U.S. Department of Transportation

National Highway Traffic Safety Administration

ODI RESUME

OFFICE OF DEFECTS INVESTIGATION

NHTSA

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Investigation: EQ 13-004
Prompted by: 13E-019
Date Opened: 06/17/2013 **Date Closed:** 11/19/2013
Investigator: Cynthia Glass
Approver: Jennifer Timian
Subject: Awning May Unfurl Unexpectedly

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Dometic Corporation
Products: WeatherPro and 9100 Power Awning Models
Population: 26,440

Problem Description: Certain model motor powered awnings may unfurl while the recreation vehicle is parked or in transit.

ACTION / SUMMARY INFORMATION

Action: This equipment query investigation is closed.

Summary:

The summary for this investigation is provided in a separate attachment to this resume.
This equipment query is closed.

EQ 13-004: Dometic Awning May Unfurl Unexpectedly (13E-019)

Closing Resume Summary

November 19, 2013

BACKGROUND

On April 19, 2013, Dometic corporation (Dometic) notified the NHTSA that it decided a defect exists in certain model WeatherPro motor powered awnings with serial numbers starting with 805, 815, 825, 835, 845, 885, 855, and 905; certain model 9100 Power Awnings with serial numbers starting with 910, 912, 913, 914, 915, 916, 917, and 918; and, certain model awning motor service kits with part numbers 3307923 and 3310423 manufactured between February 13, 2013 and April 9, 2013. Installers may unintentionally fail to strictly follow the instructions in sequence and may not remove a torsion protective anti-rotation cotter pin from the end cap of the fabric roller tube assembly. If the installation instructions are not strictly followed in sequence, the motor assembly screws may experience abnormal torque and may shear, enabling the awning fabric to possibly unfurl while the recreation vehicle is either parked or in transit. Dometic identified the total number of units affected to be 26,440. Dometic provided a purchaser list consisting of 57 vehicle manufacturers who may have incorporated the subject awnings into their recreational vehicles, and 383 parts distributors, retailers and aftermarket service providers. This matter was assigned recall number 13E-019.

Eight (8) vehicle manufacturers filed Part 573 Reports and announced intentions to conduct safety recalls for their affected vehicles prior to the opening of this investigation. Those recalls are listed below:

	Manufacturer	Recall#
1	FLEETWOOD	13V-189
2	FOREST RIVER	13V-203
3	GULF STREAM COACH	13V-198
4	JAYCO	13V-168
5	NEWMAR CORPORATION	13V-169
6	THOR	13V-164
7	TIFFIN MOTORHOMES	13V-178
8	WINNEBAGO	13V-162

On June 17, 2013, the Recall Management Division (RMD) opened an EQ Investigation, (EQ13-004), in order to write the remaining purchasers, to notify them that this defect may exist in the vehicles they manufacture, and to ensure thorough safety recalls are conducted where appropriate. On June 20, 2013, an Information Request (IR) letter was sent to the 49 vehicle manufacturers identified by Dometic as purchasers of the subject awnings.

INFORMATION REQUEST RESPONSE

Twenty-Eight (28) vehicle manufacturers filed Part 573 Reports and conducted safety recalls for their affected vehicles. One (1) manufacturer, Road Bear International, is an equipment manufacturer and filed

an equipment recall report. Road Bear purchased one awning from Dometic and sold it to Coast RV Center. This awning has been remedied under the Dometic recall (13E-019). The 29 recalls are listed below:

	Manufacturer	Recall#
1	ROAD BEAR INTERNATIONAL	13E-019
2	ALUMINUM TRAILER CO	13V-376
3	AMERICAN SURPLUS & MFG INC	13V-362
4	AUGUSTA RV LLC	13V-285
5	BISON COACH, LLC	13V-363
6	CHALET RV	13V-347
7	COMPASS CONVERSIONS LLC	13V-321
8	DRV FKA DOUBLETREE RV	13V-369
9	EVERGREEN RV's, LLC	13V-295
10	FARBER SPECIALTY VEHICLES	13V-290
11	H L ENTERPRISE, INC.	13V-311
12	INTECH TRAILERS INC	13V-348
13	KIBBI, LLC	13V-286
14	L S R CONVERSIONS	13V-368
15	LA BOIT INC	13V-281
16	LAKOTA CORPORATION	13V-301
17	LDV, INC.	13V-280
18	LOGAN COACH	13V-272
19	MATTHEWS SPECIALTY VEHICLES	13V-306
20	MONACO RV, LLC	13V-363
21	NU WA INDUSTRIES	13V-273
22	OBS INC.	13V-350
23	OUTDOORS RV MFG	13V-357
24	OUTLAW CONVERSIONS	13V-367
25	PETERSON INDUSTRIES, INC.	13V-388
26	RECREATION BY DESIGN	13V-361
27	SUNSET PARK & RV INC	13V-384
28	TRIPLE E CANADA LTD	13V-334
29	VANGUARD, LLC	13V-203

One (1) manufacturer, Forks Recreational Vehicles, submitted a response explaining that the one awning purchased, has been remedied by the customer. Accordingly, Forks Recreational Vehicles does not need to make a defect decision or conduct a recall campaign.

Two (2) respondents, Hoffman Coach and Tex Trail, submitted responses explaining that they are not vehicle manufacturers; they are retail distributors of the subject awnings. Accordingly, these companies do not need to make a defect decision or conduct recall campaigns.

Two (2) manufacturers, Cruiser Recreational Vehicles and Genesis Supreme Inc., submitted responses explaining that all of their awnings were installed on exported vehicles. Accordingly, these manufacturers are not conducting domestic recalls.

Thirteen (13) manufacturers submitted responses explaining that the defective awnings were quarantined in their facilities prior to installation. The awnings were returned to Dometic and remedied prior to installation or sale. Since the awnings were not installed on any vehicles, the manufacturers, listed below, are not conducting recall campaigns:

1	BRAVO TRAILERS
2	COMMUNICATION VEHICLE SERVICES
3	DALTON'S ENTERPRISE
4	ECLIPSE RECREATIONAL VEHICLES
5	FEATHERLITE MANUFACTURING
6	MAGNUM MOBILE SPECIALTY
7	MERHOW INDUSTRIES
8	MID-SOUTH TRAILERS, INC
9	SHOW HAULER TRUCKS INC.
10	SUNDOWNER TRAILER CO., INC.
11	TRAIL BOSS CONVERSIONS INC.
12	UNIVERSAL SPECIALTY VEHICLES
13	WARRIOR LIFESTYLES

Two (2) manufacturers, Outback Customs and Phoenix USA, Inc., did not submit written responses to RMD's IR letter, even after multiple contact attempts were made by RMD staff. These companies have been referred to NHTSA's Office of the Chief Counsel for further possible enforcement action.

OTHER ASSOCIATED RESPONSES

Four (4) manufacturers were not identified in Dometic's purchaser list and were not sent an IR letter; however, these manufacturers filed recall reports and are conducting recalls:

	Manufacturer	**Recall#**
1	DUTCHMEN MANUFACTURING	13V-174
2	HEARTLAND RV's	13V-181
3	ICE CASTLE FISH HOUSES	13V-362
4	KEYSTONE RV COMPANY	13V-155

IR letters were not sent to the 383 parts distributors, retailers and aftermarket service providers. These manufacturers listed below, are not manufacturers that NHTSA can require to make a defect decision or recall a product:

1	44 TRAILER RANCH INC
2	A & A MOBILE RV SERVICE
3	A & L RV SALES
4	A RV STORAGE & REPAIR
5	ABBOTT MOBILE REPAIR
6	ABERDEEN RV CENTER
7	ACTION MOBILE RV SERVICE
8	ACTION RV
9	ACTION RV SERVICE
10	ADAMS RV PARTS & SERVICE
11	AFFORDABLE RV MOBILE SPECIAL
12	AFFORDABLE RV RENTALS INC
13	ALEXANDER'S LLC
14	ALL SEASONS CAMPER REPAIR
15	ALL VALLEY RV CENTER INC
16	ALPIN HAUS-AMSTERDAM
17	AL'S RV SERVICE & SUPPLY
18	AMERICAN RV CO
19	AMERICAN TRUCK & RV SUPPLY
20	ANCIRA TRAVEL VILLA-ALVARADO
21	ANDERSON MOBILE RV SERVICE
22	ANGELINA RV
23	ANSLEY RV
24	APALACHEE RV CENTER INC
25	ARIZONA AUTO TECH
26	ARIZONA STATE TRLR-MESA
27	ARLINGTON RV SUPERCENTER
28	ASAP MOBILE RV REPAIR
29	ATLANTIC MOBILE RV SERVICE
30	ATLANTIC MOBILE RV REPAIR
31	ATLAS SUPPLY OF TEXAS
32	AWNINGS R US LLC
33	B.T.I.G. INC.
34	BALLARD'S CAMPING CENTER INC
35	BARRY STRICKLAND RV SVC LLC
36	BEACH TRAILER SUPPLY
37	BENNETT'S RV SERVICE
38	BENT'S RV RENDEVOUS, LLC
39	BERT OGDEN CHEVY
40	BILL'S RV APPLIANCE INC
41	BILLY SIMS TRAILER TOWN
42	BOAT N RV SUPERSTORE
43	BOB JONES RV REPAIR
44	BONDURANT RV SERVICE
45	BONNERS RV AMERICA
46	BRI RUS DBA RVTS
47	BUFFALO RV
48	BURDICK CARS INC
49	BURTON CAMPERS
50	BYERLY RV
51	CACTUS AUTO CO/CACTUS AUTO RV
52	CAMERON'S RELIABLE MAINTENANCE
53	CAMPERLAND RV SALES LLC
54	CAMPER'S INN- LEESBURG
55	CAMPER'S INN OF MASON-BYRON
56	CAMPING CONNECTION
57	CAMPING WORLD - ALBUQUERQUE#39
58	CAMPING WORLD - ANDERSON #126
59	CAMPING WORLD - ANTHONY #40
60	CAMPING WORLD - AVONDALE #241
61	CAMPING WORLD - BAKERSFIELD #9
62	CAMPING WORLD - BARTOW #203
63	CAMPING WORLD - BELLEVILLE #15
64	CAMPING WORLD - BURKE #123
65	CAMPING WORLD - BURLINGTON #53
66	CAMPING WORLD - CALERA #94
67	CAMPING WORLD - CHARLESTON#89
68	CAMPING WORLD - CHATTANOOGA#47
69	CAMPING WORLD - CHURCHVILLE#66
70	CAMPING WORLD - COCOA #255
71	CAMPING WORLD - CONCILBLUF#121
72	CAMPING WORLD - FT MYERS #8
73	CAMPING WORLD - FT WORTH #44
74	CAMPING WORLD - GREENWOOD #69
75	CAMPING WORLD - GRNDRAPIDS #72
76	CAMPING WORLD - HANOVER #146
77	CAMPING WORLD - HENDERSON #28
78	CAMPING WORLD - ISLAND LK #219
79	CAMPING WORLD - JACKSONVILL#73
80	CAMPING WORLD - KATY #54
81	CAMPING WORLD - KAYSVILLE #230
82	CAMPING WORLD - KINGSTON #144

83	CAMPING WORLD - LA MIRADA #5
84	CAMPING WORLD - LAKE CITY #134
85	CAMPING WORLD - LAS VEGAS #228
86	CAMPING WORLD - LIBERTYLK#0129
87	CAMPING WORLD - LOUISVILL #256
88	CAMPING WORLD - MERIDIAN #95
89	CAMPING WORLD - MESA #13
90	CAMPING WORLD - MESA #240
91	CAMPING WORLD - MYRTLE BCH #2
92	CAMPING WORLD - NASHVILLE #12
93	CAMPING WORLD - NEWBRAUFELS#33
94	CAMPING WORLD - NLITTLEROCK#74
95	CAMPING WORLD - OAKWOOD #78
96	CAMPING WORLD - OCALA #127
97	CAMPING WORLD - ROBERTSDALE#58
98	CAMPING WORLD - ROCKLIN #23
99	CAMPING WORLD - SAN MARCOS #10
100	CAMPING WORLD - SAN MARTIN #26
101	CAMPING WORLD - SEFFNER #16
102	CAMPING WORLD - SPARTANBURG#42
103	CAMPING WORLD - SPRINGS ROAD
104	CAMPING WORLD - TACOMA #18
105	CAMPING WORLD - VACAVILLE #6
106	CAMPING WORLD - WOODSTOCK #79
107	CAMPING WORLD - WOODVILLAGE#86
108	CAMPING WORLD EXPRESS #202
109	CAMPING WORLD RV SLS-DOTHAN
110	CAMPING WORLD RV SLS-DOVER
111	CAMPING WORLD RV SLS-OKLAHOMA
112	CAMPING WORLD RV SLS-STIERS
113	CANDYS CAMPERS
114	CANEY CREEK RV CENTER
115	CANYON MOTOR HOME & TRAVEL TR
116	CARL'S MOBIL RV INC
117	CARPENTER'S CAMPERS, INC.
118	CAUDILL'S MOBILE RV SERVICE
119	CHETOPA RV CENTER
120	CHUCK'S CARPET & RV SALES
121	CITY GARAGE RV
122	CJ'S RV REPAIR SPECIALISTS
123	COACH MASTERS OF BEND

124	COACH SPECIALISTS OF TEXAS INC
125	COBB & SON'S RV REPAIR
126	COLAW RV PARTS
127	COLERAIN RV OF INDIANAPOLIS
128	COMPLETE RV SERVICE
129	CONTINENTAL RVS INC
130	COPLEY'S RV CENTER INC.
131	COUNTRY CAMPING CORNER - KINGS
132	COUNTRY ROADS RV SALES
133	COWBOYS TRUCK CITY RV MART
134	CRESTVIEW RV CENTER
135	CRESTVIEW RV SUPERSTORE
136	CROSS COUNTRY RV SVC
137	CULLUM & MAXEY SLS & SVC.
138	CUSTOM CAMPER INC
139	CUSTOM CREATIONS COLLISION RV
140	D2 TRAILER SALES AND SERVICE
141	DALE'S CAMPING CENTER
142	DANDY RV'S - ANNISTON
143	DAVID CAMPBELL RV REPAIR
144	DEKO RV LLC DBA FRANKS
145	DENNIS CRAVENS CERT RV & MAR
146	DESERT RV SERVICE
147	DICK GORE'S RV WORLD
148	DISCOUNT RV CENTER INC.
149	DODD RV CENTER
150	DOUG RAULERSON'S RV SVC
151	DREW'S RV TECH'S
152	DUANE'S RV
153	DUBA TRAILER CUSTOMIZING & SLS
154	DUES CAMPING CENTER
155	DUNCAN RV AWNING DIVISION
156	DURNELL'S INDIAN HALLOW RV SLS
157	EAST KENTUCKY TRAILER SALES
158	EL MONTE RENTS
159	EL MONTE RENTS - DUBLIN
160	EXPLORE USA- KYLE
161	EXPLORE USA RV-SEGUIN
162	FAIRWAY FORD
163	FEATHER RIVER RV
164	FINDLAY RV

165	FLOYD'S RVS OF NORMAN
166	FOOTHILLS RV SUPPLY
167	FREEDOM RV CENTER
168	FREEDOM RV, INV.
169	FT LAUDERDALE RV
170	FUN CARS/TOYHAULER LIQUIDATORS
171	FUN TIMES RV CENTER INC
172	GENERAL RV CENTER -N CANTON
173	GENERAL RV CENTER -ORANGE PARK
174	GENERAL RV CENTER -WIXOM
175	GENUINE RV STORE
176	GIANT INLAND EMPIRE RV-COLTON
177	GIANT INLAND EMPIRE RV-CORONA
178	GIANT INLAND EMPIRE RV-MONTCLA
179	GIST RV SALES
180	GOT BILLY RV
181	GRAHAM FABRICATIONS
182	GREAT OUTDOORS REC CENTER, THE
183	GUARANTY RV
184	GULF COAST 4 STAR TRAILER SLS
185	HALLS RV, INC
186	HAPPY DAZE RV
187	HAPPY DAZE RV
188	HECHT TRAILERS, LLC
189	HIGGS MOBILE RV SVC LLC
190	HILLTOP RV
191	HILLTOP TRAILER SALES
192	HOLIDAY WORLD - LEAGUE CITY
193	HOOD RV CENTER INC
194	HOOKED UP RV
195	HOWARD'S RV CENTER
196	HUNTER'S RV
197	HUTSELL'S A.J. R,V,
198	I-90 RV & SUPER CENTER
199	INDEPENDENCE RV
200	JACK SISEMORE TRAVELAND
201	JENEI'S SERVICE
202	JERRY PRESSLEY RV CENTER
203	JIM'S TRAILER SALES
204	JOHNNIE WALKER RV'S
205	JOHNNY BISHOP INC
206	JOHNNY'S RV CENTER
207	JOHNSON RV SALES
208	JTP III DBA BUSY BEE SVC CO
209	K & K RV & M/H SUPPLIES
210	KC'S AUTOBODY
211	KEEN ENTERPRISES
212	KELLYS RV INC
213	KING'S RV REPAIR
214	KITE BROTHERS INC
215	KLINE'S AUTO WORLD, INC.
216	LA MESA RV - RIVIERA BEACH
217	LA MESA RV CENTER - PHOENIX
218	LA MESA RV CENTER -MESA
219	LA MESA RV CENTER -SAN DIEGO
220	LA MESA RV-SHIP -TUCSON
221	LA PAINT & BODY WORKS
222	LACEY ENTERPRISES
223	LAURELHURST DIST.
224	LAZY DAYS RV CENTER
225	LERCH'S RV CENTER
226	LIBERTY RV
227	LIGHTNING RV SUPPLY INC
228	LLOYD'S TRAILER SALES INC
229	LOMBARDO SALES, INC.
230	LONGHORN M&W LLC
231	MAIN TRAILER SALES, INC
232	MAJESTIC RV SERVICE & SUPPLY
233	MANTECA TRAILER & CAMPER
234	MARIO'S RV REPAIR INC
235	MAYFLOWER RV
236	MCGEORGE ROLLING HILLS RV CTR
237	MCMAHONS RV - IRVINE
238	MCMAHON'S RV -MESA
239	MELLOTT BROTHERS TRAILER SALES
240	MERIDIAN RV SVC & REPAIR
241	METRA RV CENTER
242	MEYERS SERVICE
243	MICHAEL'S RV CENTER
244	MID GA RV SERVICE LLC
245	MID STATE CAMPER SALES
246	MID STATE RV CENTER

247	MIDWEST RV CENTER
248	MIKE THOMPSON'S RV SUPERSTORES
249	MIKE THOMPSON'S RV SUPERSTORES
250	MIKE THOMPSON'S RV SUPERSTORES
251	MIKE'S RV SERVICE MGT LLC
252	MIRA LOMA TRAILER SUPPLIES
253	MOBILE LIVING TRUCK TOPS INC
254	MOBILE MEDICAL VEHICLES, INC
255	MOBILE RV REPAIR & GENERATORS
256	MOBILE RV REPAIR-STEVE PLISCO
257	MOHAVE RV REPAIR
258	MOIX RV
259	MOORES AUTO SALES
260	MOORE'S TRAVEL TRAILERS
261	MOTLEY RV REPAIR
262	MOUNT COMFORT RV LLC
263	NATIONAL INDOOR STORAGE
264	NEWLEES COUNTRY RV INC
265	NIELS SERVICE CORPORATION
266	NOAKER'S AUTO BODY & SLS LLC
267	NORTH ALABAMA RV & TRUCK SALES
268	NORTHERN WHOLESALE SUPPLY
269	NORTHGATE RV
270	NORTHSIDE RV'S
271	OKLAHOMA RV REPAIR LLC
272	ON SITE RV REPAIR WINTER
273	OPEN ROAD INC.
274	ORANGEWOOD RV
275	PACIFIC COAST RV INC -LOMPOC
276	PALM RV & MARINE
277	PARKVIEW RV CENTER
278	PAUL EVERT'S RV COUNTRY
279	PECO CAMPERS
280	PHARR'S RV'S INC
281	PIKES PEAK TRAVELAND, INC.
282	PIKEVILLE RV SALES INC
283	PKB RV'S
284	PLATINUM RV CENTER
285	PLEASURELAND RV CENTER INC.
286	POCONO RV SALES & SERVICE
287	PRECISION PAINTING, INC
288	QUALITY MATTERS RV -N.FT.MYERS
289	QUALITY RV SERVICE
290	RANGE VEHICLE CENTER
291	RBI MOBILE RV REPAIR, LLC
292	RCD SALES COMPANY
293	REBEL CAMPER SALES
294	REEDS TRAILER SALES
295	REPAIR VIGOROUSLY LLC
296	RETAIL SALES-USA
297	RICH'S ROVING RV
298	RICK'S RV CENTERS - EL CAJON
299	RILEY'S AUTO & RV WORLD
300	ROBERSON RV INC
301	ROGERS CAMPER TRAILER
302	RON HOOVER CO OF BOERNE
303	RON HOOVER CO OF HOUSTON
304	RON HOOVER RV OF DONNA
305	ROOT'S RV INC.
306	ROWLEY WHITE
307	ROY ROBINSON CHEVROLET
308	RUSS DEAN'S FAMILY RV CENTER
309	RV AWNING REPAIR
310	RV CHASSIS MASTER
311	RV COLLISION REPAIR
312	RV CORRAL
313	RV DOCTOR
314	RV LIFESTYLES
315	RV MALL
316	RV MASTERS
317	RV MEDIC INC
318	RV RENOVATORS
319	RV SERVICE LLC
320	RV SERVICES
321	RV SHACK THE
322	RV SPECIALISTS
323	RV STATION LTD
324	RV SUPER CENTER
325	RV SUPERSTORE
326	RV SURPLUS & SALVAGE INC
327	RV WORLD OF GEORGIA
328	S & S RV'S

329	SAFFORD DODGE & RV
330	SAMUEL COBB/S SIDE MOB
331	SARTIN SERVICES INC.
332	SCHIEKS CAMPING CENTER
333	SCHWALM & ASSOCIATES
334	SCOTT MOTOR COACH
335	SCOTTY'S CAMPER SALES
336	SERVICE RITE
337	SHADE PRO INC
338	SHASTA TRAILER SLS
339	SHIPLEY'S MOBILE RV SVC
340	SIERRA MOBILE RV
341	SKAGGS CUSTOM COUNTRY RV
342	SMALLWOOD'S CUSTOM TRAILERS
343	SMOOTH AS GLASS LLC
344	SOUTH COAST RV
345	SOUTH COAST RV SERVICE CENTER
346	SOUTHAVEN RV CENTER INC.
347	SOUTHERN KOMFORT RV SERVICE
348	SOUTHERN RV INC -TYLER
349	SOUTHERN RV INC
350	SPECIALIZED RV REPAIR
351	SPRAD'S RV
352	STEWARTS MOBILE
353	STOLTZFUS RV'S INC
354	STONE'S CAMPING WORLD, INC
355	SUNSET'S WHITE RIVER RV
356	T N T ENTERPRISES
357	TACOMA RV CENTER
358	TAWAKONI RECREATION INC
359	TEAM RV INC
360	TEXAS RV SUPPLY
361	THE RV TOY STORE
362	THERMO LEASING CORP
363	THREE WAY CAMPERS INC.
364	TOM JOHNSON CAMPING
365	TOM JOHNSON CAMPING -CONCORD
366	TOM RAPER INC -RICHMOND
367	TOOELE RV - LOU'S RV SERVICE
368	TOPPER SALES INC
369	TOSCANO RV CENTER
370	TRAILER CITY, INC
371	TRI AM RV CENTER, INC.
372	TULSA RV LLC
373	UNITED RV CENTER
374	VALERO AUTO CENTURY MOTORS RV
375	VETERAN MOBILE RV REPAIR-WINTR
376	VILLAGE RV INC
377	WADE'S RV CLINIC
378	WEBB'S RV
379	WELCOME BACK RV OUTLET
380	WHITE AUTO SALES & RVS
381	WICHITA RV & OUTDOOR
382	WRATTENS TRAILER SALES LLC
383	ZABUKOVIC MOTORS INC

RECALL MANAGEMENT DIVISION ACTION

RMD has identified all known vehicle and original equipment manufacturers and notified them of the Dometic recall. All manufacturers have either filed recall reports and are conducting recalls; provided reasonable responses explaining why they are not conducting recalls; or, have been referred to NHTSA's Office of the Chief Counsel for further possible enforcement action. Accordingly, this equipment query investigation is closed. Copies of all documents associated with this investigation can be found in this Equipment Query's document repository by clicking the "Associated Documents" button.