

SIEMENS

VIA FEDERAL EXPRESS
And FACSIMILE

T
FIRSTWOOD CONSULTING
RECALL 04V-145

March 4, 2004

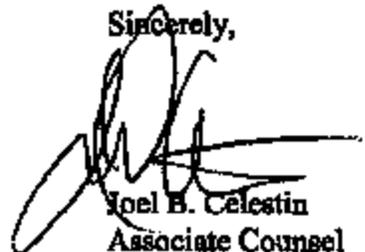
Associate Administrator for Enforcement (NVS-211)
National Highway Traffic Safety Administration
400 7th Street SW, RM 5319
Washington, DC 20519

Ladies and Gentlemen:

Please find a copy of all communication sent to customers of Siemens Energy & Automation, Inc. ("SE&A") concerning a possible non-conformity in one of our products. SE&A recently discovered that a quantity of Type QT circuit breakers, catalog number Q3020, were mis-marked at the factory. This device consists of a 1-pole 30A breaker and a 1-pole 20A breaker. Our findings reveal that the handles on the 30A 1-pole are marked "20", and the handles on the 20A 1-pole are marked "30". The result is that the 20A breaker is marked as a 30A and the 30A breaker is marked as a 20A.

While a 30A circuit connected to a 20A circuit breaker might experience nuisance tripping if fully loaded, a 20A circuit connected to a 30A circuit breaker may result in overheated conductors in a sustained overload condition. This condition could result in a risk of personal injury and/or property damage. SE&A has alerted its customers as to this potential non-conformity. SE&A believes that the number of consumers potentially affected by this problem is extremely small. We are working with our customers to ensure corrective action and swift resolution of this problem. Please call me at (770) 751-2420 if you have any questions.

Sincerely,



Joel B. Celestin
Associate Counsel

JBC:dkn

Siemens Corporation

Joel B. Celestin
Associate Counsel

3333 Old Milton Parkway
Alpharetta, GA 30005

Tel: (770) 751-2420
Fax: (770) 740-2594

joel.celestin@siemens.com

SIEMENS

Dear Recreation Vehicle Owner:

This notice is sent to inform you of a possible non-conformity to a part contained within your RV and recommend that you comply with the suggested inspection. Siemens Energy & Automation, Inc. recently discovered that a limited quantity of Type QT circuit breakers, catalog number Q3020, were mis-marked at the factory. This breaker, installed in the main panel of your RV, consists of a 1-pole 30 amp breaker and a 1-pole 20 amp breaker. Our findings reveal that some breakers were manufactured with the handle for the 30 amp 1-pole marked as "20" and the 20 amp 1-pole marked as "30".

What is the problem?

While a 30 amp circuit connected to a 20 amp circuit breaker might experience nuisance tripping if fully loaded, a 20 amp circuit connected to a 30 amp circuit breaker may result in overheated conductors in a sustained overload condition. This condition could result in a risk of personal injury and/or property damage.

How can I tell if I have a mis-marked breaker and what should I do?

First, any Fleetwood RV manufactured *prior* to July 18, 2003 could not contain the mis-marked Q3020 breaker. If your Fleetwood RV was manufactured *after* July 19, 2003, the best way to determine if your vehicle contains a properly marked breaker is to locate your main panel and conduct a visual inspection. A correctly marked Q3020 circuit breaker is marked "30 amps" on the left-side pole and is marked "20 amps" on the right-side. Reading the handles from left to right, the order should be 30-20. If the breaker handles are marked 20-30, and the breaker is identified as a Q3020 on the label located on the side of the breaker, it must be replaced. A picture is attached to help you identify the difference between the correct and incorrect handle marking.

If you have any concerns or if you prefer, simply bring your vehicle to an authorized Fleetwood dealer and ask them to conduct the inspection for you. If required, the dealer will replace the circuit breaker for you.

Who can I contact if I have further questions?

For issues related to Fleetwood and/or your interaction with an authorized Fleetwood RV dealer, you may contact Fleetwood Owner Relations at (800)322-8216. For questions related specifically to the Q3020 circuit breaker, you can call Siemens Energy & Automation at 1(877) 885-5914. Both numbers are toll-free.

We regret any inconvenience this issue may cause you. These steps are necessary to help maintain the high level of quality and dependability that you expect from both Fleetwood Homes and Siemens Energy & Automation, Inc. We truly appreciate your cooperation and understanding in this important effort.

Sincerely,

SAFETY NOTICE

August 27, 2003

Dear Dave Carter Location:

Siemens Energy & Automation, Inc. recently discovered that a quantity of Type QT circuit breakers, catalog number Q3020, were mis-marked at the factory. This device consists of a 1-pole 30A breaker and a 1-pole 20A breaker. Our findings reveal that the handles on the 30A 1-pole are marked "20", and the handles on the 20A 1-pole are marked "30". The result is that the 20A breaker is marked as a 30A and the 30A breaker is marked as a 20A.

While a 30A circuit connected to a 20A circuit breaker might experience nuisance tripping if fully loaded, a 20A circuit connected to a 30A circuit breaker may result in overheated conductors in a sustained overload condition. This condition could result in a risk of personal injury and/or property damage.

The only product with this possible condition is the Q3020 type QT circuit breaker shipped to you between July 19, 2003 and August 22, 2003. Our records indicate that you may have purchased one or more of these circuit breakers. The attached shipping review document indicates the quantity of the items shipped to you.

The following steps must be taken to ensure proper corrective action:

1. All Q3020 circuit breakers must be located and visually inspected. The product identification label listing the catalog number is affixed to the side of the device. A correctly marked Q3020 has left-side 1-pole rated at 30A and right-side 1-pole rated at 20A. Reading the handles from left to right, the order will be 30-20. If the breaker handles are marked 20-30, and the breaker is identified as a Q3020, it must be returned. *IMPORTANT: Every Q3020 purchased during this period, whether still in stock or installed in the field, must be inspected and mis-marked breakers must be returned to Siemens.*
2. Please notify your affected customers of this product safety notice. Attached is a sample letter that we recommend you use for this purpose. We request that you promptly contact your customers directly to ensure notification and to offer your assistance.
3. Mis-marked Q3020 circuit breakers should be returned following normal RGA procedures. Once the units have been received and verified, credit will be issued.
4. For additional information or concerns, please call the toll free number in El Paso, 1-877-865-5014.

We sincerely regret any inconvenience this effort causes you. However, a significant factor in the value of the Siemens product line to our customers is the quality of our products. We must ensure that this quality and dependability is maintained. Any general concerns you have may be directed to your local Siemens Energy & Automation sales office. Thank you for your understanding and cooperation in this important effort.

Sincerely,

SAFETY NOTICE

August 27, 2003

Dear Siemens Energy & Automation Distributor:

We have recently discovered that a quantity of Type QT circuit breakers, catalog number Q3020, were mis-marked at the factory. This device consists of a 1-pole 30A breaker and a 1-pole 20A breaker. Our findings reveal that the handles on the 30A 1-pole are marked "20", and the handles on the 20A 1-pole are marked "30". The result is that the 20A breaker is marked as a 30A and the 30A breaker is marked as a 20A.

While a 30A circuit connected to a 20A circuit breaker might experience nuisance tripping if fully loaded, a 20A circuit connected to a 30A circuit breaker may result in overheated conductors in a sustained overload condition. This condition could result in a risk of personal injury and/or property damage.

The only product with this possible condition is the Q3020 type QT circuit breaker shipped to you between July 19, 2003 and August 22, 2003. Our records indicate that you may have purchased one or more of these circuit breakers. The attached shipping review document indicates the quantity of the items shipped to you.

The following steps must be taken to ensure proper corrective action:

1. All Q3020 circuit breakers must be located and visually inspected. The product identification label listing the catalog number is affixed to the side of the device. A correctly marked Q3020 has left-side 1-pole rated at 30A and right-side 1-pole rated at 20A. Reading the handles from left to right, the order will be 30-20. If the breaker handles are marked 20-30, and the breaker is identified as a Q3020, it must be returned. *IMPORTANT: Every Q3020 purchased during this period, whether still in stock or installed in the field, must be inspected and mis-marked breakers must be returned to Siemens.*
2. Please notify your affected customers of this product safety notice. Attached is a sample letter that we recommend you use for this purpose. We request that you promptly contact your customers directly to ensure notification and to offer your assistance.
3. Mis-marked Q3020 circuit breakers should be returned following normal RGA procedures. Once the units have been received and verified, credit will be issued.
4. For additional information or concerns, please call the toll free number in El Paso, 1-877-885-5014.

We sincerely regret any inconvenience this effort causes you. However, a significant factor in the value of the Siemens product line to our customers is the quality of our products. We must ensure that this quality and dependability is maintained. Any general concerns you have may be directed to your local Siemens Energy & Automation sales office. Thank you for your understanding and cooperation in this important effort.

Sincerely,

SAMPLE LETTER TO CUSTOMER

Date: _____

SAFETY NOTICE

Dear _____:

Our company recently received the following notice from Siemens Energy & Automation, Inc. concerning certain shipments of their Q3020, type QT circuit breakers.

"We have recently discovered that a quantity of Type QT circuit breakers, catalog number Q3020, were mis-marked at the factory. This device consists of a 1-pole 30A breaker and a 1-pole 20A breaker. Our findings reveal that the handles on the 30A 1-pole are marked "20", and the handles on the 20A 1-pole are marked "30". The result is that the 20A breaker is marked as a 30A and the 30A breaker is marked as a 20A.

While a 30A circuit connected to a 20A circuit breaker might experience nuisance tripping if fully loaded, a 20A circuit connected to a 30A circuit breaker may result in overheated conductors in a sustained overload condition. This condition could result in a risk of personal injury and/or property damage.

The only product with this possible condition is the Q3020 type QT quad circuit breaker shipped to you between July 19, 2003 and August 22, 2003. Our records indicate that you may have purchased one or more of these circuit breakers."

Our own records indicate that you purchased one or more Q3020 circuit breakers from us that were shipped during the period in question. In light of the potentially serious nature of this notice, we are asking that you promptly locate all such units so that we can replace them, if necessary, at the earliest possible opportunity.

All of the Q3020 circuit breakers as described above, once located, must be visually inspected. The product identification label listing the catalog number is affixed to the side of the device. A correctly marked Q3020 has a left-side 1-pole rated at 30A and a right-side 1-pole rated at 20A. Reading the handles from left to right, the order will be 30-20. If the breaker handles are marked 20-30, and it is marked as a Q3020, the breaker should be returned.

As stated in the Siemens advisory, only the Q3020 type QT circuit breakers as shipped within the designated time period might be affected. Please take immediate steps to locate these units and contact our company so that we can complete the required replacement.

Any questions should be directed to the undersigned. Thank you for your prompt attention in the matter.

Sincerely,

SIEMENS

Dear Recreation Vehicle Owner:

This notice is sent to inform you of a possible non-conformity to a part contained within your RV and recommend that you comply with the suggested inspection. Siemens Energy & Automation, Inc. recently discovered that a limited quantity of Type QT circuit breakers, catalog number Q3020, were mis-marked at the factory. This breaker, installed in the main panel of your RV, consists of a 1-pole 30 amp breaker and a 1-pole 20 amp breaker. Our findings reveal that some breakers were manufactured with the handle for the 30 amp 1-pole marked as "20" and the 20 amp 1-pole marked as "30".

What is the problem?

While a 30 amp circuit connected to a 20 amp circuit breaker might experience nuisance tripping if fully loaded, a 20 amp circuit connected to a 30 amp circuit breaker may result in overheated conductors in a sustained overload condition. This condition could result in a risk of personal injury and/or property damage.

How can I tell if I have a mis-marked breaker and what should I do?

First, any Fleetwood RV manufactured prior to July 19, 2003 could not contain the mis-marked Q3020 breaker. If your Fleetwood RV was manufactured after July 19, 2003, the best way to determine if your vehicle contains a properly marked breaker is to locate your main panel and conduct a visual inspection. A correctly marked Q3020 circuit breaker is marked "30 amps" on the left-side pole and is marked "20 amps" on the right-side. Reading the handles from left to right, the order should be 30-20. If the breaker handles are marked 20-30, and the breaker is identified as a Q3020 on the label located on the side of the breaker, it must be replaced. A picture is attached to help you identify the difference between the correct and incorrect handle marking.

If you have any concerns or if you prefer, simply bring your vehicle to an authorized Fleetwood dealer and ask them to conduct the inspection for you. If required, the dealer will replace the circuit breaker for you.

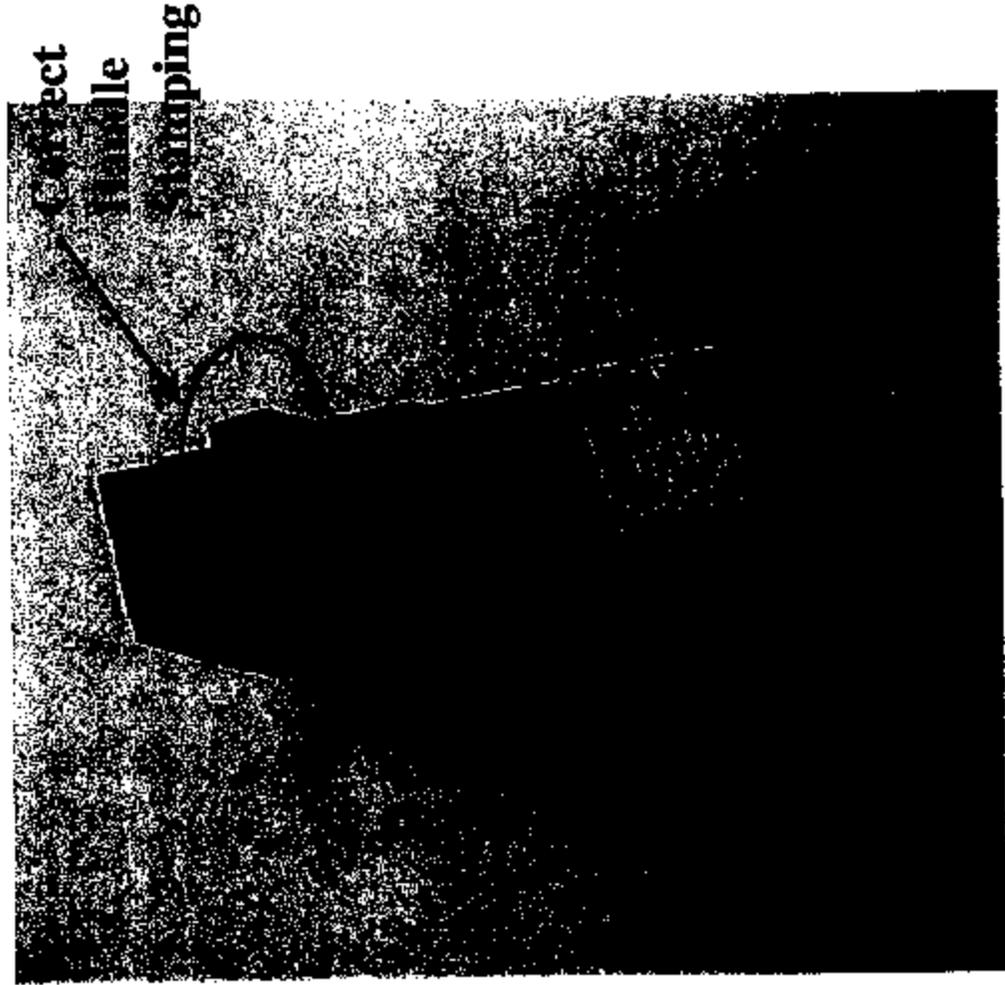
Who can I contact if I have further questions?

For issues related to Fleetwood and/or your interaction with an authorized Fleetwood RV dealer, you may contact Fleetwood Owner Relations at (800)322-8216. For questions related specifically to the Q3020 circuit breaker, you can call Siemens Energy & Automation at 1(877) 865-5914. Both numbers are toll-free.

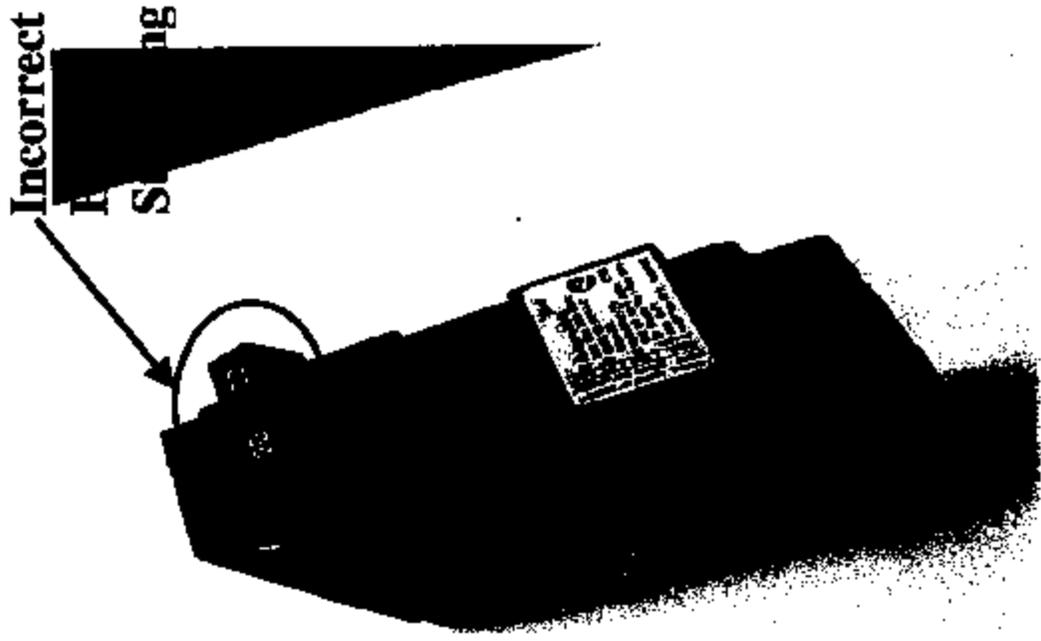
We regret any inconvenience this issue may cause you. These steps are necessary to help maintain the high level of quality and dependability that you expect from both Fleetwood Homes and Siemens Energy & Automation, Inc. We truly appreciate your cooperation and understanding in this important effort.

Sincerely,

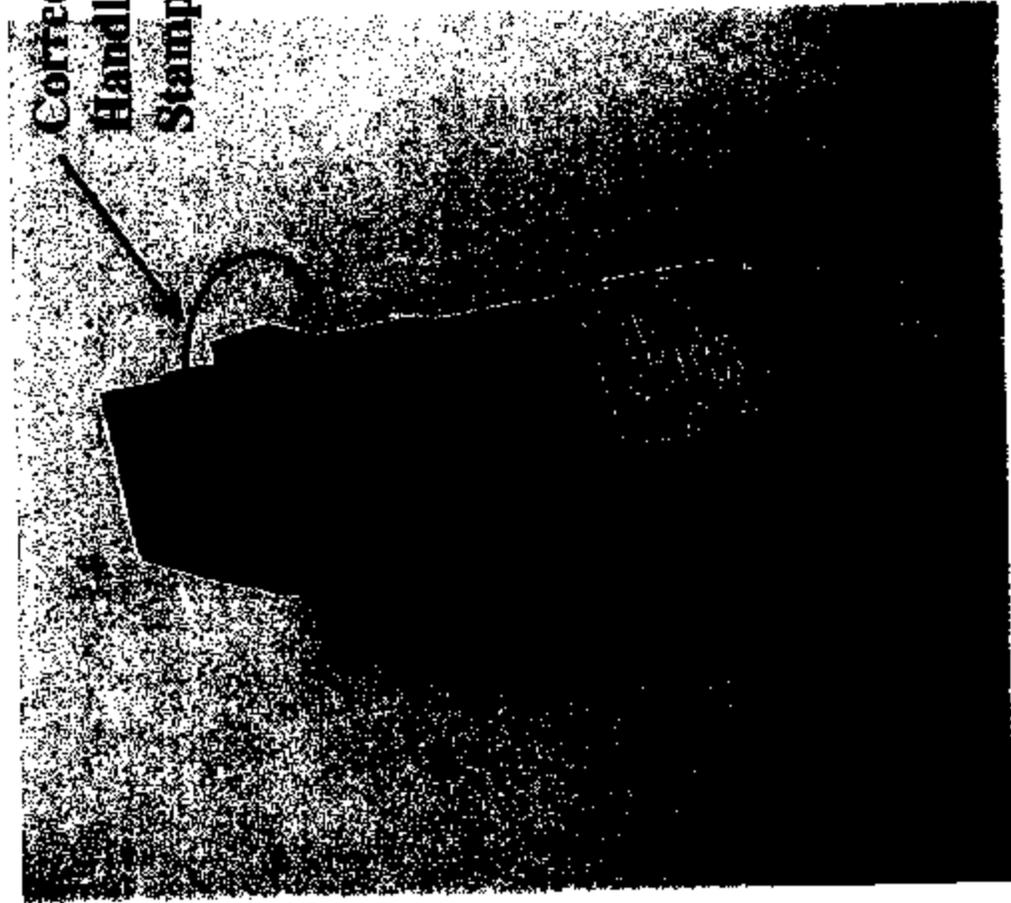
**Example of Q3020 with Correct
Handle Stamping**



**Example of Q3020 with Incorrect
Handle Stamping**



**Example of Q3020 with Correct
Handle Stamping**



**Example of Q3020 with Incorrect
Handle Stamping**

