

Part 573 Safety Recall Report

19V-740

Manufacturer Name : Voyager Industries, Inc**Submission Date :** OCT 17, 2019**NHTSA Recall No. :** 19V-740**Manufacturer Recall No. :** NR**Manufacturer Information :****Manufacturer Name :** Voyager Industries, Inc**Address :** 803 Central Ave North
Brandon MN 563086315**Company phone :** 8344940**Population :****Number of potentially involved :** 1,062**Estimated percentage with defect :** 2 %**Vehicle Information :****Vehicle 1 :** 2018-2020 Yetti Fish House Various**Vehicle Type :** TRAILERS**Body Style :** OTHER**Power Train :** NR**Descriptive Information :** Process Change to a new spindle design included a change in type and style of retainer spindle nut.

Affected units = 1062 total

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Model year 2018 (J) = 323 units

Model year 2019 (K) = 446 units

Model year 2020 (L) = 293 units

Production Dates : MAY 26, 2017 - OCT 09, 2019**VIN Range 1 : Begin :** 1V9BS1616JB177036 **End :** 1V9BS1610LB177293 ☐ Not sequential**Description of Defect :****Description of the Defect :** Missing retainer clip at spindle nut**FMVSS 1 :** NR**FMVSS 2 :** NR**Description of the Safety Risk :** Spindle nut may loosen and fall off without the retainer clip in position. If this occurs the wheel may come off the axle assembly**Description of the Cause :** Assembly error allowed the omittance of the retainer clip. Once assembled there were no checks and balances in place that could validate the process was complete and built to instructions**Identification of Any Warning** NR
that can Occur :

Supplier Identification :**Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

Chronology :

- May 2017 a process change was made to the spindle assembly. The change to a EZ-Lube style spindle with grease zerk and enclosed dust cap was made at unit Vin# 1V9BS1616JB177036. The implementation of an enclosed dust cap removed a visual inspection step that validated the assembly was complete. This visual inspection occurred by the installer while placing the wheel onto the unit.
- 10/9/19 – A dealer notified us that a wheel fell off unit vin# 1V9BS2126KB177254 and that it did not contain the required retainer clip on the spindle nut.
- 10/10/19 – Customer's that had units produced the same week as the unit with known defect were contacted via telephone.
- 10/11/19 – Investigation at another dealer found 1 unit out of 41 reviewed had the same defect. This unit as vin# 1V9BS1618LB177073
- 10/14/19 – Management Review of investigation results indicated that due to second occurrence at a different production time prompts action to report safety defect and continue dealer on-site investigations on the remainder of dealerships.
- 10/15/19- team of investigators reviewed 89 units on 3 different dealer lots. No defects found
- 10/14/19 – application for account submitted to NHTSA
- 10/16/19 – investigation of 11 units in Voyager Industries possession produced from 10/10/19 to 10/14/19
- 10/16/19 – defect report submitted, no confirmation of acceptance and draft was not saved
- 10/17/19 – defect report re-created and submitted

Description of Remedy :

Description of Remedy Program : Owners for all units that fall within the range of vine# 1V9BS1616JB177036 – 1V9BS1610LB177293 will be contacted via mail. The notification of this safety defect will include instructions to review the unit and how to identify/determine if the defect exists. Owners whom have previously remedied the defect will be instructed to submit their repair invoices for full reimbursement. Instructions will be given on how to request retainer clips free of charge in the event they are missing. Customer's whom are uncomfortable installing the safety clip will be given the option to have a technician visit their location and perform the installation free of charge.

How Remedy Component Differs from Recalled Component : N/A

Identify How/When Recall Condition was Corrected in Production : Owners for all units that fall within the range of vine# 1V9BS1616JB177036 – 1V9BS1610LB177293 will be contacted via mail. The notification of this safety defect will include instructions to review the unit and how to identify/determine if the defect exists. Owners whom have previously remedied the defect will be instructed to submit their repair invoices for full reimbursement. Instructions will be given on how to request retainer clips free of charge in the event they are missing. Customer's whom are uncomfortable installing the safety clip will be given the option to have a technician visit their location and perform the installation free of charge.

Recall Schedule :

Description of Recall Schedule : Please note, the most active dealers were informally notified and made aware of the defect when units on their lots were audited starting 10/11/19

Planned Dealer Notification Date : OCT 17, 2019 - OCT 18, 2019

Planned Owner Notification Date : OCT 31, 2019 - NOV 14, 2019

* NR - Not Reported