



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

August 15, 2012

Mr. DOUG PORTER
SERVICE, WARRANTY & PARTS MANAGER
ROADTREK MOTORHOMES INC.
100 SHIRLEY AVENUE
KITCHENER, ONTARIO, CANADA, 00 N2B 2E1

NVS-215ET
12V-395

Subject: Pop Rivets

Dear Mr. PORTER:

This letter serves to acknowledge ROADTREK MOTORHOMES INC.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:
ROADTREK/21PC/2011-2012
ROADTREK/21VC/2010-2012

Mfr's Report Date: August 8, 2012

NHTSA Campaign Number: 12V-395

Components:
EQUIPMENT

Potential Number of Units Affected: 145

Problem Description:

Roadtrek is recalling certain model year 2011 and 2012 Roadtrek 21PC Popular and 21VC Versatile model class "B" motorhomes built from October 1, 2010, through November 12, 2011. On some motorhomes, the rivets may fail that secure the awning brackets to the motorhome side wall, allowing the bracket and Thule awning to come off the motor home while operating the awning.

Consequence:

If the awning separates from the motor home, the user or people nearby may be injured.

Remedy:

Roadtrek will notify owners, and dealers will install an additional stainless steel rivet on each of the awning brackets, free of charge. Roadtrek has not provided a notification schedule. Owners may contact Roadtrek Service Department at 1-888-ROADTREK (762-3873) or 1-519-745-1169.

Notes:

Owners may also contact the National Highway Traffic Safety Administration's Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please be reminded of the following requirements:

You are required to provide an estimated date including month, day, and year, when you will send notifications to owners, dealers, and distributors as soon as it becomes available. Please be reminded that it is expected owners will be notified of a safety defect in their vehicles within 60 days of a manufacturer's notification to NHTSA of a safety defect in those vehicles. You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Edison Thompson who may be reached by phone at 202-366-9525, or by email at edison.thompson@dot.gov or through the office email at rmd.odi@dot.gov. We look forward to working with you.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with a long horizontal stroke at the end.

Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigations
Enforcement