

Part 573 Safety Recall Report

21V-356

Manufacturer Name : Roadtrek Inc.

Submission Date : MAY 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 :

Upon reviewing warranty claims submitted between January and April of this year, we became concerned about two engine generator claims that had been submitted and investigated these further. In this further review, we cross checked the alternators in question and found them to be part of a recall population issued by the previous owners of the Roadtrek brand. It appears that their containment was not 100% effective and inventory purchased from the receiver of the previous company contained a small quantity of contaminated recalled product. As a precautionary measure we have 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.

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 and if any defective regulators are found they will be replaced with alternators that have correct functioning regulators. Roadtrek will supply replacement alternators to the dealers and will reimburse the dealers for replacement costs.

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