

Part 573 Safety Recall Report

19V-897

Manufacturer Name : Oliver Travel Trailers, INC.**Submission Date :** DEC 17, 2019**NHTSA Recall No. :** 19V-897**Manufacturer Recall No. :** 1ZP-ABC19-12**Manufacturer Information :****Population :**

Manufacturer Name : Oliver Travel Trailers, INC.

Number of potentially involved : 352

Address : 737 Columbia Highway
737 Columbia Highway TN 38462

Estimated percentage with defect : 50 %

Company phone : 1-866-205-2621

Vehicle Information :

Vehicle 1 : 2017-2019 Oliver Travel Trailers Elite II

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : Having identified the initial issues we have been working with Dexter Axle to quantify the extent of the problem. They have identified a start point in January 2017 when the current assembly process began, they inform us that this affects model 6339056 axles produced between January 2017 and now. This is a 3,500lb axle used on our double axle Elite II Trailer. Dexter Axle inform us that they have shipped us 780 of these axles over this period, we have around 30 axles in our possession currently. Our production over the affected period is 2017, 2018 & 2019 Elite II Travel Trailers a total of 352 Trailers. We do not use this axle on any other trailers that we manufacture.

Production Dates : JAN 01, 2017 - FEB 07, 2019

VIN Range 1 : Begin : 1Z9BC2320HH305211 End : 1Z9BC2325KH305146 ☒ Not sequential**Description of Defect :**

Description of the Defect : On Purchased Part Dexter Axle Model #6339056 there are four nuts and bolts that secure the brake drum to the axle shaft flange. These nuts have a torque range Of 45-70 ft lbs. of torque according to the manufacturers. on checking a number of these axles following a report from an Oliver Travel Trailers customer, we found that a number of axles in our possession failed to meet the manufacturers minimum torque setting of 45 ft lbs.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In a worst case scenario, if all four nuts and bolts failed, the hub and wheel would become detached from the axle, in lesser scenarios this may cause

vibration in the hub and wheel assembly.

Description of the Cause : It appears that some of the nuts connecting the hub assembly to the axle flange may have been outside the torque range required (45-70 Ft. Lbs.)

Identification of Any Warning that can Occur : Visual Inspection would reveal any missing nuts or bolts, outside of that there may be vibration/noise to indicate there was a problem.

Supplier Identification :

Component Manufacturer

Name : Dexter Axle

Address : 2900 Industrial Parkway East
Elkhart INDIANA 45616

Country : United States

Chronology :

On 09/20/2019 a customer reported a problem with one of the two Dexter Axles on his Travel Trailer, three of the bolts holding the hub to the axle flange were missing. This was corrected on October 3rd by a mobile technician. On 12/05/2019 another customer contacted Oliver Travel Trailers with an issue related to these same nuts, two new nuts were sent out to the customer. When the two incidents reached the attention of our quality team we began an investigation and understood that one other incident was present on a 2017 Elite II trailer. As a result of this axles in our possession were torque tested (20) and greater than 50% a number failed to meet minimum torque requirements. This issue was reported to Dexter Axle and on 12/6/2019 Representatives of Dexter Axle Attended the plant and confirmed our test findings.

Description of Remedy :

Description of Remedy Program : The plan is to make contact with all customers who bought an Elite II travel trailer manufactured between 02/07/2017 and 12/01/2019. To furnish each customer with a written explanation of the issue, how to identify the problem, how to have their trailer inspected and if these issues is present have them rectified by a qualified technician. Oliver Travel Trailers will facilitate communications with the customers, Dexter Axle have documented the steps to rectify any non conformance found and will handle the payments for the cost of the inspection/rectification.

How Remedy Component Differs from Recalled Component : The defect component is a Dexter Axle Model 6339056. The remedy requires torquing of the bolts only, a witness mark could be added to differentiate if required. Part also referred to as Part 006-207-00 by Dexter Axle.

**Identify How/When Recall Condition
was Corrected in Production :**

This was corrected immediately in production on all campers in assembly, plus finished campers awaiting delivery, nuts were checked and Torqued to 50 ft lbs. after checking with Dexter Axle. All verified torque settings are marked with a pink paint pen witness mark and ongoing in the assembly process, checking for the witness marks is part of the inspection process for the Elite II trailer model.

Recall Schedule :**Description of Recall Schedule :**

Once approval of documents is received notification of owners will begin immediately, we do not use dealers. This process will be actively managed to ensure checking takes place.

Planned Dealer Notification Date :

NR - NR

Planned Owner Notification Date :

DEC 20, 2019 - MAR 31, 2020

* NR - Not Reported