



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

1200 New Jersey Avenue SE  
Washington, DC 20590

July 22, 2013

Mr. Chris Chaney  
Matthews Specialty Vehicles  
101 South Swing Road  
Greensboro, NC 27409

NVS-215KS  
13V-306

**Subject:** Unexpected Unfurling of the Awning

Dear Mr. Chaney:

This letter serves to acknowledge Matthews Specialty Vehicles'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:**

FREIGHTLINER/XCR/2013  
INTERNATIONAL/TERRASTAR/2013  
THOMAS BUILT/CHSU/MICKEY/2011  
THOMAS BUILT/FE/2000

**Mfr's Report Date:** July 10, 2013

**NHTSA Campaign Number:** 13V-306

**Components:**

EQUIPMENT

**Potential Number of Units Affected:** 5

**Problem Description:**

Matthews Specialty Vehicles is recalling one model year 2013 Freightliner XCR bus manufactured June 27, 2013; and one model year 2000 Thomas Built FE bus manufactured April 15, 2013; and model year 2013 International TerraStar buses manufactured June 12, 2013; and one model year 2011 Thomas Built CHSU/Mickey bus manufactured April 24, 2013. Due to a design change in the power awning motor assembly, the motor assembly screws may unknowingly shear.

**Consequence:**

If the motor assembly screws shear, it is possible that the awning can unfurl unexpectedly, either while the vehicle is at rest or while in transit, increasing the risk of personal injury or a vehicle crash.

**Remedy:**

Matthews Specialty Vehicles will notify the owner and Dometic staff will replace the affected motor with one of a different design. The recall is expected to begin mid-July 2013. Owners may contact Dometic at 1-888-447-0003 for more information. Owners are being instructed not to drive their vehicle until repairs can be performed.

**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](http://www.safercar.gov).

We have received Matthews Specialty Vehicles' proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

We have been informed that Dometic will be handling the quarterly reporting for this campaign. Please be reminded that as the vehicle manufacturer Matthews Specialty Vehicles is ultimately responsible for conducting an adequate safety recall campaign of its vehicles. Accordingly if this safety recall campaign is not successful, the agency may require Matthews Specialty Vehicles to conduct a follow-up notification and conduct additional quarterly reporting.

Your contact for this recall will be Kelly Schuler who may be reached by phone at (202) 366-5227, or by email at [kelly.schuler@dot.gov](mailto:kelly.schuler@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto: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