: Beginning: \_\_\_\_\_ Ending: \_\_\_\_\_

Vehicle Type: MH Bodystyle: E450

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

Other units do not use Atwood  
Stores

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.

48%

**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
261	07	1
261	08	10
272	07	4
272	08	14

Total Number Potentially Affected by the Recall:

29

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

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:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**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.

Sealed burner ranges & slide-in  
cook tops with potential  
non-complying burner  
tubes.

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

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

Cause excessive levels of  
CO

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

CO detector may be triggered  
soot on bottom of cookware

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

Atwood Mobile  
1120 N Main St  
Elkhart IN 46514

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

Patricia Widell

**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.

6. Received notice from Otiswood

**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.

Replacement of burner tubes

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.

*see following letter to  
our customers*

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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.

*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 maybe 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.*

**RE: Atwood Stove Top RECALL**

Dear

Enclosed please find a letter from Atwood Mobile Products concerning a possible defect in the stove top burner tube in your Platinum Motor Home.

Please review the enclosed letter from Atwood regarding this repair. They have very specific requirements and should be contacted immediately if your stove top burner tube falls within the criteria as outlined in their letter. Any questions should be directed to Atwood at 1-800-348-7418, dial "0" and ask the operator for "Bernie Tube". They will instruct you on how and where to get the repairs done.

We apologize for this inconvenience. If we can assist, please call us at 1-800-235-0984.

Sincerely,

Debbie Brooks  
Warranty Administrator  
Coach House, Inc.



## 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 1/2 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) 262-2555 • 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