

Part 573 Safety Recall Report

21E-079

Manufacturer Name : Rigid Hitch Inc.**Submission Date :** SEP 27, 2021**NHTSA Recall No. :** 21E-079**Manufacturer Recall No. :** NR**Manufacturer Information :**

Manufacturer Name : Rigid Hitch Inc.

Address : 3301 West Burnsville Parkway
Burnsville MN 55337

Company phone : 952-895-5001

Population :

Number of potentially involved : 80

Estimated percentage with defect : 25 %

Equipment Information :

Brand / Trade 1 : Rigid Hitch

Model : DHB-4

Part No. : DHB-4

Size : 4" Drop

Function : To allow towing

Descriptive Information : Currently Rigid Hitch is only aware of 2 units that have failed, (1 DHB-8 and 1 DHB-10) since the start of production of this product line, both have been with February 2021 production codes. A third sample (DHB-8) was returned unused by the customer with a February 2021 production code, this sample was cut into 4 sections to allow visual inspections of the welds. The recall committee performed visual inspection of the sample and agreed the welds did not have consistent penetration into both materials. From the current inventory of returned or exchanged units, samples from prior (January 2020) and post (May 2021) production to the February 2021 runs were cut into 4 sections for visual inspections. These 2 samples did not have the consistent flaw in the welds as the February production run that is in question. With the limited samples available for testing, the recall committee concluded to recall the entire 2021 production of this product line. This will include all DHB products with production codes 02121 thru 08321. Item may have been returned or exchanged if customer determined they needed a different size. Returned items can and have been reboxed and sold. For this reason Rigid Hitch has decided we will notify the 340 customers sold in 2021.

Production Dates : JAN 21, 2021 - APR 07, 2021

Brand / Trade 2 : Rigid Hitch
Model : DHB-6
Part No. : DHB-6
Size : 6" Drop or 6" Rise
Function : Towing

Descriptive Information : Currently Rigid Hitch is only aware of 2 units that have failed, (1 DHB-8 and 1 DHB-10) since the start of production of this product line, both have been with February 2021 production codes. A third sample (DHB-8) was returned unused by the customer with a February 2021 production code, this sample was cut into 4 sections to allow visual inspections of the welds. The recall committee performed visual inspection of the sample and agreed the welds did not have consistent penetration into both materials. From the current inventory of returned or exchanged units, samples from prior (January 2020) and post (May 2021) production to the February 2021 runs were cut into 4 sections for visual inspections. These 2 samples did not have the consistent flaw in the welds as the February production run that is in question. With the limited samples available for testing, the recall committee concluded to recall the entire 2021 production of this product line. This will include all DHB products with production codes 02121 thru 08321. Item may have been returned or exchanged if customer determined they needed a different size. Returned items can and have been reboxed and sold. For this reason Rigid Hitch has decided we will notify the 340 customers sold in 2021.

Production Dates : FEB 18, 2021 - APR 07, 2021

Brand / Trade 3 : Rigid Hitch
Model : DHB-8
Part No. : DHB-8
Size : 8" Drop/ 8" Rise
Function : Towing

Descriptive Information : Currently Rigid Hitch is only aware of 2 units that have failed,(1 DHB-8 and 1 DHB-10) since the start of production of this product line, both have been with February 2021 production codes. A third sample (DHB-8) was returned unused by the customer with a February 2021 production code, this sample was cut into 4 sections to allow visual inspections of the welds. The recall committee performed visual inspection of the sample and agreed the welds did not have consistent penetration into both materials. From the current inventory of returned or exchanged units, samples from prior (January 2020) and post (May 2021) production to the February 2021 runs were cut into 4 sections for visual inspections. These 2 samples did not have the consistent flaw in the welds as the February production run that is in question. With the limited samples available for testing, the recall committee concluded to recall the entire 2021 production of this product line. This will include all DHB products with production codes 02121 thru 08321. Item may have been returned or exchanged if customer determined they needed a different size. Returned items can and have been reboxed and sold. For this reason Rigid Hitch has decided we will notify the 340 customers sold in 2021.

Production Dates : FEB 12, 2021 - MAR 25, 2021

Brand / Trade 4 : Rigid hitch
Model : DHB-10
Part No. : DHB-10
Size : 10" Drop/10" Rise
Function : Towing

Descriptive Information : Currently Rigid Hitch is only aware of 2 units that have failed,(1 DHB-8 and 1 DHB-10) since the start of production of this product line, both have been with February 2021 production codes. A third sample (DHB-8) was returned unused by the customer with a February 2021 production code, this sample was cut into 4 sections to allow visual inspections of the welds. The recall committee performed visual inspection of the sample and agreed the welds did not have consistent penetration into both materials. From the current inventory of returned or exchanged units, samples from prior (January 2020) and post (May 2021) production to the February 2021 runs were cut into 4 sections for visual inspections. These 2 samples did not have the consistent flaw in the welds as the February production run that is in question. With the limited samples available for testing, the recall committee concluded to recall the entire 2021 production of this product line. This will include all DHB products with production codes 02121 thru 08321. Item may have been returned or exchanged if customer determined they needed a different size. Returned items can and have been reboxed and sold. For this reason Rigid Hitch has decided we will notify the 340 customers sold in 2021.

Production Dates : JAN 21, 2021 - APR 07, 2021

Description of Defect :

Description of the Defect : Torch angle, or temperature setting were incorrect when applying the weld.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The reduced penetration of weld into the shank at the connection of the 2 materials could cause the weld to fail allowing the two parts to separate which could increase the risk of either crash, injury or fire.

Description of the Cause : Weld quality where the solid shank is secured to the connector section of the tow bar was off creating an unacceptable amount of weld penetration into the shank.

Identification of Any Warning that can Occur : Cracks in the welds.

Involved Components :

Component Name : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

5-27-21 Rigid Hitch received an email about a DHB-8 failing in the field. Pictures of damage to tow bar and vehicle.

6-10-21 Got both of the DHB-8's back from customer. Both are from production run from February 2021.

8-16-21 Received email thru the Rigid Hitch website that a DHB-10 has failed while in use causing damage to a motorhome and car that it was towing. No injuries were reported. A meeting was convened to make department manager aware of the second failure and establish Safety Recall Committee.

8-23-21 Eldon cut 3 samples into 4 sections to allow to see quality of the welds. 1 sample was from January 2020 production run, 1 from May of 2021 production run and 1 from February 2021 (production run of failed product). Members agree that quality of the welds of February production does not appear to be the same quality of other 2 production run samples. Members agree that a recall should be initiated for the units from all 2021 production.

Description of Remedy :

Description of Remedy Program : In the notice of recall communications Rigid Hitch will be sending, letters and emails, Rigid Hitch is offering reimbursement for the units rerecovered.

How Remedy Component Differs from Recalled Component : A hole will be drilled thru both the solid shank and the connector sections of the tow bar. A rolled steel rod will be inserted thru both materials with welds applied on each side to secure the rod. This will be done in addition to the 4 edges where the solid shank and the coupler had been welded on the previous design. All returned product to be destroyed.

Identify How/When Recall Condition was Corrected in Production : Any new production will have the changes listed in the "recall remedy" field above.

Recall Schedule :

Description of Recall Schedule : 08-25-21 File Part 573 report with NHTSA.
08-30-21 Send out Notification of recall to dealers
09-02-21 Send out Notification of recall to retail customers,
10/04/21 File first quarterly progress report with NHTSA
01/03/21 File second quarterly progress report with NHTSA
04/04/22 File third quarterly report with NHTSA
04/04/22 Estimated date all owners will be notified- potential
problem identifying owners who purchased point of sale with cash.
07/01/22 complete recall file final report with NHTSA

Planned Dealer Notification Date : AUG 30, 2021 - SEP 13, 2021

Planned Owner Notification Date : SEP 02, 2021 - SEP 16, 2021

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