

Part 573 Safety Recall Report

21V-970

Manufacturer Name : TOURIG

Submission Date : APR 27, 2022

NHTSA Recall No. : 21V-970

Manufacturer Recall No. : NR



Manufacturer Information :

Manufacturer Name : TOURIG

Address : 1300 Brickyard Rd
Unit 101 Golden CO 80403

Company phone : 710-2914

Population :

Number of potentially involved : 1

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2017-2017 Mercedes Sprinter

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : In a report dated August 21, 2020, Firefly Integrations, LLC notified NHTSA that a safety defect exists in certain Multiplex G9 units used for controlling equipment and accessories in motorhomes and these units can fail if excessive voltage is applied, causing the components on the board to become damaged. There is one vehicle in which this equipment was used by TOURIG.

Production Dates : JUN 01, 2018 - AUG 31, 2018

VIN Range 1 : Begin : WD3FE8CDXHP521278 **End :** WD3FE8CDXHP521278 ☐ Not sequential

Description of Defect :

Description of the Defect : In a report dated August 21, 2020, Firefly Integrations, LLC notified NHTSA that a safety defect exists in certain Multiplex G9 units used for controlling equipment and accessories in motorhomes and these units can fail if excessive voltage is applied, causing the components on the board to become damaged.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : There are components that may overheat and cause damage to the vehicle and can increase the risk of fire.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

Involved Components :

Component Name 1 : G9 Control Circuit Board

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : Firefly Integrations

Address : 1013 Elroy Dr.
Middlebury Indiana 46450

Country : United States

Chronology :

September 30 - TOURIG was notified of the potential defect and that TOURIG had purchased a unit.

October 1 - December 10 - TOURIG researched all vehicle builds to determine the affected vehicle(s)

December 13 - TOURIG determined that the unit mentioned was only used in 1 vehicle and that a recall was needed.

Description of Remedy :

Description of Remedy Program : The remedy will be to add on an additional circuit module to the existing component board. This additional module will provide over-current protection, thus eliminating the possibility for thermal flammability. Reimbursement will be provided through the normal warranty claim process

How Remedy Component Differs from Recalled Component : Remedy component will include the additional circuit module

Identify How/When Recall Condition was Corrected in Production : Item is no longer used to produce vehicles at TOURIG

Recall Schedule :

Description of Recall Schedule : Owner of vehicle will be contacted immediately.

Planned Dealer Notification Date : DEC 14, 2021 - DEC 14, 2021

Planned Owner Notification Date : DEC 15, 2021 - DEC 23, 2021

* NR - Not Reported