

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

On January 10, 2011, Coachmen Fifth Wheel Division, Division of Forest River Inc. identified a potential defect which relates to motor vehicle safety 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: 18 January 2011

Coachmen Fifth Wheel Division, Division of Forest River Inc. has determined that a defect which relates to motor vehicle safety exists in 2011 Brookstone and Fifth Wheels equipped with a convection microwave oven supplied by Dometic Corporation. Only vehicles equipped with Dometic convection microwave oven units whose model number DOTRV17BC are affected. We have determined that 365 units with convection microwave oven model number DOTRV17BC have been delivered to our dealer network.

Model number of the convection microwave ovens are located on a label placed on the front top left corner of the oven that can be seen when you open the oven door.

Coachmen Fifth Wheel Division has determined that the convection microwave oven may not have been installed according to the manufacturers installation instructions. The appliance was designed for three types of venting. One of the three types was room venting, which we chose for our production method. By choosing this method, according to the appliance manufacturers installation instructions, we were to rotate the blower unit 180 degrees to direct the exhaust out the front of the convection oven, prior to installing the appliance in the RV. However unlikely, by not complying with the manufactures installation instructions may present a fire risk.

Coachmen Fifth Wheel Division, Division of Forest River Inc. is volunteering a safety recall campaign to inspect and, where necessary, correct this issue. Accordingly, Coachmen Fifth Wheel Division, Division of Forest River Inc. will contact you soon to provide you with inspection/remedy instructions for units in your inventory and units that are brought in by vehicle owners.

If you have any questions please contact: Mike Vanderpool, Coachmen Fifth Wheel Division at 574 825 8360

Coachmen RV, Division of Forest River Inc.

423 N. Main Street

Middlebury, Indiana 46540

Identify the corporate official, by name and title, whom the agency should contact with respect to this recall. - Michael Vanderpool, Service and Warranty Manager

Telephone Number: 574-825-8360

Fax No.: 574-825-8316

Name and Title of Person who prepared this report.

Michael Vanderpool, Service & Warranty Manager

Signed:

I. Identify the Recalled Items of Equipment

Dometic Convection Microwave Oven Model # DOTRV17BC

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

This is a cooking appliance used by some manufacturers of the recreational vehicle industry.

In summary the recall relates to the blower unit ventilating position needing to be rotated 180 degrees if intended use is for room ventilating.

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.

The DOTRV17BC series is a Dometic Convection Microwave Oven that went into Coachmen production on January 7, 2010. 100% of the Coachmen Fifth Wheel units built though October 25, 2010 are subject to recall.

II. Identifying the Recall Population

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

Model – DOTRV17BC	Year – 2010	Number of Items Potentially Involved – 365
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Total Number Potentially Affected by the Recall: 365

4. Furnish the approximate percentage of the total number of items of equipment estimated to

actually contain the defect or noncompliance: 100 %

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 population was determined based on the receipt dates of the product from the supplier and production dates of the units. Also a record of model and serial numbers of appliances are recorded in the unit file.

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 blower unit was not rotated for roof venting as per the manufactures installation instructions

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

The blower unit was not rotated for roof venting as per the manufactures installation instructions

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

The appliance was designed for three types of venting. One of the three types was room venting, which we chose in our production method. By choosing this method, according to the appliance manufacturers installation instructions, we were to rotate the blower unit 180 degrees to direct the exhaust out the front of the convection oven, prior to installing the appliance in the RV. **However unlikely, by not complying with the manufactures installation instructions may present a fire risk.**

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

The smoke alarm may give an alert warning sound

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

It is not a defect in the assembly or component of the convection microwave oven. It is an installation error by Coachmen Fifth Wheel Division

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.

It was discovered by our Engineering department when reviewing the appliance installation instructions after receiving a phone call from a retail customer inquiring about the ventilation system in early November 2010.

There have been no known or reported accidents, injuries, fatalities or warranty claims to date.

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.

While inspecting the Convection Microwave ovens in our warehouse and already installed in units, it was found that the blower tube had not been rotated for room venting. This occurred in early November 2010

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.

The recall condition is if the blower unit component is facing the rear of the appliance it is not correct for roof venting. The remedy is to rotate the blower unit component 180 degrees so that the exhaust ports face the top of the cabinet.

AT SOURCE/IN PRODUCTION:

While inspecting the Convection Microwave ovens in our warehouse and already installed in units, it was found that the blower tube had not been rotated for roof venting. This occurred in early November 2010 . The blower units were rotated to comply with the manufacturers installation instructions.

IN THE FIELD

Microwave ovens already installed in units, in the field was found that the blower tube had not been

rotated for roof venting. This occurred in early November 2010 . The blower units were rotated to comply with the manufacturers installation instructions.

a) Units not yet installed.

All Dometic Convection Microwave Ovens, model # DOTRV17BC are being inspected and verified that they comply by rotating the blower unit as recommended by the component supplier prior to installing in the RV unit

b) Units installed in RVs

1. Remove the convection microwave oven from the cabinet.
2. Remove the two vent grille mounting screws and tip the vent grilles forward, then lift out.
3. Remove the blower unit mounting screw and blower plate screws.
4. Carefully lift the blower unit out of the appliance
5. Rotate blower unit so that the exhaust ports face the front of the appliance cabinet.
6. Place the blower unit back into the appliance
7. Reattach the blower plate to the appliance. Attach with the blower unit mounting screw
And then the blower plate mounting screws.
8. Install the vents that were removed from line 2.
9. Install the appliance in the cabinet

Dealer service technicians will be supplied with work instructions for units on dealer lots and on units already delivered to customers.

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

There will be a noticeable increase in the amount of exhaust coming out the front of the appliance grilles.

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.

The Production remedy is identical to the AT SOURCE/IN PRODUCTION recall remedy.

The product has not been discontinued

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.

Week of January 24 - A Safety Bulletin will be sent to all dealers that have received Coachmen Units with the recalled Dometic Convection Microwave Oven installed On all installed units. Instructions for the remedy will be sent to the dealers along with a repair code for a repair claim to be filed with our warranty department. **A copy of this bulletin is attached. (NOT READY AT THIS TIME)**

Future actions are being taken in terms of implementing field recalls through our dealer network and customer base. As of this writing, the anticipated schedule is as follows (Note the dates are on or before):

Week of January 31, 2011. Owner letter will be sent out to retail customers

Coachmen will submit a draft Owner Letter in accordance with Part 577 for agency review five business days prior to mailing.

Coachmen does not foresee problems in implementing the recall. Coachmen has a full list of all the serial numbers of the affected Convection Microwave oven units and can identify dealer location of each of Coachmen Fifth Wheel Unit sold.

A process has been devised and proven to check the integrity of the installed units. Coachmen in cooperation with Atwood will work with the dealers and the Retail RV customers to ensure that each of the Range / Oven Combo units is checked and cleared or replaced by an appropriately trained technician. There will be no cost to the Retail customer.

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) or by E-Mail (RMD.ODI@dot.gov) for review prior to mailing.

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