

Part 573 Safety Recall Report

21V-477

Manufacturer Name : Roadtrek Inc.

Submission Date : AUG 20, 2021

NHTSA Recall No. : 21V-477

Manufacturer Recall No. : 2021-02



Manufacturer Information :

Manufacturer Name : Roadtrek Inc.

Address : 20 Tyler Street

Cambridge 00 N1T0E4

Company phone : 519-745-1160

Population :

Number of potentially involved : 122

Estimated percentage with defect : 63 %

Vehicle Alterer Information :

Vehicle 1 : 2020-2021 Roadtrek Zion, Zion SRT, Play, Slumber

Descriptive Information : a small number of the incorrect model CO/LP detectors were received from a supplier mixed in with the correct model products - these incorrect models are visually very similar to the correct models and were not detected by incoming inspection and were installed on shipped vehicles

Production Dates : SEP 01, 2020 - FEB 26, 2021

Description of Defect :

Description of the Defect : the wrong model of gas detector was installed in some vehicles

FMVSS 1 : 125 - Warning devices

FMVSS 2 : NR

Description of the Safety Risk : possibility that the presence of carbon monoxide gas is not detected in the vehicle by an alarm

Description of the Cause : supplier shipped a mixture of two models of gas detector in the same shipment

Identification of Any Warning that can Occur : none

Involved Components :

Component Name : Safe-T-Alert RV Propane Alarm

Component Description : Small electronic wall mounted device

Component Part Number : 30-442-P

Supplier Identification :**Component Manufacturer**

Name : MTI Industries Inc.
Address : 206 Tequesta Dr.
Destin Florida 32541
Country : United States

Chronology :

May 11, 2021 a customer called to notify us that they did not have a CO detector in their vehicle. It was discovered that our vendor produces two models of gas detector. The model we purchase is the Safe-T-Alert RV Carbo Monoxide / Propane Gas Detector which is both a CO and an LP detector. The same vendor also sells a Safe-T-Alert RV Propane Alarm which is only a propane gas alarm. These two models are visually identical except for the model name. We assumed that we had received an incorrect unit mixed in with our normal inventory. It was concluded that this was an error of incoming inspection. A quality alert was issued to ensure that the correct model was being received and installed on the vehicles.

We immediately initiated a 100% inventory investigation of this item. We reviewed the purchasing documents and production Quality Assurance documents (QAR's) to discover whether more than that one non-conforming product had been received. This revealed that a quantity of the incorrect detectors had been received by incoming inspection and that we had put these LP only alarms in numerous vehicles. We then investigated the dates these detectors would have been received and installed in production to determine the affected production dates. We reviewed interior pictures of all of the QAR reports for all of the vehicles produced in the suspected time frame to determine the time frame of the production that had received the incorrect detectors.

June 11, 2021 investigation concluded that 50 non-conforming LP alarms with no CO detector had been received into inventory and installed in vehicles. The time frame of the possible non-conformance was from Sept 2020 to February 2021 affecting a possible 96 vehicles. We decided to initiate a safety recall to have CO detectors sent out to all vehicles that do not have one.

We submitted a recall notice to NHTSA on July 12, 2021 once we had sorted out our portal access problems on 21V356.

Description of Remedy :

Description of Remedy Program : We ordered CO detectors that were battery operated and could easily be installed by the vehicle owner without needing to go to a dealer for service. We will contact the owners of the suspect vehicles to determine which ones do not have the correct detectors and ship these owners a Carbon Monoxide detector to mount in their vehicle in addition to their current Propane Alarm. There is no need for the customer to go to a dealer since the CO detector is battery operated and is easily installed with two-sided tape into their vehicle. The detector is easily mounted by peeling the covering off of the adhesive tape on the back of the detector and pressing the detector to the cabinetry wall beside the LP alarm.

How Remedy Component Differs from Recalled Component : The incorrect product model is clearly marked as the Safe-T-Alert RV Propane Alarm not the Safe-T-Alert RV Carbon Monoxide / Propane Gas Detector

Identify How/When Recall Condition was Corrected in Production : only the one incorrect shipment was received in error - Quality Control now does 100% inspection of product shipments from this vendor

Recall Schedule :

Description of Recall Schedule : owner notifications will start mailing out June 28 followed by dealer notifications starting on July 12

Planned Dealer Notification Date : JUL 12, 2021 - JUL 23, 2021

Planned Owner Notification Date : JUN 28, 2021 - JUL 09, 2021

Purchaser Information :

The following manufacturers purchased this defective/noncompliant equipment for possible use or installation in new motor vehicles or new items of motor vehicle equipment:

Name :

Address :

Country :

Company Phone :

* NR - Not Reported