

RECALL: NHTSA 26V271

SUBJECT: Pop-Top Latch not Engaging Properly and Straps Fraying

APPLIES TO: All Roadtrek/Westfalia Pop-Top Models

CONDITION: Due to a narrow engagement range between the main draw latch and keeper plate, pop-top misalignment during closing may prevent full latch engagement, potentially leaving the roof insufficiently secured. Additionally, the secondary locking straps may be susceptible to fraying, which could compromise their ability to retain the roof during vehicle operation.

CORRECTION: Authorized dealers will replace the main draw latch keeper plate with a revised component that provides an increased engagement range. In addition, the secondary locking straps will be replaced with a revised design to address potential fraying.

Once the repair has been completed, fill out the corrective action form and send it to dealersupport@roadtrekinc.com.

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Replacement Instructions

PLEASE READ THE ENTIRE BULLETIN BEFORE PROCEEDING WITH ANY WORK. IF THERE ARE ANY CONCERNS WITH THE PROCEDURES CONTAINED IN THIS DOCUMENT, CONTACT ROADTREK INC AT dealersupport@roadtrekinc.com OR 1-888-762-3873.

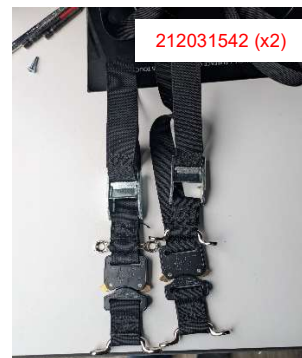
PART/SERVICE INFORMATION:

Labor Time: 0.5 hours

Kit Part Number: 552000024

Qty.	Part Number	Description
1	228000030	Keeper Plate
2	212031542	Secondary Locking Straps
4	214009800	#8x3/4" Truss Head Screw

Note: Safety glasses and safety shoes required.



RECALL: NHTSA 26V271**STEP-BY-STEP INSTRUCTIONS:****STEP 1.**

Unhook the butterfly latch from the footman loop by flipping the latch upwards and rotating it counterclockwise.

**STEP 2.**

Using your hand, push up on the roof to lift and hold the pop-top. For easier access and added stability, it is recommended to use a wooden plank or similar ridged object to prop up the pop-top.

NOTE: While having the pop-top propped, ensure that the strap handle supports on both sides are tightened to ensure that the Pop Top does not pop open when working. Failure to do so may result in the pop-top opening while working resulting in potential damage to the vehicle.



**WOOD BLOCK IN THIS PHOTO
IS 300mm x 45mm x 80mm**

RECALL: NHTSA 26V271**STEP 3.**

Using a #2 Robertson drive bit, remove the two countersink screws from the butterfly latch footman loop.

**STEP 4.**

Line up the top section of the new keeper plate (228000030) with two holes left behind from the old catch plate.

Note: The old holes should be covered by the top section of the new keeper plate, NOT by any of the 4 holes



RECALL: NHTSA 26V271**STEP 5.**

Once the catch is lined up, ensure that it is straight. Using a marker, mark one of the 4 holes for reference. With a #8 x 3/4" self-tapping screw, create a pilot hole where you have marked. Once the pilot hole is created remove the screw.

Note: Be care when drilling through the roof, drill until screw is flush with the roof, not until you are unable to drill further which may result in the screw puncturing the exterior of the roof.

**STEP 6.**

Using the pilot hole you just created, fasten the new keeper plate to the roof using one of the #8 X 3/4" SS square-drive truss-head screw (214009800).

NOTE: Be careful when drilling through the roof, drill until the bracket is securely fasten, not until you are unable to drill further otherwise the screw may puncture the exterior of the roof.



RECALL: NHTSA 26V271**STEP 7.**

Align the new keeper plate so that is straight relative to the edge below. A measuring tape can be used to ensure the alignment of the plate.

NOTE: measurements may vary but should be around 40-45mm.

**STEP 8.**

Once the plate is aligned, install the other 3 #8 X 3/4" SS square-drive truss-head screw in the new keeper plate and ensure that the plate is fully fastened and secured to the roof.

NOTE: Be careful when drilling through the roof, drill until the bracket is securely fastened, not until you are unable to drill further otherwise the screw may puncture the exterior of the roof.



RECALL: NHTSA 26V271**STEP 9.**

Unprop the Pop Top and check to see if the butterfly latch can reach the new keeper plate.

**STEP 10.**

If the butterfly latch reaches the new catch plate and can close, jump to **STEP #13**. If the latch cannot reach or is overshooting the catch plate, slightly loosen the 4 screws on the butterfly latch while using a 3/8" wrench to secure the 4 nuts at the back.

NOTE: Do not fully loosen the screw, only enough to be able to slide the butterfly latch.



RECALL: NHTSA 26V271**STEP 11.**

Adjust the butterfly latch by sliding it up or down, moving it closer or further from the catch plate as needed.

**STEP 12.**

Re-check if the latch can now reach the new keeper plate. If it still does not reach it, go back to STEP #11. If the latch reaches the keeper plate, retighten the 4 screws on the butterfly latch so that the latch is securely fastened with no movement.

STEP 13.

Close the latch and twist it clockwise to securely close the pop top.



RECALL: NHTSA 26V271**STEP 14.**

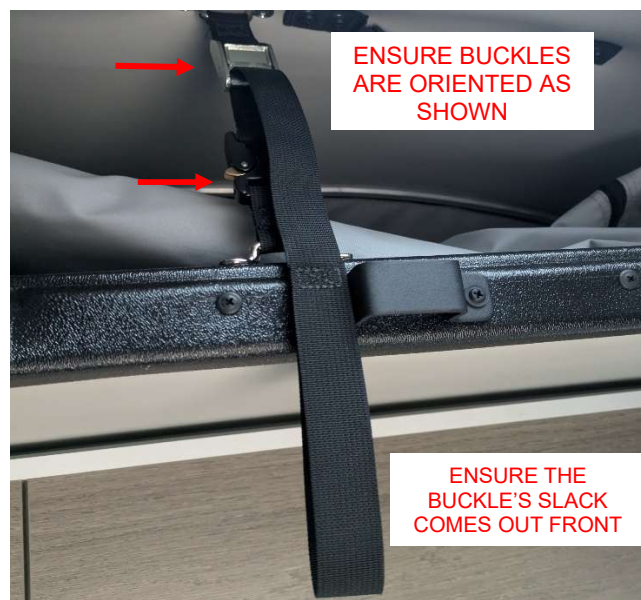
Remove both #10 x 1" SS square-drive countersink screws fastening the secondary locking strap footman loop to the roof. Repeat with the 2 screws on the bottom footman loop.

NOTE: Keep these 4 screws as you will reuse them to install the new strap handle supports. If needed, prop up the Pop top again as shown in STEP #2.

**STEP 15.**

Install the new secondary locking strap (212031542) by fastening the footman loop to the roof using the same 2 of the #10 x1" countersink screws from the old secondary locking strap footman loop. Repeat for the bottom footman loop, then for the strap on the other side.

NOTE: Be careful when drilling through the roof, drill until support handles are securely fastened NOT until you are unable to drill further as the screw may puncture the exterior of the roof.



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STEP 16.

Pull the slack from the strap to tighten it.



STEP 17.

Repeat STEPS #14-16 for the strap handle support on the opposing side.

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END OF DOCUMENT