

Part 573 Safety Recall Report

19E-054

Manufacturer Name : Capco USA, Inc.

Submission Date : OCT 11, 2019

NHTSA Recall No. : 19E-054

Manufacturer Recall No. : NR



Manufacturer Information :

Manufacturer Name : Capco USA, Inc.

Address : 31700 W. 13 Mile Rd., Suite 98
Farmington Hills MI 48334

Company phone : 248-994-0815

Population :

Number of potentially involved : 4,530

Estimated percentage with defect : 100 %

Equipment Information :

Brand / Trade 1 : CTR

Model : Outer Tie Rod

Part No. : See descriptive info

Size : Size varies depending on SKUs

Function : Steering

Descriptive Information : Affected assemblies can be identified by production code. Sales of all affected assemblies has stopped, and affected assemblies are being removed from inventory and scrapped.

Part/Model Number: ES3353; ES2600R; ES800525; ES800530; ES4030; ES4031; ES4089; ES4090; ES3655, ES3567; ES3713

Production Dates : JAN 01, 2019 - MAY 31, 2019

Description of Defect :

Description of the Defect : Outer Tie Rod assembly produced for aftermarket application. Compliance with durability requirements cannot be verified.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Taper on the ball stud adversely affected the durability requirements for Outer Tie Rod assemblies.

The affected outer tie rods may have an increased potential of failure leading to loss of vehicle control and increased risk of a crash.

Description of the Cause : Manufacturing change affected taper on the ball stud.

The manufacturing process has since been revised, and Outer Tie Rod assemblies manufactured under new process were tested and verified through durability test.

Identification of Any Warning that can Occur : Possibly non. In some cases, consumer may experience a vibration in steering wheel or hear an unusual sound when the wheel is turning.

Supplier Identification :

Component Manufacturer

Name : NEO CTR
Address : 307-50, Seorisangchon-gil,
Yeongsan-myeon, Changnyeong-gun, Gyeongsangnam-do, FOREIGN STATES 50342
Country : Korea, Republic of

Chronology :

1. January - May 2019 - Outer Tie Rod assemblies manufactured and affected by manufacturing process change.
2. March - July 2019 - Affected Outer Tie Rod assemblies delivered to aftermarket retail customer.
3. July 2019 - Durability requirements cannot be verified on Outer Tie Rod assemblies.
4. July 2019 - CAPCO identified unknown manufacturing process change that affected Outer Tie Rod assemblies.
5. July 2019 - CAPCO revised manufacturing process and retested revised assemblies.
6. August 2019 - CAPCO identified affected part numbers and notified its retail customer. CAPCO's retail customer is returning all Outer Tie Rod assemblies which are remaining in inventory. CAPCO is prepared to provide new replacement assemblies to its retail customer that meet acceptable durability requirements.
7. August 2019 - CAPCO implemented 100% sample inspection process and will hire 2 additional QC inspectors to support.

Description of Remedy :

Description of Remedy Program : Initial notification to its retail customer was conducted in August 2019. CAPCO implemented a remedy program and will provide its retail customer with new, revised replacement assemblies. Further action planned includes contacting consumers that purchased affected assemblies and arranging for return at no cost to consumers. The retail customer is supplying a list of consumers that may have purchased the affected assemblies for CAPCO's use in notifying consumers. The notice letter to consumers will occur within the next 30 to 60 days, if not earlier. CAPCO will provide a draft of the notice letter to NHTSA for review and also send quarterly reports to NHTSA updating the process of completing the recall.

How Remedy Component Differs from Recalled Component : The new replacement assemblies be stamped with a different production code.
All affected assemblies will be removed from customer's inventory before

Identify How/When Recall Condition was Corrected in Production : replacement assemblies are provided.
Defective stock of ball studs and Outer Tie Rod assemblies with defective ball studs are isolated and scrapped.
Additional inspection points - Taper angle, Distance between ball center & taper gage line, distance between gage line & thread end.
Vision tester : New inspection equipment will be installed in August 2019.

Recall Schedule :

Description of Recall Schedule : Notification to retail customer was already done and started to collect parts from the inventory. The notice letter will occur within the next 30 to 60 days.

CAPCO notified its retail customer, AutoZone, in August 2019. CAPCO sold the affected assemblies only to its retail customer and no other dealers or distributors. The retail customer sold the affected assemblies to consumers/owners. CAPCO will notify consumers/owners that purchased affected assemblies from the retail customer by mailing out the 577 Notice on or before October 11, 2019. Owner will be notified by letter (under Part 577) (the "577 Notice") on or before October 11, 2019. CAPCO's retail customer is providing the list of owners to be notified based on the retail customer's sales records. CAPCO will submit to NHTSA a draft of the 577 Notice at least 5 business days prior to mailing it to consumers. Currently no delays are anticipated.

Planned Dealer Notification Begin Date and End Date are stated 09/09/2019. However, actual Dealer Notification Begin Date and End Date was 08/05/2019.

577 Notice Letters were sent out on 10/11/2019 to 903 of possible owners. And the call center was set up for owners.

Planned Dealer Notification Date : SEP 09, 2019 - SEP 09, 2019

Planned Owner Notification Date : OCT 11, 2019 - OCT 11, 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 : NR
Address : NR
NR
Country : NR
Company Phone : NR

* NR - Not Reported