

FAULKNER, GARMHAUSEN, KEISTER & SHENK

A LEGAL PROFESSIONAL ASSOCIATION

COURTVIEW CENTER - SUITE 300

100 SOUTH MAIN AVENUE

SIDNEY, OHIO 45365

(937) 492-1271

FAX: (937) 498-1308

www.fgks-law.com

**MINSTER, OHIO
(419) 828-3677**

FT. LORAMIE OFFICE

31 S. MAIN STREET

P.O. BOX 320

FT. LORAMIE, OHIO 46640

(937) 298-2683

FAX: (937) 298-3633

**HARRY N. FAULKNER
JOHN M. GARMHAUSEN
RALPH P. KEISTER
JAMES R. SHENK*
MICHAEL A. STAUDT
JAMES L. THIEMAN**
THOMAS J. POTTS
DANIEL A. BENSMAN
WILLIAM E. LANG
DAVID B. SHUFFELTON
BRYAN A. NIEMEYER
JOHN H. DEEDE**

*ALSO ADMITTED IN FLORIDA
**ALSO ADMITTED IN MISSISSIPPI

**SENDER'S E-MAIL
dbensman@fgks-law.com**

January 26, 2004

**VIA FACSIMILE AND
CERTIFIED MAIL
RETURN RECEIPT REQUESTED**

Mr. George H. Person
National Highway Traffic Safety Administration
Attention: Office of Defects Investigation
400 Seventh Street, S.W. NSA-11
Washington, D.C. 20590

RE: Dutchmen Manufacturing, Inc. Recall
Recall No.: 04V-015

Dear Mr. Person:

As a follow-up to the Defect and Non-Compliance Report dated December 24, 2003, Dutchmen Manufacturing, Inc. ("Dutchmen") is providing the following information to complete the notification requirements for the above-referenced recall campaign. At this time, Dutchmen has prepared the documents that will be used to notify the registered owners of the travel trailers subject to this recall campaign. A copy of the owner notification letter entitled "04-01 Quality/Service Bulletin 1/20/04," which includes the return mail postcard to be sent to Dutchmen by the registered owners upon completion of the inspection of the exhaust vent and a draft of the envelope in which the owner notification letter will be sent are attached hereto for your review and approval.

I would appreciate your providing me with a pre-review determination of the enclosed documents at your earliest convenience. Upon receipt of NHTSA's approval of the attached documents, Dutchmen will have the postcards printed and initiate the mailing of the enclosed documents to the registered owners within two weeks.

Mr. George H. Person
January 26, 2004
Page 2

I trust that you will find the enclosed documents comply with NHTSA regulations and will approve the documents for form and content. In the meantime, if you need any additional information regarding this recall campaign, please feel free to contact me.

Very truly yours

A handwritten signature in black ink that reads "Dan A. Bensman". The signature is written in a cursive style with a long horizontal flourish at the end.

Daniel A. Bensman

dja

Enclosures

cc: Mr. Rich Florea (via fax)
Mr. Robert Ries (via fax)
Mr. Walter L. Bennett (via fax)
Mr. John M. Garmhausen

G:\Thor\Dutchmen\NHTSA\Suburban Furnace Exh Rec
NHTSA notification ltr-fel



Furnace Exhaust Vent Inspection Procedure



Step 1. Locate the Furnace Exhaust Vent.

The picture to the left shows a typical furnace exhaust vent that is located on the exterior side of the RV. In many models it is located below the refrigerator and on the same side as the entrance door. However, some models are located on the side opposite of the entrance door so please check both sides for the furnace exhaust vent location.

The vent contains two ports and the words "SUBURBAN" and "DAYTON, TENN." (or "SUBURBAN" and "DAYTON, TN") with raised letters on the surface of the metal exhaust plate that is approximately 3½" by 7". The size of the furnace exhaust vent may vary slightly with the furnace model used. The existence of the words Suburban and Dayton, TN ports confirms that the furnace exhaust vent has been installed.

If you can not find an exhaust vent that looks similar to the picture, do not use your furnace in the RV and call Dutchmen Warranty/Service Department immediately at 574-537-0700 for assistance.

Either "Dayton, TENN."
or "Dayton, TN"



Step 2: Inspect the furnace exhaust vent.

Once the furnace exhaust vent has been located, shine a light inside each port to assure the vents appear to be clear. The inside of the ports should simply look like a tube that may have brackets welded across the inside.

You can now turn on the furnace and check that the furnace exhaust vent is working properly and that hot exhaust air is escaping from the top vent. Be careful because the exhaust gases are hot. You should also feel a slight air flow into the furnace from the bottom air intake vent.

If the furnace exhaust vent has not been installed on your trailer or the furnace exhaust vent is not properly escaping from the vent, you must not use the furnace in your trailer. Please call Dutchmen Warranty/Service Department immediately at 574-537-0700 for assistance. You will need to take your trailer to your nearest Dutchmen (Aero) approved dealer or directly to Dutchmen Manufacturing, Inc. for repair or installation of the furnace exhaust vent.

Step 3: Return the postage paid card enclosed with this letter.

Complete the postage paid card enclosed with this letter or call Dutchmen directly to report the results of the inspection.

A defect in your furnace exhaust system could result in injury or loss of life. Please do this very simple inspection procedure for your safety. Once you have done the inspection, it is also very important that the results are reported to Dutchmen by completing and returning the enclosed postage paid card. The United States government requires reporting of all vehicles that may contain the defect. Dutchmen may follow up with owners who have not returned the postage paid card within a reasonable time.



Postcard for Customer return:

Return this postage paid postcard after you perform the inspection of the furnace exhaust vent. Please check the correct box below.

No defect was found.

The furnace exhaust vent has been installed, appears to be clear, and hot exhaust air is escaping from the vent when the furnace is in operation.

The furnace exhaust vent is not properly installed.

The furnace exhaust vent is not located on the trailer or hot exhaust air does not escape from the vent when the furnace is in operation.

If you believe either of these defects are present in your RV or there is any question concerning the proper operation of the furnace, **DO NOT USE THE FURNACE**, and call Dutchmen immediately at 574-537-0700 for assistance.

Your Signature: _____ Date: _____

NHTSA Recall 04V-013



Below is an illustration of the exterior package label containing the recall customer letter and inspection procedure, and postage paid reply card. The envelope will be a standard business letter size envelope.

Dutchmen Manufacturing, Inc.
2164 Caragana Ct.
Goshen, IN 46526-9149

Customer Name
Customer Unit Number
Customer Address
City, State Zip code

SAFETY RECALL NOTICE