

Part 573 Safety Recall Report

21V-437

Manufacturer Name : Karavan Trailers, Inc.

Submission Date : JUN 09, 2021

NHTSA Recall No. : 21V-437

Manufacturer Recall No. : NR



Manufacturer Information :

Manufacturer Name : Karavan Trailers, Inc.

Address : 100 Karavan Drive
PO BOX 27 Fox Lake WI 53933

Company phone : 414-928-6200

Population :

Number of potentially involved : 220

Estimated percentage with defect : 85 %

Vehicle Information :

Vehicle 1 : 2021-2021 Karavan Move I 1500 Long

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The axle part number is 310-03940-GL and the batches are 256, 258 and 260, all produced in December 2020. A total of 600 parts were produced and 162 parts were still at Karavan Trailers. Therefore, there are 438 axles to find out of 517 trailers delivered to BRP Sea-Doo dealers since the reception at Karavan Trailers of the suspected batches on February 23, 2021. In the United States, there are 220 trailers.

Production Dates : FEB 27, 2021 - APR 19, 2021

VIN Range 1 : Begin : NR **End :** NR

☐ Not sequential

Description of Defect :

Description of the Defect : On a limited number of axles manufactured by Meher USA, the wheel spindles were improperly welded to the axle.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In some situations, this could result in a wheel loss, increasing the risk of a crash.

Description of the Cause : Three axle batches were identified at risk from our supplier and may have been subject to an inadequate weld gun adjustment. Under load, the spindle's weld might break, start sliding out of the flange and then the wheel might fall off.

Identification of Any Warning that can Occur : None

Involved Components :

Component Name 1 : Axle

Component Description : AA (03842) NON-BRAKE

Component Part Number : 310-03940-GL

Supplier Identification :

Component Manufacturer

Name : Meher USA Inc

Address : 1037 GERMANO WAY
PLEASANTON California 94566

Country : United States

Chronology :

Between May 18 and May 25, 2021, our customer, BRP (Bombardier Recreational Products) was made aware of 4 reports during the 1st or 2nd tow. For 3 cases, the wheel spindle slid out of the flange while driving and the 4th case happened to a BRP dealer when backing up in the garage. BRP requested that the dealer to do a quick inspection of its inventory and 4 other defective axles were found. Out of the 9 cases, 2 were in Canada and 7 in the United States. This information was shared with Karavan immediately to start an internal investigation into product still on hand and being shipped. At the same time Karavan notified the axle supplier, Meher which is the supplier of the axles weldments and axle assemblies used on the affected trailers. Through communication with Meher, 3 axle batches were identified at risk and may have been subject to an inadequate weld gun adjustment. Under load, the spindle's weld might break, start sliding out of the flange and then the wheel might fall off. The axle part number is 310-03940-GL and the batches are 256, 258 and 260, all produced in December 2020. A total of 600 parts were produced and 162 parts were still on site at Karavan Trailers. Therefore, there are 438 axles to find out of 517 trailers delivered to BRP Sea-Doo dealers since the reception at Karavan Trailers of the suspected batches on February 23, 2021. BRP does not have trailers in inventory they are delivered directly from Karavan Trailers to Sea-Doo dealers. BRP is the only customer of Karavan's with this issue. With all the information collected and analyzed, BRP notified Karavan Trailers on June 1st that they had enough information to report and wanted to proceed with a safety recall through their own reporting portal. Karavan Trailers and BRP have no report of injury worldwide. NOTE: BRP reported Karavan as the "component manufacturer", whereas we are naming our supplier, Meher. BRP's Vehicle Report Transaction ID# is: 21-0011821-26092-10.

Description of Remedy :

Description of Remedy Program : BRP posted to their dealers on June 4, 2021, about the situation as well as started the mailings. BRP has asked the owners to look for the axle batch number and if it is one of the 3 batches, the owner will contact its dealer. Trailer transportation will be reimbursed, and the axle will be replaced. We are asking our clients to avoid driving the trailer to the dealership for repair. The dealer will cut the defective axle and send us a picture of the destruction. Our customer service will be instructed to reimburse clients that had this issue before the safety recall upon opening a customer service case.

How Remedy Component Differs from Recalled Component : There is an adequate weld between the axle spindle and the axle flange.

Identify How/When Recall Condition was Corrected in Production : There are corrective actions in place internally and at our supplier, Meher for checking in process and inspecting incoming product. Additionally, tooling and machinery will be changing to better protect against variation in the process.

Recall Schedule :

Description of Recall Schedule : BRP issued a safety recall on June 4, 2021, in collaboration with Karavan Trailers. BRP has the addresses of the trailer owners in its warranty database and will send them a notice by mail. BRP will inform its dealers by posting a letter to their attention on its dealer website along with the recall campaign bulletin. While BRP is handling the communication, Karavan is handling the supply of new parts and the associated costs of shipping/handling/and labor.

Planned Dealer Notification Date : JUN 09, 2021 - JUN 09, 2021

Planned Owner Notification Date : JUN 09, 2021 - JUN 11, 2021

* NR - Not Reported