



675 North 600 West Suite #3 Logan, Utah 84321  
Phone (435) 752-3737  
Fax (435) 752-3756

January 17, 2014

## **Safety Recall Notice**

Dear Customer:

This notice is sent to you in accordance with the requirements of the United States National Traffic and Motor Vehicle Safety Act.

### **Reason for the recall**

Logan Coach decided that a defect which relates to motor vehicle safety exists in a Logan Coach Living Quarter. The effected model is the 2013 813 S/O.

It has been decided Dometic 9100 Power Awnings and Weather Pro awnings manufactured between February 13, 2013 (306XXXXXX serial #) through April 9, 2013 (314XXXXXX serial #) and installed on vehicles indicated in the population above may have certain electric motor design that is subject to damage. If the motor is damaged, the awning may unfurl unexpectedly either in transit or while parked leading to an increase risk of vehicle crash, property damage and/or personal injury.

### **What we will do.**

Logan Coach will replace the power awning motor. This defect will be corrected by Logan Coach at no expense to you, the owner.

### **What you should do.**

You are to contact the Dometic Awning Recall hotline at 1-888-447-0003. Dometic will assist you in setting up an appointment with an authorized dealer to repair your vehicle.

If you have questions concerning this recall or if you need assistance such as locating a Dometic authorized repair facility please contact Logan Coach at 675 North 600 West Logan UT 84321 by mail or at 800-742-7047.

If you had appropriate repairs completed prior to receipt of this recall notice, and if you incurred any direct cost in connection with obtaining such repair, you may be eligible to receive reimbursement from Logan Coach.

We have notified the National Highway Traffic Safety Administration of this recall and the procedures involved. Should Logan Coach fail or be unable to correct the defect without charge, you may write to the administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590; or call the toll free Vehicle Safety Hotline at 1-888-327-4236 or go to [www.safercar.gov](http://www.safercar.gov).

Regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to lessee within 10 days.

We are sorry to cause this inconvenience; however, we have taken this action in interest of your safety and continued satisfaction with our trailers.

Sincerely,

Steve Hales  
Logan Coach  
Plant Manager

Logan Coach, Inc.



LOGAN COACH, INC.

675 N. 600 WEST STE. 3  
LOGAN, UTAH 84321  
(435) 752-3737

*Sally Rossell  
Notice*

Safety Defect and Noncompliance Report Guide for Vehicles  
**PART 573 Defect and Noncompliance Responsibility and Reports<sup>1</sup>**

On April 19, 2013 Logan Coach [MFR] decided that (a defect which relates to motor vehicle safety)(a noncompliance with Federal Motor Vehicle Safety Standard No. \_\_\_\_\_) exists in the motor vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Responsibility and Reports.

Date this report was prepared: June 25-2013

Furnish the manufacturer's identification code for this recall (if applicable): 13E-019

1. Identify the full corporate name of the fabricating manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

Logan Coach Inc.

Identify the corporate official, by name and title, whom the agency should contact with respect to this recall.

Steve Hayes

Telephone Number: 435-752-3737 Fax No.: 435-752-3756

Name and Title of Person who prepared this report.

Steve Hayes  
Production Manager

Signed:

Steve Hayes

<sup>1</sup> Each manufacturer must furnish a report, to the Associate Administrator for Enforcement, for each defect or noncompliance condition which relates to motor vehicle safety.

**I. Identify the Vehicle Models Involved in the Recall**

2. Identify the Vehicles Involved in the Recall, for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), provide:

Make(s): ~~Kenworth~~ Logan Coach Model Years Involved: 2013 Model(s): Rgn 3 LR

Production Dates: Beginning: \_\_\_\_\_ Ending: \_\_\_\_\_

VIN Range: Beginning: 1926 Ending: 1926

Vehicle Type: \_\_\_\_\_ Bodystyle: Horse Trailer

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Make(s): Logan Coach Model Years Involved: 2013 Model(s): Rgn 3 LR

Production Dates: Beginning: \_\_\_\_\_ Ending: \_\_\_\_\_

VIN Range: Beginning: 1996 Ending: 1996

Vehicle Type: \_\_\_\_\_ Bodystyle: Horse Trailer

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Make(s): \_\_\_\_\_ Model Years Involved: \_\_\_\_\_ Model(s): \_\_\_\_\_

Production Dates: Beginning: \_\_\_\_\_ Ending: \_\_\_\_\_

VIN Range: Beginning: \_\_\_\_\_ Ending: \_\_\_\_\_

Vehicle Type: \_\_\_\_\_ Bodystyle: \_\_\_\_\_

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents. For example, if the recall involved Vehicles equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Vehicles of all Vehicles manufactured during that time period.

**II. Identify the Recall Population**

3. Furnish the total number of vehicles recalled potentially containing the defect or noncompliance.

<b>Model</b>	<b>Year</b>	<b>Number of Vehicles Potentially Involved</b>
Ren-3 6N LQ	2013	2

Total Number Potentially Affected by the Recall: \_\_\_\_\_

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance:

Identify and describe how the recall population was determined--in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled vehicles:

\_\_\_\_\_ 2 \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**III. Describe the Defect or Noncompliance**

**5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.**

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

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

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**Identify any warning which can (a) precede or (b) occur.**

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**If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.**

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**Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:**

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**IV. Provide the Chronology in Determining the Defect/Noncompliance**

*If the recall is for a defect, complete item 6, otherwise item 7.*

6. With respect to a defect, furnish a chronological summary (including dates) of all the principle events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims.

7. With respect to a noncompliance, identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.

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**V. Identify the Remedy**

8. A description of the manufacturer's program for remedying the defect or noncompliance. This program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of the manufacturer's notification of owners, purchasers and dealers, in accordance with §573.13 of this part. A manufacturer's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by §573.13 that is not in a general reimbursement plan shall be submitted in the manufacturer's report to NHTSA under this section. If a manufacturer submits one or more general reimbursement plans, the manufacturer shall update each plan every two years, in accordance with §573.13. The manufacturer's remedy program and reimbursement plans will be available for inspection by the public at NHTSA headquarters.

*Same as supplier*

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9. Furnish a description of the manufacturer's remedy for the defect or noncompliance. Clearly describe the differences between the recall condition and the remedy.

Same as Supplier

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

Identify and describe how and when the recall condition was corrected in production. If the production remedy was identical to the recall remedy in the field, so state. If the product was discontinued, so state.

Both trailers were shipped to dealers before recall notice was received.

#### VI. Identify the Recall Schedule

10. Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please, identify any foreseeable problems with implementing the recall.

As soon as NHTSA approves letter, it will be sent to both dealers the same day.

## **VII. Furnish Recall Communications**

**11. Furnish a final 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, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification. A DRAFT copy of the notification documents should be submitted to this office by Fax (202-366-7882) or by E-Mail to RMD.ODI@dot.gov for review prior to mailing.**

**Note that these documents are to be submitted separately from those provided in accordance with Part 579.5 requirements.**



## PRODUCT RECALL

### TECHNICAL BULLETIN

#### 9100 POWER AWNING, WEATHERPRO AWNING AND MOTOR SERVICE KITS

April 17, 2013

Dometic is committed to providing a quality product for the enjoyment of our customers. We go to great lengths to thoroughly test our products. In our on-going testing process we have recognized a potential condition related to 9100 POWER AWNINGS, WEATHERPRO AWNINGS AND MOTOR SERVICE KITS (complete awnings and/or parts/accessories, included). This potential condition affects ONLY product manufactured between February 13, 2013, [306XXXX serial #] through April 9, 2013, [314XXXX serial #]. The serial # appears on a label on the right underside of the fabric and on the roller tube. On the Motor Service Kit the serial # appears on the end cap of the shipping tube.

**Background** We recently introduced an enhanced redesign of certain components associated with the motor in our 9100 Power Awning, WeatherPro Awning and Motor Service Kits. There is an important step in our installation instructions which, in conjunction with our design change, **CANNOT BE BYPASSED from the proper sequence (see below, as presented in our instructions).**

5. **WARNING** IMPACT OR PINCH HAZARD. Do NOT remove cotter pin from torsion rod (at end cap) until top casting is secured to front channel. Otherwise, rapid casting spin off will occur. Spring tension will attempt to spin the hardware and/or fabric roller tube quickly and unexpectedly. Failure to obey this warning could result in death or serious injury.

Remove cotter pin from left end of torsion rod (LH end cap). See (FIG. 6).

**F** Removing cotter pin will release factory preset torsion (spring) tension.

- Straighten bent end of cotter pin.
- Rotate fabric roller tube (as if unrolling awning) by pulling bottom of tube toward you.

**F** This will reduce pressure on cotter pin for easier removal.

- While holding fabric roller tube, pull cotter pin out and discard.

**Condition** Through on-going testing, we have become aware that in some cases this step is being bypassed during installation. In bypassing this installation step, whether **at your location or at the OEM level**, the 9100 Power Awning, WeatherPro Awning, or Motor Service Kit installation can damage the awning motor. If this motor damage occurs it is possible that the awning can unfurl unexpectedly, either while the coach is at rest or while in transit.

**Action** Due to this potential condition, which will not be evident from post-installation inspection, Dometic is requesting that you do not offer any units with an installed 9100 Power Awning, WeatherPro awning, or Motor Service Kit manufactured within this date range described above. We need you to confirm the serial number of any units that you may have purchased directly from Dometic (which are included on attached document) or any units that may have been purchased from an OEM or OEM distributor (units repaired at the OEM will have a blue or green dot on the right hand motor end-cap). We have provided the attached visual depiction of the affected motors for your convenience. We are providing a letter (attached) for YOU to send to your customer requesting that they should NOT DRIVE their vehicle until they have called the number provided in that customer letter. We will be making contact with each dealer to support the replacement and quarantine of these units. If you have confirmed a serial number, as outlined, then please call 1-888-447-0003. We will provide detailed instructions during this call.

Dometic greatly appreciates your assistance in correcting this potential condition.



Sample Recall Card – This card will be included with the motor service kit.



<i>Customer Information</i>		<i>Dealer/Repair Center Information</i>	
Name		Dometic Dealer #	
Address		Name	
City and State		Address	
Zip		City and State	
		Zip	
		Work Order #	
<i>Recalled Unit Information</i>		<i>Recreational Vehicle Information</i>	
Model #		VIN #	
Serial #		Manufacturer	
Repair Date			

*\*This card must be thoroughly completed and returned within 2 days of completion of repair service to expedite reimbursement\**

DOMETIC CORPORATION  
2320 Industrial Parkway  
Elkhart, IN 46516



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IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**  
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2320 INDUSTRIAL PARKWAY  
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