



U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue, SE  
Washington, DC 20590

November 3, 2011

Mr. Doug Porter  
Service, Warranty & Parts Manager  
Roadtrek Motorhomes, Inc.  
100 Shirley Avenue  
Kitchener, Ontario, Canada N2B 2E1

NVS-215jin

Dear Mr. Porter:

The Office of Defects Investigation has identified two Roadtrek Motorhomes, Inc. (Roadtrek) recalls with an inadequate number of vehicles being returned for remedy. As such, Roadtrek is requested, pursuant to 49 U.S.C. 30165, 30166, and 30119, to renotify owners involved in the following safety recalls:

**10V-333** (43.3% completion rate) This recall involves 644 MY 2008-2010 17PC, 17VC, 19PC, 19VC, 21PC, and 21VC G4500 motorhomes. Owner notification began on August 3, 2010. In Roadtrek's fifth reporting quarter, Roadtrek reports that of the 644 vehicles involved, 391 have not been remedied.

**09V-437** (22% completion rate) This recall involves 520 MY 2007-2009 RSAD, RSAF, SSAD, and SSAF motor coaches. Owner notification began on November 30, 2009. In Roadtrek's eighth reporting quarter, Roadtrek reports that of the 520 vehicles involved, 238 have not been remedied.

Roadtrek should conduct the owner renotification in accordance with the guidelines listed below.

- Before conducting each owner renotification, Roadtrek should obtain an updated owner list, for each recall campaign, based on current state motor vehicle registration records.
- Roadtrek's proposed owner renotification letter for each recall must meet the requirements of 49 CFR Part 577.10, "Follow-up Notification," and must be submitted to NHTSA for review before owner renotification begins. Part 577.10(e)(1) specifically requires that the renotification letter be identified as a ". . . follow-up to an earlier communication."

- In addition to the six quarterly status reports required under 49 CFR Part 573.6, "Quarterly Reports," Roadtrek is requested to file three additional quarterly status reports for each recall.
- Furnish, individually for each recall, a proposed schedule for conducting the owner renotification that includes the following information:
  - a. the date on which the search of current state motor vehicle registration records will be initiated in order to update the original owner list;
  - b. the approximate date on which the revised owner list will be available to initiate owner renotification;
  - c. the approximate date on which the owner renotification will begin; and
  - d. the approximate date on which the owner renotification will be completed (if the owner renotification is to be staggered, give the beginning and ending owner renotification date for each segment).

Roadtrek's renotification schedules and a draft of each proposed owner renotification letter must be submitted to this office by November 30, 2011.

If you have any questions concerning this matter, please contact Josh Neff at (202) 366-0698, [Joshua.Neff@dot.gov](mailto:Joshua.Neff@dot.gov) or Kelly Schuler at (202) 366-5227, [Kelly.Schuler@dot.gov](mailto:Kelly.Schuler@dot.gov) or by fax at (202) 366-7882.

Sincerely,

A handwritten signature in black ink, appearing to read "R. Willard". The signature is fluid and cursive, with a large loop at the end.

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