



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

1200 New Jersey Avenue SE
Washington, DC 20590

October 13, 2022

Lisa Boyd
Riverside RV
1775 E US 20
LaGrange, IN 46761

NEF-107KL
22V-755

Subject: Awning Fabric May Detach Causing Awning to Drop

Dear Lisa Boyd:

This letter serves to acknowledge Riverside RV'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:
RIVERSIDE/INTREPID/2023
RIVERSIDE/RETRO/2023
RIVERSIDE/XPLORER/2023

Mfr's Report Date: October 8, 2022

NHTSA Campaign Number: 22V-755

Components:
EQUIPMENT:RECREATIONAL VEHICLE/TRAILER

Potential Number of Units Affected: 826

Problem Description:

Riverside RV (Riverside) is recalling certain 2023 Riverside Retro, Intrepid and Xplorer travel trailers. The electric retractable awning has a welded seam on the fabric that may separate, potentially allowing the awning to drop beyond normal operation.

Consequence:

An awning that drops or extends beyond normal operation can increase the risk of injury.

Remedy:

Dealers will repair or replace the awnings, free of charge. Owner notification letters are expected to be mailed in October 2022. Owners may contact Riverside customer service at 1-260-499-4511.

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.nhtsa.gov.

The information in your report suggests that Riverside may have been aware of this issue more than five business days before filing a report with NHTSA. Please be reminded that under Federal law, this agency is to be notified of all safety defect and/or noncompliance decisions within five business days. (49 CFR 573.6)

Please ensure the following requirements are met:

Please amend the information provided in the Recall Schedule section of Riverside RV's Part 573 report to reflect Riverside RV's owner and dealer notification plans instead of the equipment manufacturer's recall schedule. (49 CFR 573.6 (c)(8)(ii)).

AMENDED 573 REQUIRED.

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. 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. If your company submits one or more general reimbursement plans, your company shall update each plan every two years (§ 573.13). 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.

AMENDED 573 REQUIRED.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, 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).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of eight 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.

Riverside RV's contact for this recall will be Kristin Lepper who may be reached by email at kristin.lepper@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement