



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

1200 New Jersey Avenue SE
Washington, DC 20590

May 24, 2021

Paul Roberts
Roadtrek Inc.
20 Tyler St.,
Cambridge 11763

NEF-107KL
21V-356

Subject: Generator May Damage Batteries

Dear Paul Roberts:

This letter serves to acknowledge Roadtrek 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:

ROADTREK/PLAY/2020-2021

ROADTREK/ZION/2020-2021

ROADTREK/ZION SRT/2020-2021

Mfr's Report Date: May 14, 2021

NHTSA Campaign Number: 21V-356

Components:

ELECTRICAL SYSTEM:ALTERNATOR/GENERATOR/REGULATOR

EQUIPMENT:RECREATIONAL VEHICLE/TRAILER

Potential Number of Units Affected: 70

Problem Description:

Roadtrek Inc. (Roadtrek) is recalling certain 2020-2021 Zion, Zion SRT, and Play motorhomes. The undermount generator that charges the Absorbed Glass Mat (AGM) house batteries may have a faulty internal regulator, which could damage the AGM batteries and cause electrical system failure.

Consequence:

Damaged AGM battery caps can detach. In addition, a damaged AGM battery that is replaced with a lead-acid battery can lead to an acid spill. Either of these scenarios can increase the risk of injury.

Remedy:

Dealers will inspect and if necessary, replace the undermount AGM generator, free of charge. Owner notification letters are expected to be mailed May 31, 2021. Owners may contact Roadtrek customer service at 1-888-762-3873.

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.



We have received Roadtrek's proposed owner notification letter and approved it for distribution.

Please ensure the following requirements are met:

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. 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. If your company submits one or more general reimbursement plans, your company shall update each plan every two years (§ 573.13). 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.

AMENDED 573 REQUIRED.

As required in Part 573.6(c)(6), in the case of a defect, please amend the chronology to provide all principal events that were the basis for the determination that the defect related to motor vehicle safety, including a summary of all warranty claims, field or service reports, and other information (such as the numbers of deaths and/or injuries), with their dates of receipt.

AMENDED 573 REQUIRED.

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).

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.

Roadtrek Inc.'s contact for this recall will be Kristin Lepper who may be reached by email at kristin.lepper@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement