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By Recall Management division at 2:16 pm, Dec 20, 2013

Safety Defect and Noncompliance Report Guide for Vehicles

PART 573 Defect and Noncompliance Report

Date: 12/20/2013

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: RIVERSIDE TRAVEL TRAILER, INC.

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

Designated Agent (imported vehicles):

JERRY SELL, SALES MANAGER, RIVERSIDE TRAVEL TRAILER  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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):

FASTEC INDUSTRIAL CORP., A DIVISION OF WESCO DISTRIBUTION, INC.  
AKA F.I.C. (800) 837-2505

COMPONENT NAME: DEADBOLT LOCK CYLINDER NHTSA RECALL # 13E039

CONTACT NAME: ANTHONY WOLLSCHLAGER AWOLLSCHLAGER@WESCODIST.COM

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

JERRY SELL, SM JERRY@RIVERSIDE-TRAILER.COM  
 RIVERSIDE TRAVEL TRAILER  
 P.O. BOX 1099  
 PERU, IN, 46970 765-472-3920 x.305

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:	RIVERSIDE
Model:	
Model Year(s):	2006 - 2014
Inclusive dates of manufacture (month and year):	1/1/2010 - 4/30/2013
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):	TRAVEL TRAILERS
Total number of these vehicles:	986

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: 986

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):

EVERY UNIT MANUFACTURED USED THE DEFECTIVE PART

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

A DIFFERENT PART WAS USED

### 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.

DEAD BOLT LOCKS MANUFACTURED BY F.I.C. MIGHT JAM, KEEPING THE ENTRY DOOR FROM OPENING.

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

F.I.C. DEADBOLT LOCKS - NHTSA RECALL# 13E039

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

ENTRY DOOR MIGHT NOT OPEN

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

*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.

WE WERE NOTIFIED BY NHTSA ON 12/19/2013

*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.

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.

NHTSA RECALL # 13E039 IS IN EFFECT.  
CONSUMER INFORMATION HAS BEEN SENT TO F.I.C. (MANUFACTURER)  
AND THEY WILL BE MAILING LETTERS TO OWNERS.

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

F.I.C. WILL HANDLE RECALL NOTICES  
NOTIFICATIONS WILL BE SENT IMMEDIATELY AND MAILINGS  
WILL BE COMPLETED WITHIN 30 DAYS

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

F.I.C. WILL HANDLE RECALL NOTICES  
NOTIFICATIONS WILL BE SENT IMMEDIATELY AND MAILINGS  
WILL BE COMPLETED WITHIN 20 DAYS

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

F.I.C. IS REPLACING THE DEFECTIVE LOCK CYLINDER  
WITH A NEW NON-DEFECTIVE LOCK CYLINDER