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(5 pages)



Safety Defect and Noncompliance Report Guide for Equipment  
PART 573 Defect and Noncompliance Report

Date: 07/01/2013

Subject: Safety Recalls EQ13-004, and 13E-019, Part 573 Defect and Noncompliance Report

To Whom It May Concern:

This report serves Farber Specialty Vehicles notification to the U.S. Department of Transportation, National Highway Traffic Safety Administration that a defect related to motor vehicle safety that certain problem in WeatherPro motor powered awnings and 9100 Power Awnings made between February 13, 2013 and April 9, 2013 and manufacturer by the Dometic Corporation. Dometic decided that this defect existed in these power awnings during the week of April 15<sup>th</sup>, 2013.

1. The full name of the fabricating manufacturer is:  
Farber Specialty Vehicles  
7052 Americana Parkway  
Reynoldsburg, Oh 43068

The official who prepared this report and whom the agency should contact with respect to this recall is the undersigned.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read "D England".

Duane England  
Farber Specialty Vehicles  
7052 Americana Parkway  
Reynoldsburg, Oh 43068  
(614) 863-6470  
denland@farberspecialty.com



Part 573 Defect and Noncompliance Report

I and II Identify the Recalled Items of Equipment and the Recall Population

2. Identify the Items of Equipment Involved in this Recall:

The affected Dometic products which may contain the potential defect are motor driven recreation vehicle power awnings manufactured between February 13th, 2013 and April 9th, 2013. The potentially affected awnings have the model designations set forth below:

- WeatherPro Models
805XXXXXXXXX 815XXXXXXXXX
825XXXXXXXXX 835XXXXXXXXX
845XXXXXXXXX 885XXXXXXXXX
855XXXXXXXXX 905XXXXXXXXX
9100 Power Awning Models
910XXXXXXXXX 915XXXXXXXXX
912XXXXXXXXX 916XXXXXXXXX
913XXXXXXXXX 917XXXXXXXXX
914XXXXXXXXX 918XXXXXXXXX
Awning "Motor Service Kit" Part Numbers
3307923.XXXX
3310423.XXXX

The possibly affected units will have the serial numbers that are located either on the right hand fabric or the right hand end of the fabric roller tube, beginning with the following digit combinations: 306XXXXX through 314XXXXX

3. Identify the Recall Population:

Between February 13th, 2013 and April 9th, 2013 Farber Specialty Vehicles received only 10 power awnings manufactured with the following model number 815XXXXXXXXX. The total number of awnings being recalled is "10".

4. Approximate percentage of total wheelchair lifts estimated to actually contain the defect: 100%

III. Description of the Defect

5. Description of the Defect

With respect to the installation process of the completed power awning assemblies which include the subject motor assembly, it is possible that 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 (FRTA) until after the side arms for the awning are installed on the side walls of the recreation vehicle ("RV"). In the event that the awning installation instructions are not strictly followed in sequence by the installer and the cotter pin is left in place while raising the awning to the side wall of the RV,

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the motor assembly screws may potentially experience abnormal torque if the attached arms are not lifted from a horizontal position to a vertical position simultaneously. This abnormal torque potentially can shear the two motor assembly screws inside the awning roller tube, which will enable the fabric of the awning to possibly unfurl while the recreation vehicle is either parked or in transit.

**Describe the cause(s) of the defect:**

If the torsion protective anti-rotation cotter pin is not pulled out until the product is fully installed on the RV exterior wall, instead of at the appropriate step as set out in the instructions, there is a potential that the motor assembly may become compromised such that the torque applied to the motor assembly screws may exceed their shear strength.

**Describe the consequence(s) of the defect:**

This abnormal torque potentially can shear the two motor assembly screws inside the awning roller tube, which will enable the fabric of the awning to possibly unfurl while the recreation vehicle is either parked or in transit.

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

Such failure may not be immediately visible, or known to the installer.

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

Not applicable

**Identify the name and title of the knowledgeable representative of the supplier:** Patrick N. McConnell Dometic Corporation Chief Engineer, Complimentary Products and Agency.

#### **IV. Provide the Chronology in Determining the Defect/Noncompliance**

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.**

On February 13th, 2013 Dometic implemented a design change on its power awnings that introduced a new motor assembly. This design revision also reduced the number of parts in the motor assembly and altered the torque load on the awning motor such that the motor assembly screws absorb the rotational torque when the awning is deployed and when it is retracted. All engineering test results during the alternate motor qualifying tests were well below any failure of normal operation for the application or for the appliance. At that time there were no indications of installation sequence issues or excessive torque being experienced on any of the Dometic power awnings or motor kits such that Dometic would have been alerted to the potential failure mode. On April 9th, 2013 during an in-house product review meeting, Dometic received reports and samples from the field of failed motor assemblies still mounted in the end cap of the FRTA and immediately began to examine them for cause. Dometic observed in these samples that the motor assembly screws and the motor housing

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"locating spur" were broken or sheared off. Dometic did not know the root cause of failure and began to test to determine how a failure could occur.

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.**

Dometic was only able to duplicate failures when the torsion protective anti-rotation cotter pins were left in during installation beyond the sequence point as noted in the assembly instructions. Dometic then ran torque tests to determine the difference between the torque at normal conditions and those experienced if the installation instructions are not followed in sequence and the torsion protective anti-rotation cotter pin is left in place beyond the sequence point, as instructed. Dometic discovered that if the torsion protective anti-rotation cotter pin is not pulled out until the product is fully installed on the RV exterior wall, instead of at the appropriate step as set out in the instructions, there is a potential that the motor assembly may become compromised such that the torque applied to the motor assembly screws may exceed their shear strength. Such failure may not be immediately visible, or known to the installer.

### **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.**

Dometic's remedial action is to replace the motor assembly with another model that is not subject to an out-of-sequence installation problem, and does not have screws holding the motor assembly together in such a way as to be vulnerable to torque-shearing.

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

- a. The power awnings will have a new motor assembly

**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.**

Same as recall remedy

### **VI. Identify the Recall Schedule**

9. 9 of the 10 power awnings were still in stock when this recalled started and have been repaired. Phone contact was made with the owner of the other. The owner contact information is current so a search of current state motor vehicle registration records will not be initiated.

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10. The approximate date on which the owner notification will begin is July 15th 2013 and the approximate date on which the owner notification will be completed will be July 15th 2013
11. Dealer notification will not be initiated.

**VII. Furnish Recall Communications**

12. Furnish Recall **Communications**: Attached for NHTSA review and approval.