

Safety Defect and Noncompliance Report Guide for Vehicles
PART 573 Defect and Noncompliance Report¹

On December 15, 2011, DRV, formerly DoubleTree RV, decided that a defect which relates to motor vehicle safety exits 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 Reports.

Date this report was prepared: December 15, 2011

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

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.

DRV

1000 Interchange Drive

PO Box 235

Howe, IN 46746

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

Deborah Baker

Governmental Compliance Manger

Telephone Number: 574-457-6472 Fax No.: 260-562-1072

Name and Title of Person who prepared this report.

Deborah Baker

Governmental Compliance Manager

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

This guide was developed from 49 CFR Part 573, "Defect and Noncompliance Reports" and also outlines information currently requested. Any questions, please consult the complete Part 573 or contact Mr. George Person at (202) 366-5210 or by FAX at (202) 366-7882.

Signed:

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): DRV Model Years Involved: 2008, 2010 and early 2011 Model(s): Select, Mobile, and Elite Suite WITH DISC BRAKES

Production Dates: Beginning: 6/12/07 Ending: 10/27/10

VIN Range: Beginning: _____ Ending: _____

Vehicle Type: 5th Wheel Recreational Vehicle Bodystyle: _____

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

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:

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:

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 Widgets equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Widgets of all Widgets manufactured during that time period.

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
Select, Mobile, and Elite Suite	2008, 2010 and early 2011	1701

Total Number Potentially Affected by the Recall: 1701

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: 100%

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:

The recall scope was determined by looking at the model years of the units involved in wheel separation incidents. The earliest date of manufacturing of units with a wheel separation was model year 2008. Therefore, we started with that model year. We are including all models from 2008, 2010 and early 2011 equipped with disc brakes and eight (8) lug aluminum wheels. In mid model year 2011 we implemented process and product changes that DRV believes have rectified the issue.

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.

It has been determined that some of the hub face surfaces had paint applied. The paint on the surface has created a barrier between the hub face and the back of the aluminum wheel / rim that can affect clamping of the wheel / rim to the hub face. The result of this paint and its affect on the clamping can result in torque loss of the lug nuts and the possibility the wheel / rim can come loose. This situation can result in the wheel / rim moving, shearing the studs on the hub face and the wheel / rim coming off of the travel trailer.

Exhibit 1 shows a hub face with the paint applied.

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

The wheel / rim coming off of the travel trailer has a primary cause of loose torque of the wheel / rim to the hub face surface. The principle causes are believed to be:

A – Failure by the owner to check and maintain proper torque of the lug nuts as advised by warning label & directions in the owner’s manual.

B – Paint applied to the hub face surface that when torque is applied can move / spread on the surface of the hub face and can prevent proper sustained torque / clamp of the wheel to the hub face.

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

The consequences of the defect can be the loss of torque / clamp and can result in the tire and wheel shearing the studs on the hub face and the tire and wheel coming off of the travel trailer. The tire and wheel coming loose could cause damage to the travel trailer, other vehicles, property and persons.

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

A - Customers performing recommended torque checks would notice torque loss as a warning sign.

B – The wheel could vibrate

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

Lippert Components

2475 E Kercher Road

Goshen, IN 46526

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

Jason Lippert, President / Owner

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.

There have been 15 incidents of wheel separation reported. Exhibit 2 is a summary sheet of the incidents reported. There have been no accidents, injuries or fatalities reported.

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.

V. Identify the Remedy

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

See exhibit 3. This advisory provides instructions concerning the removal of the tire and wheel, the cleaning of the hub face and back of the aluminum wheel, remounting of the tire and wheel and proper torquing method and specifications. It also mentions applying a “warning – wheel torque” tad reminding the owners of the importance of checking and maintaining proper torque.

On the remedy components, the paint on the hub face and back of the wheel will have been removed eliminating the barrier. This should allow torque to be maintained.

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.

Beginning 11/01/10 all production units have hubs with no paint on the mounting surface. Additionally, DRV changed the wheels used on the Mobile Suite and Elite product from 16” to 17.5” and a new style flange nut lug fastner. On the Select models DRV maintained the 16” wheel size but went to a “torque –n-go” lug nut to improve the clamp force.

VI. Identify the Recall Schedule

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.

Once a recall number has been established and all mailing materials approved, the notifications should be complete within 30 days.

VII. Furnish Recall Communications

9. 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) for review prior to mailing.*

Note that these documents are to be submitted separately from those provided in accordance with Part 573.8 requirements