

Part 573 Safety Recall Report

21E-016

Manufacturer Name : MEKRA Lang North America, LLC

Submission Date : MAR 08, 2021

NHTSA Recall No. : 21E-016

Manufacturer Recall No. : NR



Manufacturer Information :

Manufacturer Name : MEKRA Lang North America, LLC

Address : 101 Tillessen Blvd

Ridgeway SC 29130

Company phone : 3374800

Population :

Number of potentially involved : 4,532

Estimated percentage with defect : 50 %

Equipment Information :

Brand / Trade 1 : MEKRA Lang

Model : Main Mirror Housing

Part No. : 154270012

Size : NR

Function : Field of view

Descriptive Information : Due to mirror glass adhesion issues occurring prior to February 12, 2019, the January 23, 2019 maintenance inspection, and investigation of collected parts from Hino, MEKRA Lang revised the start date to January 23, 2019. Revised scope: January 23, 2019-February 27, 2019

Production Dates : JAN 23, 2019 - FEB 27, 2019

Description of Defect :

Description of the Defect : Inadequate adhesion of mirror glass to carrier plate may cause mirror glass to separate on mirror assemblies for truck cabs. The separated mirror may hang by, and possibly detach from, the mirror heat wiring harness.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Mirror glass that separates from the mirror carrier plate will impair the drivers visibility. Complete detachment will create road debris that may strike another vehicle and increase the risk of accident or injury.

Description of the Cause : An improper adhesive cure was formed when components (mirror carrier plate / resin) were not heated properly due to an inadequate flame oxygen content because of a leak in the oxygen flow system that reduced the temperature of the flame.

Identification of Any Warning that can Occur : NR

Involved Components :

Component Name : Mirror

Component Description : Main Glass Carrier Plate Assembly, Heated, Flat, CW

Component Part Number : 154270012

Component Name : Mirror

Component Description : Main Glass Carrier Plate Assembly, Non Heated, Flat, UHT

Component Part Number : 154270010

Supplier Identification :

Component Manufacturer

Name : MEKRA Lang North America LLC

Address : 101 Tillessen Boulevard
Ridgeway South Carolina 29130

Country : United States

Chronology :

July 31, 2019: MEKRA Lang submitted a Part 573 report to the National Highway Traffic Safety Administration (NHTSA) concerning inadequate adhesion of the mirror glass to the mirror carrier plate. NHTSA assigned recall number 19E053.

January 23, 2020: Hino contacted MEKRA Lang to request an investigation of two warranty returned mirrors are identified as exhibiting adhesion issues outside of recall scope. This finding initiated an investigation with MEKRA Lang to identify root cause.

March 16, 2020: MEKRA Lang investigation report of two warranty returned parts determined that the root cause of the mirror issues was dust debris embedded in the glue surface; this result launched an investigation into all possible contamination sources.

March 17, 2020-June 2020: Field collection and investigation of mirrors replaced under warranty.

June 19, 2020: Hino coordinates with MEKRA Lang to understand the issue. Field collection underway and continued. Seven additional parts were tested, four of the seven had visible contamination.

July 7, 2020-August 11, 2020: Continued investigation of all field collected parts to study all possible contamination sources and impact. Testing included outside lab analysis of chemical breakdown of contaminants. Lab results indicated that contamination was not the source of the adhesion issues. MEKRA Lang advised Hino that the root cause of the adhesion issues outside of the scope was the result of the original flame temperature issue. Hino and MEKRA Lang continued the joint investigation to determine the start date of adhesion issues.

August 12, 2020-February 2021: Continued investigation, specifically assessing mirrors from each MEKRA Lang production month, November 2018-April 2019 to identify the revised scope and impact of the adhesion issues.

March 2, 2021: MEKRA Lang determined to conduct a voluntary safety recall. As of March 2, 2021, MEKRA Lang is not aware of any reports of accidents or similar cases potentially related.

Description of Remedy :

Description of Remedy Program : MEKRA Lang is collaborating with HINO to complete the Hino remedy program.

How Remedy Component Differs from Recalled Component : The remedy components have proper adhesive force between the mirror glass and mirror glass carrier plate. The plasma treatment process has been improved and can now detect if there is an oxygen leak or a low temperature concern. Parts built after the suspect range utilize the improved process.

Identify How/When Recall Condition was Corrected in Production : MEKRA Lang corrected the temperature process during the cure cycle. Clean point established at MEKRA Lang on 2/27/19.

Recall Schedule :

Description of Recall Schedule : MEKRA Lang is collaborating with HINO. HINO will notify customers.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : NR - NR

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 : Hino Motors Sales U.S.A., Inc.

Address : 41180 Bridge Street
Novi MI 48375

Country : US

Company Phone : 2486699300

* NR - Not Reported