



Safety Defect and Noncompliance Report Guide for Vehicles

PART 573 Defect and Noncompliance Report

Date: 8 August 2013

This report serves as [insert reporting manufacturer’s name]’s notification to the U.S. Department of Transportation, National Highway Traffic Safety Administration that a [insert as applicable: “defect related to motor vehicle safety” or “noncompliance with Federal Motor Vehicle Safety Standards”] exists in certain [identify the vehicles at issue]. [Manufacturer] decided that this [insert “defect” or “noncompliance,” as applicable] existed in these vehicles on [insert date].

I. Manufacturer, Designated Agent, and Other Chain of Distribution Information

Manufacturer’s corporate name: **Outdoors RV Manufacturing**

Vehicle brand or trademark name owner(s) (where applicable): **Outdoors RV brands: Creek Side, Black Stone, Timber Ridge, Wind River**

Designated Agent (imported vehicles): **Paul Christensen**

**Purchasing Manager**

**Outdoors RV Manufacturing**

If this notification concerns a defective or noncompliant component that the above identified manufacturer did not manufacture, identify that component and provide the name, address, and phone number of the manufacturer of the component (if this manufacturer is unknown, provide this information as to the supplier of the component):  
Dometic Corporation has determined that a potential defect may exist in their 9100 Power Awning Models: 915XXXXXXXXX, 916XXXXXXXXX, and 917XXXXXXXXX. The potential defect is associated with the motor assembly of the paower awnings when installed as completed power awning assemblies. Dometic's action is to replace the motor assembly with another model. Dometic did deploy a team to Outdoors RV Manufacturing to address this concern on any in-house product that was affected. Dometic's contact for any inquiries should be sent to:Mr. Patrick N. McConnell @ Dometic Corporation, 509 South Poplar St. Lagrange, IN 46761 Phone: 260-463-2191 Fax: 260-463-7627

Name, address, email, and phone and fax numbers for the person(s) to whom inquiries about this report should be directed:

Paul Christensen

Outdoors RV Manufacturing	
62582 Pierce Road	Phone: 541-624-5500
La Grande, OR 97850	Fax: 541-962-1894

Manufacturer's assigned campaign number (where applicable):

II. Identification of the Recall Population and Its Size

Complete the tables below for each group of vehicles subject to this notification. Additional tables may be necessary where there are more than three groups subject to a notification.

Make: Creek Side
Model: 18CK, 20FQ, 22RB, 23BHS, 23RKS, 26BKS, 26RLS
Model Year(s): 2013 - 2014
Inclusive dates of manufacture (month and year): 2/27/13 - 3/11/13
Body Style/Type (for non-passenger cars): TRAVEL TRAILER
Other information necessary to describe these vehicles (e.g., VIN range, GVWR or class for trucks, displacement for motorcycles, and number of passengers for buses): 51W112228D1006294 THROUGH 51W112924D1006363
Total number of these vehicles: 67

Make: TIMBER RIDGE
Model: 240RKS, 250RDS, 250FLS, 270DBHS, 280RKS, 270DSRL
Model Year(s): 2013 - 2014
Inclusive dates of manufacture (month and year): 4/5/13 - 5/1/13
Body Style/Type (for non-passenger cars): TRAVEL TRAILER
Other information necessary to describe these vehicles (e.g., VIN range, GVWR or class for trucks, displacement for motorcycles, and number of passengers for buses):

51W122826E1006364 THROUGH 51W123125E1006517
Total number of these vehicles: 99

Make: WIND RIVER
Model: 250RDSW, 240RKSW, 250RLSW
Model Year(s): 2013
Inclusive dates of manufacture (month and year): 4/3/13 - 4/19/13
Body Style/Type (for non-passenger cars): TRAVEL TRAILER
Other information necessary to describe these vehicles (e.g., VIN range, GVWR or class for trucks, displacement for motorcycles, and number of passengers for buses): 51W143026E1006392 THROUGH 51W143020E1006470
Total number of these vehicles: 30

Provide the following information as to all the groups of vehicles:

Grand total number of vehicles: 204

The percentage of the recall population you estimate actually contain the defect or noncompliance: 75%

Make: BLACK STONE

Model: 280RKSB

Model Year: 2014

Inclusive dates of manufacture: 4/24/13 - 4/25/13

Body Style/Type: TRAVEL TRAILER

Other information necessary to describe these vehicles:

51W153429E1006488

Through -

51W153426E1006495

Total number of these vehicles: 8

Identify and describe how the recall population was determined (e.g., on what basis the recalled models were selected and how the inclusive dates of manufacture were determined):

The defective awnings were identified by model number and serial number from the Dometic recall bulletin dated April 24, 2013. These awnings were installed and recorded on the production hard cards for each unit model of travel trailer. Outdoors RV was able to search by VIN number the affected travel trailers that had the defective awnings installed.

Describe how the recall population is different from any similar vehicles not subject to this notification:

Units built around the affected awnings were determined to be outside of the serial number range provided by Dometic Corporation in their recall bulletin. Those trailers with awnings that were built before or after this serial number range would not be affected.

### III. Description of the Defect or Noncompliance and Chronology of Events

Describe the defect or noncompliance, including a summary and detailed description of the nature and physical location (if appropriate) of the defect or noncompliance. Graphic aids should be provided where necessary.

Dometic Corporation has determined that a potential defect may exist in their 9100 Power Awnings for models 915XXXXXXXXX, 916XXXXXXXXX, and 917XXXXXXXXX that are used by Outdoors RV Manufacturing the defect is associated with the motor assembly of the power awnings, that may allow the motor assembly screws to shear, which will enable the fabric of the awning to possibly unfurl.

Describe the cause(s) of the defect or noncompliance condition.

It is possible when installed, that an anti-rotation cotter pin if not removed, may cause abnormal torque when the awning is deployed and retracted. This abnormal torque can shear the two motor assembly screws inside the awning roller tube.

Describe the safety consequence(s) of the defect or noncompliance condition.

The abnormal torque which can cause the two motor assembly screws to shear, may enable the awning fabric to possibly unfurl while the travel trailer is either parked or in transit.

Identify any warning(s) that may precede the defect or noncompliance condition.

Dometic has made the determination of the possibility that the motor assembly screws may unexpectedly fail, and the condition, if existing with an awning assembly, may not be apparent. Dometic is continuing to gather information on the potential defect and will forward any and all relevant information as it becomes available.

*For defects*, provide a dated, chronological summary of all the principle events that were the basis for the determination that the defect is related to motor vehicle safety, including a summary of all warranty claims, field or service reports, and other information such as numbers of crashes, injuries and fatalities.

April 17, 2013 Outdoors RV was advised about a possible awning failure through a repair center. April 18, 2013 Outdoors RV contacted Dometic to inquire about the validity of the reported failures. Dometic representative Mike Boyer confirmed that there was a defect and would advise us on the concern. April 29, 2013 Outdoors RV received the recall bulletin from Dometic and began repairs on the in-house trailers that were affected shortly after.

*For noncompliances*, identify the test results and other information considered in determining the existence of the noncompliance, and provide the date of each test and observation indicative of that noncompliance.

Dometic advised Outdoors RV that the serial number range of the affected awnings would be from #306XXXXX through #314XXXXX produced between February 13, 2013 through April 9, 2013. On April 18, 2013 on confirmation of the concern, Outdoors RV immediately inspected the inventory of awnings for installation, as well as all finished units that were still at the OEM factory.

#### IV. The Remedy Program and Its Schedule

Describe the program for remedying the defect or noncompliance, including the plan for reimbursing those owners and purchasers who may have incurred costs to remedy the defect or noncompliance before receiving the manufacturer's notification concerning that defect or noncompliance. Also include, where applicable, details with dates concerning any production remedy that was conducted or will be conducted.

Outdoors RV Manufacturing has prepared an end use Customer Notice that will be sent to all of our customers that may have the potential defect with their trailers. This notice is being submitted for approval with the DOT/NHTSA. Upon approval and a campaign number is assigned, Outdoors RV will send the notices to any dealers that have the affected products on their lot, and to any retail customer that may have one of the affected product in their possession. Mailings will begin within two weeks of the campaign approval.

Provide the estimated date(s) on which owner and purchaser notifications will be issued and the estimated date(s) for completion of those notifications.

Notification to the owner and purchaser will begin on August 26, 2013 with the completion of those notifications by September 2, 2013.

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Provide the estimated date(s) on which dealer and distributor notifications will be issued and the estimated date(s) for completion of those notifications.

Notifications to the dealers will begin on August 26, 2013 with the expected completion of those notifications by September 2, 2013.

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Clearly describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.

Dometic's remedial action is to replace the motor assembly with another model that is not subject to an out-of-sequence installation problem, and does not have screws holding the motor assembly together in such a way as to be vulnerable to torque-shearing.

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**\*\*\*\*\* IMPORTANT REMINDERS \*\*\*\*\***

A DRAFT version of the letter that the manufacturer intends to mail to owners and purchasers notifying them of the defect and/or noncompliance must be submitted to NHTSA at least five Federal Government business days before those letters are issued. In addition, it is recommended that the draft version of the letter that the manufacturer intends to send to its dealers and distributors concerning the defect and/or noncompliance also be submitted for review. For prompt receipt and review, drafts may be submitted to the attention of the Recall Management Division (NVS-215) via facsimile on (202) 366-7882, or email to RMD.ODI@dot.gov.

A representative copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, dealer, or purchaser, must be submitted to NHTSA no later than five days after they are initially sent. This requirement applies both to the final version of the notification letter that is sent to owners and purchasers, as well as the final version that is sent to dealers and distributors. It also includes any follow-up notifications issued concerning a recall. The representative copies of the letters sent to owners and purchasers, and dealers and distributors, must be submitted via certified mail. It is strongly recommended, however, that additional representative copies be submitted via facsimile on (202) 366-7882, or email to RMD.ODI@dot.gov, so that the submission can be more promptly reviewed. All submissions should be conspicuously labeled with the appropriate NHTSA-assigned recall number.

