



03V-452

Fleetwood Folding Trailers, Inc.  
258 Beacon Street, P.O. Box 111  
Somerset, Pennsylvania 15501-3100  
(814) 445-8861 Fax (814) 443-7320

### TECHNICAL SERVICE BULLETIN #TS03-3

TECHNICAL  
SERVICE  
BULLETIN:  
TS:03-3

YEAR  
AFFECTED:  
2001 - 2003

PRODUCT(S)  
AFFECTED:  
Fleetwood Caravans

MODEL(S)  
AFFECTED  
2001 - 2002 Caravans  
2003 Caravans (early  
production models)

SUBJECT:  
Safety Recall on  
Samsung  
Model MR5492W  
Microwaves

ISSUE DATE:  
November, 2003

Fleetwood Folding Trailers has been notified by Samsung that our distributor has shipped us approximately 1,900 of the affected model microwaves. Samsung has informed us that the keypad may be defective causing the microwave to begin operation unassisted and may cause damage or a fire.

As indicated in Samsung's notice, Fleetwood Folding Trailers will be providing a list of dealer and retail customer names and addresses to be contacted regarding the Safety Recall. Samsung intends to notify all dealers prior to sending notification to retail customers. Samsung will be using their own service technicians to replace the membrane panel free of charge.

Please ensure that all your service associates are aware of this important Safety Recall. For immediate information, you may contact Samsung at 866/656-3946.

Thank you in advance for your cooperation.

Enclosure: Dealer Letter

*"It is impossible to know, evaluate, and advise the service trade of all conceivable ways in which service might be done or of the possible hazardous consequences of each way. Accordingly, anyone who uses a service procedure or tool must first assure that neither personal safety nor vehicle safety will be jeopardized by the selected service methods."*

*This bulletin is supplied for technical information only and is not an authorization for repairs.*

# DRAFT



## SAFETY RECALL - DEALER NOTIFICATION BULLETIN

To: All Dealers of Involved Recreational Vehicles

Subject: Safety Recall 03-E-044

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

Samsung Electronics Co., Ltd. has determined that a defect exists which relates to motor vehicle safety in certain microwave models numbered MR5491G, MR5492W, MR5493G, MR5494W, MR7491G, MR7492W, MR7493G, MR6898WB, MR6899GB, MR6899FB manufactured from the period May 2000 to September 2003. See the attached date range of the affected model. Testing has revealed a defect in the membrane panel which will be replaced without charge to you.

To correct this condition, Samsung service technicians will replace the membrane panel free of charge. Dealers should contact a Samsung service representative by calling 800-656-3948 as soon as possible to schedule service. Samsung representatives can also be contacted regarding this recall by Email: [myrecall@samsung.com](mailto:myrecall@samsung.com), or fax to 873-650-1525

**Important:** Some of the involved recreational vehicles may still be in your inventory. Federal law requires that the repair to the microwave be made on these RV's or the microwave removed before retail delivery.

The repair work will take approximately 20 to 35 minutes to complete depending on the model. Samsung will record recall service and provide notification to the NHTSA of the repair by model number and vehicle (VIN) number.

If you have any problem obtaining the needed repair, please contact the Samsung customer service at 800-932-3837. A Samsung representative will arrange for prompt attention.

Thank you for your immediate attention to this important matter.

### Date Range Affected by Model\*

\*(Information obtained from PART 873 Defect and Noncompliance Report)

Model	Year
MR5491G/MR5491G01	May 2000 ~ May 2002
MR5492W/MR5492W01	May 2000 ~ May 2002
MR5493G/MR5493G01	May 2000 ~ May 2002
MR5494W/MR5494W01	May 2000 ~ May 2002
MR7491G/MR7491G01	May 2000 ~ May 2002
MR7492W/MR7492W01	May 2000 ~ May 2002
MR7493G/MR7493G01	May 2000 ~ May 2002
MR6898WB	May 2000 ~ September 2003
MR6899GB	May 2000 ~ September 2003
MR6899FB	May 2000 ~ September 2003

Month and Year of manufacturer is imprinted on the model label located on the right side door opening.

It can also be determined by the 4<sup>th</sup> and 6<sup>th</sup> character of the serial number where the 4<sup>th</sup> character represents the year as "N" = 2000, "R" = 2001, "T" = 2002, and "W" = 2003 and the fifth character representing the months Jan ~ Sept as a numerically and Oct ~ Dec as A, B & C respectively.

Example: N6 = May 2000 and WB = Nov 2003

More information is available at: <http://www.samsungusa.com/microwavesrvs>