

Part 573 Safety Recall Report

19E-034

Manufacturer Name : Linora Corporation

Submission Date : MAY 20, 2019

NHTSA Recall No. : 19E-034

Manufacturer Recall No. : TSB 04-2019-24VDC



Manufacturer Information :

Manufacturer Name : Linora Corporation

Address : 943 W Overland Road
Suite 144 Meridian ID 83642

Company phone : 3215544

Population :

Number of potentially involved : 2,800

Estimated percentage with defect : 60 %

Equipment Information :

Brand / Trade 1 : WiFiRanger

Model : DC Step-up Converter

Part No. : 11-24VStepUp

Size : NR

Function : Power Converter

Descriptive Information : 1. OEM-11-ELITEACPACK, 2. OEM-11-ELITEACPACKFM, 3. OEM-11-ELITEPACK, 4. OEM-11-ELITEPACKFM, 5. OEM-11-MINIIRPACK, 6. OEM-11-MINIPACK, 7. OEM-11-PROLTEPACKATT, 8. OEM-11-SKY2PACK, 9. OEM-11-SKY3PACK, 10. OEM-11-SKYPRO-OE, 11. OEM-11-SKYPROPACK

Production Dates : SEP 01, 2016 - MAR 15, 2018

Description of Defect :

Description of the Defect : Step Up converter failing in some cases

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Step up converter can overheat and cause potential for excess heat in the cabinet where it and other electronics are located

Description of the Cause : Product manufacturing appears to be faulty. None of the listed FMVSS categories and applicable.

Identification of Any Warning that can Occur : N/a

Supplier Identification :

Component Manufacturer

Name : Linora Corporation
Address : 943 W Overland Road
Suite 144 Meridian IDAHO 83642
Country : United States

Chronology :

Occasional units were being replaced and the number became more and more regular. Based on the way they were failing it lead us to believe they could cause a serious event. Linora Corporation or its subsidiary WiFiRanger are not the original OEM of the product. It was manufactured in China. We are replacing them free of charge because we put our name on them and sold them as a subcomponent to our WiFi solutions.

Description of Remedy :

Description of Remedy Program :	We have reached out to all customers who have purchased from our website and sent them all an email with the instructions for how to test if their unit is in the range of units that are potentially affected. We are replacing them with a different model of product from a completely different manufacturer.
How Remedy Component Differs from Recalled Component :	The new unit is a Meanwell 12v DC converter. It is not the same brand or product as the recalled component at all.
Identify How/When Recall Condition was Corrected in Production :	We moved to the Meanwell step up converter product back in March of 2018 due to some reports of failure of the component in question but also at the request of our largest distributor Mito Corporation of Elkhart, IN. We both felt that for roughly the same money we could find a better quality product.

Recall Schedule :

Description of Recall Schedule :	May 1st email was sent to all direct customers and to our distributor so they could make contact with all OEM manufacturers that would have been affected.
Planned Dealer Notification Date :	MAY 20, 2019 - JUN 30, 2019
Planned Owner Notification Date :	MAY 20, 2019 - JUN 30, 2019

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 : Newmar Corporation

Address : NR

IN

Country : US

Company Phone : NR

* NR - Not Reported