



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

1200 New Jersey Avenue SE  
Washington, DC 20590

July 19, 2018

Mr. Jerry Hart  
VP Finance  
Syncro Corporation  
1030 Sundown Dr., NW  
PO Box 890  
Arab, AL 35016

NEF-150MR  
18E-045

**Subject:** Trailer Brakes May Not Be Applied

Dear Mr. Hart:

This letter serves to acknowledge Syncro Corporation'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:**

HAYES SWAY MASTER/HAYES SWAY MASTER/9999

**Mfr's Report Date:** June 21, 2018

**NHTSA Campaign Number:** 18E-045

**Components:**

ELECTRICAL SYSTEM: INTEGRATED TRAILER BRAKE CONTROL

**Potential Number of Units Affected:** 1,944

**Problem Description:**

Syncro Corporation (Syncro) is recalling certain Hayes Sway Master aftermarket sway control products, part number 81775. These units may conflict with the tow vehicle's factory-installed integrated brake controllers thereby disabling the tow vehicle's ability to apply the trailer brakes

**Consequence:**

If the trailer brakes cannot be applied, it can cause a loss of control, increasing the risk of a crash.

**Remedy:**

Syncro will notify owners, instructing them to return the unit for repair, free of charge. The recall is expected to begin August 13, 2018. Owners may contact Syncro customer service at 1-256-931-7800.

**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).

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.

Please supply the name of the vehicle manufacturers, alterers or upfitters that purchased the affected equipment for installation onto their vehicles.

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 or through the office email at rmd.odi@dot.gov. We look forward to working with you.

Sincerely,



Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement