



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

September 29, 2011

MR. CURTIS CARLSON
CUSTOMER SERVICE/WARRANTY MANAGER
OPEN RANGE R.V. COMPANY
3195 N SR 5
SHIPSHEWNA, IN 46565

NVS-215dgl
11V-486

SUBJECT: CRACKED FRAME

DEAR MR. TIFFIN:

This letter serves to acknowledge Open Range R.V. Company's (Open Range) notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall campaign which will be conducted pursuant to Federal law for the vehicles listed below.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:
OPEN RANGE/JOURNEYER/2010-2011

Mfg's Report Date: September 27, 2011

NHTSA Campaign Number: 11V-486

Components: STRUCTURE: FRAME AND MEMBERS

Potential Number of Units Affected: 207

Summary:

OPEN RANGE IS RECALLING CERTAIN MODEL YEAR 2010-2011 JOURNEYER RECREATIONAL VEHICLES MANUFACTURED FROM AUGUST 27, 2009, THROUGH NOVEMBER 17, 2010. A MAIN SUPPORTING CROSS MEMBER WAS CUT OUT TO RUN A LIQUID PROPANE LINE. THIS CAN CAUSE STRESS CRACKS ON THE I-BEAMS ON BOTH SIDES OF THE TRAILERS.

Consequence:

WHILE BEING TOWED, THE TRAILER COULD BEGIN A DANGEROUS SWAY, ULTIMATELY ROLLING OVER, INCREASING THE RISK OF PERSONAL INJURY OR DEATH.

Remedy:

OPEN RANGE WILL NOTIFY OWNERS AND INSPECT THE FRAME FOR ANY MISSING CROSS SUPPORTS AND PERFORM THE NECESSARY REPAIRS FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN DURING OCTOBER 2011. OWNERS MAY CONTACT OPEN RANGE AT 1-260-768-7771.

Notes:

CUSTOMERS MAY CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY: 1-800-424-9153); OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within 30 days after the close of the calendar quarter in which the campaign was initiated. Thereafter, quarterly reports will be due on or before 30 days after close of the calendar quarter.

Your contact for this recall will be Delia Lopez who may be reached by phone at 1-202-366-9525, or by email at Delia.lopez@dot.gov, or through the office email at RMD.ODI@dot.gov. We look forward to working with you toward a successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "Ric Willard" with a stylized flourish at the end.

Ric Willard
Acting Chief, Recall Management Division
Office of Defects Investigation
Enforcement