

Safety Defect and Noncompliance Report Guide for Vehicles
PART 573 Defect and Noncompliance Responsibility and Reports¹

On September 21, 2010, Open Range R.V. decided that a defect which relates to motor vehicle safety exists in the motor vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Responsibility and Reports.

Date this report was prepared: 10/12/2010

Furnish the manufacturer's identification code for this recall (if applicable): 10V-503 _____

1. Identify the full corporate name of the fabricating manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

Open Range R.V. Company

3195 N S.R. 5

Shipshewana, IN 46565

Identify the corporate official, by name and title, whom the agency should contact with respect to this recall.

David Holland, Director of Parts, Warranty, and Service

Telephone Number: 260-768-7771x106 **Fax No.:** 260-768-4890

Name and Title of Person who prepared this report.

Curtis Carlson, Warranty Manager

Signed:

¹ Each manufacturer must furnish a report, to the Associate Administrator for Enforcement, for each defect or noncompliance condition which relates to motor vehicle safety.

This guide was developed from 49 CFR Part 573, "Defect and Noncompliance Responsibility and Reports" and also outlines information currently requested. Any questions, please consult the complete Part 573 or contact Ms. Jennifer Timian at (202) 366-5210, by FAX at (202) 366-7882, or by E-Mail to RMD.ODI@dot.gov.

I. Identify the Vehicle Models Involved in the Recall

2. Identify the Vehicles Involved in the Recall, for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), provide:

Make(s): Open Range **Model Years Involved:** 2011 **Model(s):** 385RLS; 391RES; 393RLS; 399BHS; 413RLL; 429BHS; H345MPR; H396RGR; H397RGR; R398RLS; R416RLS

Production Dates: Beginning: 8/17/2010 **Ending:** 9/9/2010

VIN Range: Beginning: 5XMFE4027B5003850. **Ending:** 5XMFS3927B5004020

Vehicle Type: Towable R.V's **Bodystyle:** 5Th Wheels; Toy Haulers

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

This recall affects coaches with 6000 lb axles which limits it to certain Open Range models which i have provided above.

Make(s): Open Range; **Model Years Involved:** 2011 **Model(s):** Roamer and Journeyer Models_____

Production Dates: Beginning: 8/17/2010 **Ending:** 9/9/2010

VIN Range: Beginning: 5XMFE4027B5003850 **Ending:** 5XMFS3927B5004020

Vehicle Type: towable R.V. **Bodystyle:** Travel Trailers and 5th wheels

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

This recall affects coaches with 6000 lb axles which limits it to certain Open Range models. I have provided details above on coaches that are not affected.

Make(s): _____ **Model Years Involved:** _____ **Model(s):** _____

Production Dates: Beginning: _____ **Ending:** _____

VIN Range: Beginning: _____ **Ending:** _____

Vehicle Type: _____ **Bodystyle:** _____

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

This recall affects coaches with 6000 lb axles which limits it to certain Open Range models which i have provided in the two above categories.

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. For example, if the recall involved Vehicles equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Vehicles of all Vehicles manufactured during that time period. 41%

II. Identify the Recall Population

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

Model	Year	Number of Vehicles Potentially Involved
Open Range 5 th wheels	2011	47 is what is covered in the vin range
Open Range Toy Haulers	2011	9 is what is covered in the vin range.

Total Number Potentially Affected by the Recall: 56

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: 41%

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 vehicles:

Dexter Axle determined that a condition potentially involving motor vehicle safety may exist in vehicles produced by Open Range R.V. beginning August 15th, 2010 through August 30th, 2010. The axles may contain cracks in some of the spindle welds. The cracks can propagate and cause the spindle to detach from the axle tube, resulting in separation of the wheel end from the vehicle. This is limited to 6000lb axles which in turn helped us limit the recall to certain models listed in the above information. We know the orders in which we purchased that were defective product along with the dates that these came in which helped us pick the time frame and production date range.

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.

Axles may contain cracks in some of the spindle welds. These cracks can propagate and cause the spindle to detach from the axle tube, resulting in the separation of the wheel end from the vehicle.

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

Manufacturing process by Dexter Axle

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

Wheel separation causing in accident which can be very serious and could possibly lead to injury or death.

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

Little or no warning at all!

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

Dexter Axle

PO Box 250

Elkhart, IN 46515

Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:

William L. Dunlap, Sr. Vice President of Engineering

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.

Dexter Axle and Open Range R.V. are working together to locate each axle and VIN # for the vehicles involved.

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.

6. A letter received by Dexter Axle noting the issue and that a recall would take place. Sept. 21, 2010.

At that point, dexter axle come to our facility and picked up the defective stock product and also changed axles out on some coaches here. unfortunately dexter did not record all vin #'s that they replaced axles on so that causes us to include, in this recall, coaches that have potentially been fixed.

No reports of accidents, injuries, fatalities or warranty claims have been filed to date.

7. we have been provided serial/identification # on the axle that determines defective product.

V. Identify the Remedy

8. A description of the manufacturer's program for remedying the defect or noncompliance. This program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of the manufacturer's notification of owners, purchasers and dealers, in accordance with §573.13 of this part. A manufacturer's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by §573.13 that is not in a general reimbursement plan shall be submitted in the manufacturer's report to NHTSA under this section. If a manufacturer submits one or more general reimbursement plans, the manufacturer shall update each plan every two years, in accordance with §573.13. The manufacturer's remedy program and reimbursement plans will be available for inspection by the public at NHTSA headquarters.

In working closely with Dexter Axle we will implement Recovery and replacement of each affected axle. Consumer and dealers will be contacted by phone and letter and informed of the issues. at that point the customer will take the unit to the service center for the work to be performed, or if the coach is a dealer coach they will perform the work. Each vin # inspected and repaired will be documented and returned to dexter axles

for quarterly reporting. When the defective axles have been returned to dexter axle they will issue payment and docuemtn units that are finished and complete.

9. Furnish a description of the manufacturer's remedy for the defect or noncompliance. Clearly describe the differences between the recall condition and the remedy.

Replacement of each affected axle. New axle(s) will be installed that do not contact cracked welds at the spindle.

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

Defective axles to be replaced with axles that do not have cracks at the welds at the spindle. _____

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.

Open Range R.V. to stop using the defective product and swapped out our existing installed defective product with new, locate the defective product, then contact dealers and customer to recover and replace the defective product with new non defective axles.

VI. Identify the Recall Schedule

10. 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.

Open Range R.V. has provided Dexter Axle with a list of vin #'s and contact information for each dealer/retail customer to be contacted via phone and letter with instructions on the remedy. We do not see any problems with carrying this recall out in full. Very simple fix, replace the bad axles.

VII. Furnish Recall Communications

11. 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 to RMD.ODI@dot.gov for review prior to mailing.

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