

# Part 573 Safety Recall Report

# 19E-067

**Manufacturer Name :** Ziamatic Corp

**Submission Date :** OCT 09, 2019

**NHTSA Recall No. :** 19E-067

**Manufacturer Recall No. :** NR



## Manufacturer Information :

**Manufacturer Name :** Ziamatic Corp

**Address :** 10 West College Ave.

Yardley PA 19067

**Company phone :** 493-3618

## Population :

**Number of potentially involved :** 207

**Estimated percentage with defect :** 100 %

## Equipment Information :

**Brand / Trade 1 :** Ziamatic Corp.

**Model :** QR-D-S and QR-TDS

**Part No. :** QR-D-S and QR-TDS

**Size :** NR

**Function :** Brackets

**Descriptive Information :** All 33 customer-distributors of the two Ziamatic products (bracket assemblies attached to the inside of ambulances to hold D-cylinder oxygen tanks) were identified through computerized sales records. End-users are being identified through those customers. A total of 207 of the bracket assemblies are believed to have been placed in service. -- 38 of the units are model number QR-TDS and 169 units are model number QR-D-S.

**Production Dates :** APR 01, 2017 - SEP 17, 2019

## Description of Defect :

**Description of the Defect :** Depending upon how the product has been installed in an ambulance, if the ambulance is impacted at a very specific angle while traveling at a high speed, the D-cylinder oxygen tank and/or bracket may come loose and become airborne, creating a risk of injury to passengers, or damage to the contents of the ambulance.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** Depending upon how the product has been installed in an ambulance, if the ambulance is impacted (in a collision) at a very specific angle, while travelling at a high speed, the D-Cylinder oxygen tank and/or bracket may come loose and become airborne, creating a risk of injury to passengers or damage to the contents of the ambulance. Only one such incident has been reported, and

since all of the above conditions must exist to potentially cause the D-cylinder tank and/or bracket to come loose, the risk appears to be very small.

Description of the Cause : NR

Identification of Any Warning that can Occur : None known.

## Supplier Identification :

### Component Manufacturer

Name : Ziamatic Corp.

Address : 10 West College Ave.

P.O. Box 337 Yardley PENNSYLVANIA 19067

Country : United States

## Chronology :

On 9/17/19, Ziamatic received in its general e-mail account an e-mail from Chief Cody M. Joe with the Doddridge County Ambulance Authority, advising that one of his ambulances had been involved in a collision with another vehicle, and that upon collision the oxygen tank holder had broken free and struck his paramedic. The e-mail requested certification information for the oxygen cylinder mount. A copy of the e-mail received by Ziamatic is attached to this Report.

That same day or the following day, Keith Creely, the sales manager of Ziamatic, called and spoke to Chief Cody Joe. As requested, Mr. Creely e-mailed Chief Joe the certification information that had been requested on 9/18/19. A copy of the e-mail sent by Mr. Creely, with attachments, is attached to this Report.

Upon receipt of Chief Joe's e-mail, several engineers employed by Ziamatic reviewed the original product testing videos related to the products, and subsequently re-tested to simulate the specific accident conditions that had been reported. Those re-tests confirmed that, under certain very specific conditions, the specific oxygen tank assembly product might fail.

Ziamatic immediately ceased manufacturing, distributing or selling product numbers QR-D-S and QR-TDS.

## Description of Remedy :

**Description of Remedy Program :** Ziamatic ceased manufacturing, distributing or selling the two products (model QR-D-S and QR-TDS) immediately upon receiving the report of a potential problem on 9/17/19. Ziamatic also determined that there were no more of these products maintained in inventory by the company. Ziamatic has called every one of the 33 identified customer-distributors of Ziamatic to inform them of the discontinuance and recall of the two products, and asked them to identify or contact all of the end-users of the two products to notify those end-users of the recall. Ziamatic notified the Consumer Product Safety Commission on October 1, 2019 and supplied a proposed recall notice on October 4, 2019. After the CPSC advised Ziamatic that there might be a delay while the CPSC underwent a "Jurisdiction Review," Ziamatic elected to register a recall account with the NHTSA, and submit the recall notice that Ziamatic sent to all of its identified customers on October 8, 2019.

Ziamatic's recall program includes a commitment to refund the purchase price paid to each of its customers-distributors or to provide an alternative replacement product (which has a higher retail price) at no additional cost to the customer-distributors so they may then provide refunds or replacements to end users. Ziamatic will require the end-users to return the model QR-TDS or model QR-D-S products to Ziamatic as part of the recall so that Ziamatic may destroy and discard the recalled products.

**How Remedy Component Differs from Recalled Component :** The two recalled products are: (1) a "Quick Release Slide Out D Cylinder Bracket", Model number QR-D-S; and (2) a "Twin Slide Out D Cylinder Bracket with Mounting Stand", model number QR-TDS. Both are bracket assemblies that are attached to the inside of ambulances to hold D-Cylinder oxygen tanks.

The bracket assembly that is being offered by Ziamatic as a replacement for model numbers QR-D-S and QR-TDS is made of stainless steel, whereas model numbers QR-D-S and QR-TDS are made of a plastic material.

**Identify How/When Recall Condition was Corrected in Production :** Since so few of the two products (model QR-D-S and QR-TDS) were sold or put into circulation, Ziamatic decided to permanently discontinue those products rather than attempt to modify them.

## Recall Schedule :

**Description of Recall Schedule :** Although the electronic fields on this form do not allow the use of earlier dates, in fact Ziamatic has already begun its dealer notification program. Telephone calls began to be made to Ziamatic's customer-distributors on October 1, 2019, and all of those customer-distributors were contacted by October 4, 2019. Ziamatic has requested the identifies of all end users of the two products, but many customer-distributors prefer to contact those end-users instead.

Ziamatic had prepared a written recall notice letter and submitted it to the CPSC on October 4, 2019, but since the CPSC was not prepared to provide feedback on that letter, Ziamatic has elected to proceed with

sending out recall notices via overnight mail on October 8, 2019, and will send additional notices to end-users that are identified by Ziamatic's customer-distributors.

Planned Dealer Notification Date : OCT 09, 2019 - OCT 10, 2019

Planned Owner Notification Date : OCT 09, 2019 - OCT 29, 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 : Medix Specialty Vehicles

Address : 3008 Mobile Drive

Elkhart IN 46514

Country : US

Company Phone : NR

Name : Frazer Ltd.

Address : 7219 Rampart St.

Houston TX 77081

Country : US

Company Phone : NR

Name : Bridger's Coach Co.

Address : 3704 Medallion Place

Newport AR 72112

Country : US

Company Phone : NR

Name : REV Group, Inc.

Address : 111 East Kilbourn Avenue

Milwaukee WI 53202

Country : US

Company Phone : NR

\* NR - Not Reported