

Part 573 Safety Recall Report

23V-231

Manufacturer Name : Gulf Stream Coach, Inc.**Submission Date :** APR 20, 2023**NHTSA Recall No. :** 23V-231**Manufacturer Recall No. :** GS032923**Manufacturer Information :****Population :****Manufacturer Name :** Gulf Stream Coach, Inc.**Number of potentially involved :** 557**Address :** P. O. Box 1005
503 S. Oakland Avenue Nappanee IN
46550**Estimated percentage with defect :** 100 %**Company phone :** 999-999-9999**Vehicle Information :****Vehicle 1 :** 2023-2024 Conquest, BT Cruiser 5240, 6220, 6280, 5210B, 5230B, 5240B, 5245B, 5255B, 5270B, 54245B, 6220D, 6220LE, 6235D, 6237D, 6237LE, 62389D, 6238D, 6245D, 6250D, 6280D, 6280LE, 63111C, 6314D, 6316D, 6317D, 6320D**Vehicle Type :****Body Style :****Power Train :** NR**Descriptive Information :** Gulf Stream Coach, Inc., is recalling certain 2023 and 2024 model year Conquest and BT Cruiser Class C Mini Motor Homes, model 5240, 6220, 6280, 5210B, 5230B, 5240B, 5245B, 5255B, 5270B, 54245B, 6220D, 6220LE, 6235D, 6237D, 6237LE, 62389D, 6238D, 6245D, 6250D, 6280D, 6280LE, 63111C, 6314D, 6316D, 6317D, 6320D due to a potential entry door latch failure which may not allow entry or exit.

The potential 557 units were identified from purchase orders for Dexter entry doors with dates 06/28/2022 through 03/28/2023.

All affected units contain Dexter entry doors with Global Link entry door locks. All locks that are suspect are to be replaced.

Production Dates : JUN 21, 2022 - MAR 29, 2023**VIN Range 1 : Begin :**

NR

End : NR☐ Not sequential**Description of Defect :****Description of the Defect :** Gulf Stream Coach conducted an investigation and determined an issue which may exist in certain Dexter supplied entry door handles for motorized RV products built with Global Link Motorized Rotary Latch. The interior handle may fracture and separate from lock mechanism preventing the door from opening and closing.**FMVSS 1 :** 206 - Door locks and door retention components

FMVSS 2 : NR

Description of the Safety Risk : There is the possibility that the latch may malfunction and pose an issue with exiting or entering the motorhome, potentially leading to a safety issue and increasing the risk of injury

Description of the Cause : Manufacturer changed the handle design, attempting to make a more secure attachment groove for the retaining ring, but inadvertently created a weakened attachment point.

Identification of Any Warning that can Occur : NR

Involved Components :

Component Name 1 : Inside Plate & Handle Only

Component Description : Entry Door Latch

Component Part Number : #MRL-41510-2006

Supplier Identification :

Component Manufacturer

Name : Global Link Distribution

Address : NR

Indiana

Country : United States

Chronology :

Gulf Stream Coach became aware lock failure on March 24, 2023. Once identified, a meeting with the component manufacture was conducted. March 28, 2023 it was determined to not move forward with the replacement lock supplied by Global Link, and instead entirely replace the affected locks with an alternate manufacturers lock. Installation of replacement locks began on March 28, 2023. Use of a reengineered lock backplate supplied by Global Link began after 3rd party testing was completed and confirmed that the component adhered to all applicable safety standards.

Description of Remedy :

Description of Remedy Program : All identified motor homes subject to this recall will need to be inspected and if necessary, materials to install a reengineered Global Link lock backplate will be provided free of charge to the selling dealer or repair facility of the owner's preference for installation. Reimbursement for completing the recall will be managed through our Warranty and Service Department 1-800-289-8787 ext.5208

How Remedy Component Differs from Recalled Component : The remedy component has been verified, by a 3rd party, to operate properly and safely

Identify How/When Recall Condition was Corrected in Production : Any motorhomes that have not yet been shipped were inspected and the affected door latch replaced with an alternate manufacturers lock. Use of the affected Global Link manufactured lock was ceased immediately upon discovery and substituted with an alternate manufacture lock until a reengineered lock backplate supplied by Global Link had been verified, by a 3rd party, to operate safely.

Recall Schedule :

Description of Recall Schedule : Gulf Stream Coach will notify dealers and retail customers within 45 days.

Planned Dealer Notification Date : APR 24, 2023 - APR 24, 2023

Planned Owner Notification Date : APR 24, 2023 - APR 24, 2023

* NR - Not Reported