

# Part 573 Safety Recall Report

# 21V-356

**Manufacturer Name :** Roadtrek Inc.

**Submission Date :** JUL 14, 2021

**NHTSA Recall No. :** 21V-356

**Manufacturer Recall No. :** NR



## Manufacturer Information :

Manufacturer Name : Roadtrek Inc.

Address : 20 Tyler Street

Cambridge 00 N1T0E4

Company phone : 519-745-1160

## Population :

Number of potentially involved : 70

Estimated percentage with defect : 3 %

## Vehicle Alterer Information :

Vehicle 1 : 2020-2021 Roadtrek Zion, Zion SRT, Play

Descriptive Information : Recall population determined by all production from the start of use to date of discovery and confirmation of inventory clearance  
Recalled product has a black regulator while good product has a brown regulator  
70 possible effected vehicles of the Zion, Zion SRT and Play models of the 2020 and 2021 model year from March 2020 to April 2021

Production Dates : MAR 13, 2020 - APR 30, 2021

## Description of Defect :

Description of the Defect : Faulty internal regulator that may potential enter a stage of overvoltage exceeding 16 volts potentially damaging the RV mounted auxiliary AGM batteries. It could possibly render the electrical system inoperable requiring AGM battery and engine generator replacements.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The AGM battery caps can become unseated causing potential bodily injury. However, if the AGM battery is replaced in the field with an unauthorized lead acid battery then a potential for a lead acid spill could occur.

Description of the Cause : Faulty internal regulator in the undermount additional AGM generator.

Identification of Any Warning that can Occur :

1. Voltage meter on the RV display panel is showing an excess of 16 volts.
2. Loud popping sound from underneath the vehicle when the AGM battery caps become unseated.
3. Reduced run time on battery power for coach system (not the primary vehicle electrical system).

## Involved Components :

Component Name : Alternator

Component Description : 280 Amp 12 V DC Alternator

Component Part Number : 04020770-03

## Supplier Identification :

### Component Manufacturer

Name : Nations Starter and Alternator

Address : 2210-A Kingsway Dr.

Cape Girardeau Missouri 63701

Country : United States

## Chronology :

April 15, 2021 - notification by our alternator supplier, Nations, that they had been contacted by 2 dealers about concerns that they had found alternators with black regulators on them which was the subject of a 2018 recall by the Erwin Hymer Group NA company.

Apr 15 to Apr 20, 2021 - We reviewed these warranty claims submitted to our supplier between January and April of this year. In this review, we cross checked the serial numbers of the alternators in question and found them to be part of a recall population issued by the previous owners of the Roadtrek brand. We became suspicious that the previous company, EHGNA, did not have 100% effective containment and inventory purchased from the receiver of EHGNA contained a small quantity of contaminated recalled product. As a precautionary measure we decided to do a recall to have this population of vehicles inspected to confirm that there are no other defective alternators in use in the field. But we could not access the recall portal. We had been working with Michelle Rice for 6 months to have our primary contact updated but Michelle was unable to change it to allow us access. Michelle discovered that Roadtrek was still under the Erwin Hymer portal control and could not separate us from them. She escalated the issue to her manager.

Apr 29, 2021 - We received notification from a dealer that they had found an additional GU alternator with a black regulator on a vehicle built Mar 18, 2021, which they identified as a repeat of the 2018 recalled product. This initiated a Quality Alert that required escalation to a new recall.

May 3 to 7 - We still did not have access to the portal but we spent the week preparing the recall documents and trying to get access the portal

May 11 - tried new contacts to access to our portal

May 12 - contacted Joshua Neff who directed us to Alex Ansley

May 13 - Alex Ansley finally provided us with access to our portal

May 14 - we were finally able to submit the recall notification

**Description of Remedy :**

Description of Remedy Program : All current alternator inventory has been inspected and no defective product was found. All of the vehicles in the effected population in the field will be inspected by the relative dealers and if any defective regulators are found Roadtrek will replace them with alternators that have correct functioning regulators. There will be no cost to the owners or the dealers. The owners are just required to bring their vehicle to their dealer. Roadtrek will reimburse the dealers for labour costs of the inspections and if a defective alternator is found, Roadtrek will supply replacement alternators to the dealers at no cost and reimburse the dealer for replacement labour costs. The Corrective Action Completion form requires the dealer to submit their labour costs of the inspections and any replacement costs to Roadtrek for reimbursement.

How Remedy Component Differs from Recalled Component : The defective alternator has a black voltage regulator on it while the good correct functioning alternator has a brown voltage regulator

Identify How/When Recall Condition was Corrected in Production : All inventory was inspected and no defective alternators were discovered.

**Recall Schedule :**

Description of Recall Schedule : As soon as we receive the NHTSA Recall ID Number we will start the notification process

Planned Dealer Notification Date : MAY 24, 2021 - MAY 28, 2021

Planned Owner Notification Date : MAY 31, 2021 - JUN 04, 2021

**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