



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

July 15, 2019

Mr. Chris Deakins  
Manager  
Erwin Hymer Group North America, Inc.  
100 Shirley Avenue  
Kitchener Ontario Canada N2B 2E1

NEF-150MR  
19V-450

**Subject:** 2nd Row Seats May not Provide Crash Protection

Dear Mr. Deakins:

This letter serves to acknowledge Erwin Hymer Group North America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

ROADTREK/CS ADVENTUROUS/2013-2019  
ROADTREK/E-TREK/2013-2019  
ROADTREK/RS ADVENTUROUS/2013-2019  
ROADTREK/TS ADVENTUROUS/2013-2019

**Mfr's Report Date:** June 13, 2019

**NHTSA Campaign Number:** 19V-450

**Components:**

SEATS

**Potential Number of Units Affected:** 1,701

**Problem Description:**

Erwin Hymer Group North America, Inc. (Erwin Hymer) is recalling 2013-2019 Roadtrek E-Trek, RS Adventurous, CS Adventurous, and TS Adventurous motorhomes built on Sprinter chassis and equipped with one or two second row captain's chairs, with integrated seat belts. The seat pedestal base anchor brackets to the chassis frame may not have enough strength to prevent the seat and seat belt from moving in the event of a crash. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 210, "Seat Belt Assembly Anchorages" and 207, "Seating Systems."

**Consequence:**

In the event of a crash, the second-row captain seats may not provide adequate protection for occupants, increasing their risk of injury.

**Remedy:**

The remedy for this recall is still under development. The manufacturer has not yet provided a notification schedule. Owners may contact Erwin Hymer customer service at 1-844-464-3735. Erwin Hymer's number for this recall is 2019-01.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

NHTSA is missing critical, required information for this safety recall. This information must be supplied through the NHTSA Recalls Portal within 5 working days of confirming its accuracy:

- A description of the manufacturer's program for remedying the defect or noncompliance (49 CFR 573.6 (c)(8)(i)).
- Your company's 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 your company's notification of owners, purchasers and dealers, in accordance with § 573.13 of this part. Your company'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 your company's report to NHTSA under this section. If your company submits one or more general reimbursement plans, your company shall update each plan every two years, in accordance with § 573.13. Your company's remedy program and reimbursement plans will be available for inspection by the public at NHTSA headquarters (49 CFR 573.6 (c)(8)(i)). If the vehicles are new and would be covered under the manufacturer's warranty program, please state that in the remedy section of your filing.
- Your company must supply the estimated date(s) for which it will notify owners regarding this safety recall. If your company subsequently becomes aware that either the beginning or the completion dates reported to the agency for any of the notifications will be delayed by more than two weeks, your company shall promptly advise the agency of the delay and the reasons therefore, and furnish a revised estimate (49 CFR 573.6 (c)(8)(ii)).
- Your company must supply the estimated date(s) for which it will notify dealers and/or distributors regarding this safety recall. If your company subsequently becomes aware that either the beginning or the completion dates reported to the agency for any of the notifications will be delayed by more than two weeks, your company shall promptly advise the agency of the delay and the reasons therefore, and furnish a revised estimate. (49 CFR 573.6 (c)(8)(ii)).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

We have received Erwin Hymer's proposed interim owner notification letter and have approved it for distribution.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Michelle Rice who may be reached by phone at (202) 366-1060, or by email at [michelle.rice@dot.gov](mailto:michelle.rice@dot.gov). We look forward to working with you.

Sincerely,



Joshua Neff  
Acting Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement