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13V-376
(7 pages)

Safety Defect and Noncompliance Report Guide for Vehicles

PART 573 Defect and Noncompliance Report

Date: 8/20/2013

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:

Vehicle brand or trademark name owner(s) (where applicable):

Designated Agent (imported vehicles):

Aluminum Trailer Company

Quest Aluminum Trailers and Quest Steel Trailers

Tom Vanderputten, Service and Warranty Manager

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 Awnings

Mr. Patrick N. McConnell, Chief Engineer Complimentary Products and Agency, 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:

Aluminum Trailer Company

P.O. Box 396, Nappanee, IN 46550

Tom Vanderputten, Service and Warranty Manager

Phone: 574-773-8360 Fax: 574-773-7769

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: <small>Aluminum Trailer</small>
Model: <small>Quest</small>
Model Year(s): <small>2013</small>
Inclusive dates of manufacture (month and year): <small>2/26/2013 to 4/10/2013</small>
Body Style/Type (for non-passenger cars): <small>Not Applicable</small>
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): The following Vins are affected: 171527, 171348, 171336, 171680, 171709, 171367, 171544, 171783, 171516, 171677, 171703, 170551, 171688, 171574, 171365, 171562, and 195206.
Total number of these vehicles: <small>17</small>

Make:
Model:
Model Year(s):
Inclusive dates of manufacture (month and year):
Body Style/Type (for non-passenger cars):
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):

Total number of these vehicles:

Make:
Model:
Model Year(s):
Inclusive dates of manufacture (month and year):
Body Style/Type (for non-passenger cars):
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):
Total number of these vehicles:

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

Grand total number of vehicles: 17

The percentage of the recall population you estimate actually contain the defect or noncompliance: 100%

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):

1) June 20, 2013 - Letter sent from NHTSA not received

2) July 29, 2013 - Letter sent from NHTSA not received

3) E-Mail contact from Cynthia Glass to Geno Price, Service Manager notifying ATC of Dometic recall on 8/8/1023

4) E-Mail contact from Geno Price to Tom Vanderpullen received on Tuesday 8/13/2013.

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

The recall population are trailers specially equipped with Dometic Awnings. Similar trailers that are manufactured by Aluminum Trailer Company do not have awnings installed.

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.

The potential defect is associated with the motor assembly of the power awnings when installed as completed power awning assemblies, and is associated with the awning installation process. In the event that the awning installation instructions are not strictly followed in sequence, the motor assembly screws may potentially experience abnormal torque. This can shear the two motor assembly screws, which will enable the fabric of the awning to unfurl while parked or in transit.

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

The products in question are power awnings used in manufacture of RV's.

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.

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 vulnerable to torque-shearing.

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

The estimated date for notification of dealers and retail purchasers is Friday 8/30/2013.

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

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

The remedy awning does not screws holding the motor assembly.

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

The awning can unfurl while in transit with the potential of causing vehicular accidents.

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

Such failure is not visible or know to the installer.

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.

Notification received via e-mail from Cynthia Glass.

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.

***** 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.