

Part 573 Safety Recall Report

17V-537

Manufacturer Name : Erwin Hymer Group North America, Inc.

Submission Date : SEP 01, 2017

NHTSA Recall No. : 17V-537

Manufacturer Recall No. : NR



Manufacturer Information :

Population :

Manufacturer Name : Erwin Hymer Group North America, Inc.

Number of potentially involved : 251

Address : 100 Shirley Avenue
Kitchener Ontario 00 N2B 2E1

Estimated percentage with defect : NR

Company phone : 888-762-3873

Vehicle Alterer Information :

Vehicle 1 : 2016-2018 Hymer Aktiv

Descriptive Information : Hymer Aktiv built on RAM Promaster chassis that is equipped with a continental kit.

Continental Kit (CK) refers to the kit which consists of a trailer hitch mounted bracket that the spare tire mounts to on the rear doors of the vehicle.

Production Dates : JUL 25, 2016 - JUL 20, 2017

Description of Defect :

Description of the Defect : A heat shield was added to cover the through hole of the continental kit (CK) bracket and the tail pipe was trimmed to eliminate the exhaust from passing through the CK bracket that was inadvertently causing overheating of the bracket and melting the wiring for the CK tail light and paint on the CK bracket.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The temperatures emitted from the exhaust is causing the bumper to be heated dangerously high which are subsequently melting the chassis wiring and bumper plus anyone who comes in contact with the bumper shortly after the vehicle was driven is at risk of being seriously burned.

Description of the Cause : Heat from the exhaust system tail pipe is being trapped under the vehicle behind the bumper in an area that creates damage to the rear bumper cover and wiring of the coach

Identification of Any Warning that can Occur : The bumper will exhibit signs of being melted.

Supplier Identification :**Component Manufacturer**

Name : Erwin Hymer Group North America, Inc.
Address : 100 Shirley Avenue
Kitchener FOREIGN STATES N2B 2E1
Country : Canada

Chronology :

02/13/2017 – Warranty Claim issued indicating melting wires from the exhaust.
03/08/2017 – Heat shield was added and tail pipe was trimmed to eliminate the exhaust from passing through the CK bracket that was initially causing overheating of the bracket and melting the wires for the CK tail light and paint on the CK bracket.
06/30/2017 – 1st test conducted at Erwin Hymer Group North America, Inc., by an electrical engineer on a unit (Sales Order 102902) with a larger modified tailpipe.
07/12/2017 – Warrant Claim issued indicating rear bumper skin and trailer wire loom is melted, hot exhaust air is burning through the rear wall creating too much heat.
07/18/2017 – Warranty Claim issued indicating same issue as 07/12/2017.
07/20/2017 – 2nd test conducted at Erwin Hymer Group North America, Inc., by an electrical engineer on a unit (Sales Order 102915) with the modified tailpipe. It was determined that on this date the modification eliminates the problem. All units manufactured from July 21, 2017 onward shall be built with the modified tailpipe.

Description of Remedy :

Description of Remedy Program : Erwin Hymer Group North America, Inc., will notify it's owners to take their vehicle to a designated certified service center, free of charge, to have the technician service the vehicle with the remedy component. The reimbursement plan is to cover the costs of the rework conducted in full to the specified written instructions provided by Erwin Hymer Group to the repair facility that is completing this repair. Contact and payment instructions will be included in the recall kit provided. Currently seven vehicles have already been modified prior to the program being launched and will also be included in the population of vehicles fit with the remedy.

How Remedy Component Differs from Recalled Component : A new tailpipe that redirects the exhaust down, away and out from under the vehicle.

Identify How/When Recall Condition was Corrected in Production : Erwin Hymer Group has changed production of the vehicle effective July 20, 2017 to reflect the new tailpipe design which is redirected away from the bumper. All vehicles produced on or after the above date eliminates the recalled safety defect.

Recall Schedule :

Description of Recall Schedule : Notification schedule will commence once draft letters from NHTSA are approved.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : NR - NR

Purchaser Information :

The following manufacturers purchased this defective/noncompliant equipment for possible use or installation in new motor vehicles or new items of motor vehicle equipment:

Name :

Address :

Country :

Company Phone :

* NR - Not Reported