

Safety Defect and Noncompliance Report Guide for Vehicles
PART 573 Defect and Noncompliance Report¹

On September 28, 2010, Drv (formerly DoubleTree RV) decided that a defect which relates to motor vehicle safety exits 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: September 28, 2010

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.

DRv (formerly DoubleTree RV) _____
0160 W 750 N _____
PO Box 235 _____
Howe, IN 46746 _____

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

Deborah Baker _____
Governmental Compliance Manger _____

Telephone Number: 574-457-6472 Fax No.: 574-831-2308

Name and Title of Person who prepared this report.

Deborah Baker _____
Governmental Compliance Manager _____

¹ 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. George Person at (202) 366-5210 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): DoubleTree Model Years Involved: 2003 & 2004 Model(s): Elite, Mobile Suite, and Select Suite with optional fireplace insert

Production Dates: Beginning: 4th quarter 2002 Ending: 3rd quarter 2004

VIN Range: Beginning: 580 Ending: 1963

Vehicle Type: 5th Wheel Recreational Vehicle Bodystyle: _____

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

Model year 2003 & 2004 units, within Vin # range, with fireplace insert

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.

<u>Model</u>	<u>Year</u>	<u>Number of Vehicles Potentially Involved</u>
Elite, Mobile, and Select Suite	2003 & 2004	1383

Total Number Potentially Affected by the Recall: 290

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:

Beginning and ending dates of purchase orders for the defective item were reviewed to determine the actual number of fireplace inserts used in DRv product. All unit invoices with this optional fireplace insert show a specific op code. Therefore all units with this item were easily identified.

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.

In some instances, the plug-in remote control receiver can overheat, posing a fire hazard. Dimplex North America has received multiple reports of damage extending beyond the failure of the product itself, one report of a fire (non-vehicle) causing property damage, and no reports of injuries or fatalities.

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

Same as above.

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

In some instances, the plug-in remote control receiver can overheat, posing a fire hazard.

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

Unknown

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

Dimplex of North America

Ms. Terry Kitchen

1-800-668-6663 x. 468

Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:
Shannon Monti, phone: 206-402-1439

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.

DRv has not been able to get this information from Dimplex.

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.

No definitive test results available.

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.

Products in Inventory: You must stop the sale of the affected products and any vehicles that include these products. Please note that it is a violation of Federal law to deliver the recalled equipment or vehicles containing this equipment under a sale or lease until this defect has been remedied. You should then:

- Isolate affected inventory;
- Remove the remote control kit (receiver and transmitter) from the package (or from vehicles);
- Note the Model # / Doc ID # and the date code as illustrated in the attachment, “How to Identify Recalled Plug-In Remote Control Receivers”;
- Dispose of the remote control kit; and
- Complete the enclosed Vehicle Manufacturer Plug-in Remote Control Kit Replacement Form.

Dimplex North America will send you a new plug-in remote control kit, Model No. 47-1010-R* (note the asterisk *), at no charge for each kit listed on the form. On the new version, the name “Dimplex” appears on the front of the receiver in red.

Products/Vehicles Beyond the Control of Drv: For vehicles containing recalled remote control receivers that are beyond the control of DRv, Drv must make a safety defect determination in accordance with 49 USC 30118 et seq. and, as appropriate, submit a Defect Notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573.

Dimplex North America will conduct the recall and remedy campaign. Accordingly, DRv should instruct owners to (1) immediately unplug the receiver from the electrical outlet and unplug the fireplace from the receiver; (2) note the Model #/ Doc. ID # and date code of the receiver (refer to the attachment, “How to Identify Recalled Plug-In Remote Control Receivers”); (3) note the make, model, model year and the vehicle identification number (VIN) of the vehicle in which the product was installed; (4) dispose of the receiver; (5) contact Dimplex North America Technical Customer Service at 1-888-DIMPLEX (1-888-346-7539) from 8 am – 4:30 pm Eastern Monday through Friday to receive a replacement kit. Dimplex has provided the enclosed Owner Notification template for your convenience.

Dimplex North America will share vehicle-specific recall completion information with each vehicle manufacturer to enable each manufacturer to file their quarterly recall status reports with NHTSA.

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

Unknown

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.

DRv no longer purchases this item from Dimplex

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.

Once a recall number has been established and mailing materials approved, all information will be forwarded to Dimplex to handle customer notification. Dimplex will provide DRv with all necessary information for DRv to complete NHTSA required quarterly filings.

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