



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

1200 New Jersey Avenue SE  
Washington, DC 20590

October 25, 2018

Mr. Chris Deakins  
Manager  
Erwin Hymer Group North America, Inc.  
100 Shirley Avenue  
Kitchener Ontario Canada N2B 2E1

NEF-150MR  
18V-712

**Subject:** Generator may Overcharge Batteries

Dear Mr. Deakins:

This letter serves to acknowledge Erwin Hymer Group North America, 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:**

CARADO/AXION/2018-2019  
CARADO/BANFF/2018-2019  
HYMER/AKTIV/2018-2019  
HYMER/AKTIV 2.0/2018-2019  
ROADTREK/SIMPLICITY/2018-2019  
ROADTREK/SIMPLICITY SRT/2018-2019  
ROADTREK/ZION/2018-2019  
ROADTREK/ZION SRT/2018-2019

**Mfr's Report Date:** October 11, 2018

**NHTSA Campaign Number:** 18V-712

**Components:**

EQUIPMENT:RECREATIONAL VEHICLE

**Potential Number of Units Affected:** 172

**Problem Description:**

Erwin Hymer Group North America, Inc. (Erwin Hymer) is recalling certain 2018-2019 Hymer Aktiv and Aktiv 2.0, Carado Axion and Banff and Roadtrek Simplicity, Simplicity SRT, Zion and Zion SRT motorhomes. The undermount generator may overcharge the auxiliary batteries, damaging them.

**Consequence:**

If the supplied sealed batteries are replaced with batteries that are not sealed, overcharging the batteries may result in an acid spill, increasing the risk of injury.

**Remedy:**

Erwin Hymer has notified owners, and dealers will install a new internal voltage regulator into the generator, free of charge. The recall began on October 24, 2018. Owners may contact Erwin Hymer customer service at 1-800-663-0066.

**Notes:**

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

NHTSA is missing critical, required information for this safety recall. This information must be supplied through the NHTSA Recalls Portal within 5 working days of confirming its accuracy:

- The percentage of products estimated to contain the defect or noncompliance (49 CFR 573.6 (c)(4)).

- Your company's program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of your company's notification of owners, purchasers and dealers, in accordance with § 573.13 of this part. Your company's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by § 573.13 that is not in a general reimbursement plan shall be submitted in your company's report to NHTSA under this section. If your company submits one or more general reimbursement plans, your company shall update each plan every two years, in accordance with § 573.13. Your company's remedy program and reimbursement plans will be available for inspection by the public at NHTSA headquarters (49 CFR 573.6 (c)(8)(i)). If the vehicles are new and would be covered under the manufacturer's warranty program, please state that in the remedy section of your filing.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall 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).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

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 Michelle Rice who may be reached by phone at (202) 366-1060, or by email at [michelle.rice@dot.gov](mailto:michelle.rice@dot.gov). We look forward to working with you.

Sincerely,



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