

# Part 573 Safety Recall Report

## 21V-928

**Manufacturer Name :** Roadtrek Inc.**Submission Date :** NOV 25, 2021**NHTSA Recall No. :** 21V-928**Manufacturer Recall No. :** 2021-03**Manufacturer Information :**

Manufacturer Name : Roadtrek Inc.

Address : 20 Tyler Street  
Cambridge 00 N1T0E4

Company phone : 519-745-1160

**Population :**

Number of potentially involved : 212

Estimated percentage with defect : 100 %

**Vehicle Alterer Information :**

Vehicle 1 : 2021-2021 Roadtrek Inc Play, Play Slumber and Zion Slumber

**Descriptive Information :** Approach data files for printing labels were reviewed and it was discovered that the files for the labels on the Play, Play Slumber and Zion Slumber models had the incorrect tire size entered. Only these 3 model labels were printed incorrectly. These are new models for 2021 so it is assumed that the creation of the label printing files was done by entering the incorrect tire size information and all of these 3 models would have had incorrect labels installed. To date, of these 3 new models for 2021, we have built 123 Zion Slumber, 105 Play, and 9 Play Slumber so there is a total of 237 suspect vehicles

**Production Dates :** DEC 11, 2020 - NOV 15, 2021

Vehicle 2 : 2021-2021 Roadtrek Zion Slumber and Play

**Descriptive Information :** it was discovered that the Approach file used to print the Placard and Tire Pressure labels had an incorrect entry in the tire size cell on 2 of the new 2021 models. The tire size cell on these 2 new 2021 models was entered as LT 245/75R16 E rather than LT 225/75R16 E. There was no change order issued for these labels since the start of the production for these 2 models so it is assumed that all of the labels produced for these 2 models have had the incorrect tire size stated on the 2 labels installed on each vehicle produced to date. There have been a total of 94 Zion Slumber and 118 Play produced to date for a total of 212 vehicles.

**Production Dates :** DEC 11, 2020 - NOV 17, 2021**Description of Noncompliance :**

**Description of the Noncompliance :** Placard and Tire Pressure labels have tire size incorrectly identified as LT245/75R16 - E rather than LT225/75R16 - E

FMVSS 1 : 110 - Tire selection and rims

FMVSS 2 : NR

Description of the Safety Risk : tires on the vehicles are correct - pressures stated are correct - no impact on vehicle load ratings or capacity information - just the label information stating the tire width is incorrect - The tire size stated on the labels could indicate that a different tire size is acceptable but the LT 245/75R16 E, according to Dodge Ram Body Builder Support Group does not fit on the vehicle. But if the LT 245/75R16 was to be mounted on the vehicle it is possible that it would cause issues with the vehicle's stability control system.

Description of the Cause : error in the Approach data file used to print the labels when the labels for the new models were created

Identification of Any Warning that can Occur : N/A

### Involved Components :

Component Name : Placard label

Component Description : label

Component Part Number : NR

Component Name : Tire Pressure label

Component Description : label

Component Part Number : NR

### Supplier Identification :

#### Component Manufacturer

Name : Roadtrek Inc

Address : 20 Tyler St.  
Cambridge Ontario Canada

Country : NR

### Chronology :

On Wed November 17 a customer called in to our Customer Service Department to ask what tire pressure he should use because the tire size on his vehicle was LT 225/75R16E and not LT245/75R16E as identified on the

tire pressure label - an immediate investigation disclosed that the Approach file used to print the Placard and Tire Pressure labels for the 2021 Zion Slumber and Play models had the tire size of LT 245/75R16 E identified rather than the LT 225/75R16 E. The tire pressure values on the labels though are all correct.

### Description of Remedy :

Description of Remedy Program : notify all dealers and owners of suspect vehicles - send out new labels to the dealers to have them applied to the vehicles that have the incorrect labels

How Remedy Component Differs from Recalled Component : Tire size is LT 225/75R16 E rather than LT 245/75R16 E as identified on the Placard and Tire Pressure labels

Identify How/When Recall Condition was Corrected in Production : Approach file used for printing the labels was corrected and all vehicles in manufacturing and finished goods were immediately inspected and incorrect labels were replaced with correct labels

### Recall Schedule :

Description of Recall Schedule : one week for submission to receive NHTSA Recall ID  
one week for dealer notification  
one week for owner notification

Planned Dealer Notification Date : NOV 29, 2021 - DEC 03, 2021

Planned Owner Notification Date : DEC 06, 2021 - DEC 10, 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