

# Part 573 Safety Recall Report

# 22E-003

**Manufacturer Name :** Pacific Trailer Products, Inc

**Submission Date :** JAN 28, 2022

**NHTSA Recall No. :** 22E-003

**Manufacturer Recall No. :** NR



## Manufacturer Information :

**Manufacturer Name :** Pacific Trailer Products, Inc

**Address :** 19120 SE 34th St., Suite 105

Vancouver WA 98683

**Company phone :** 360-859-3828

## Population :

**Number of potentially involved :** 23,719

**Estimated percentage with defect :** 1 %

## Equipment Information :

**Brand / Trade 1 :** RAM

**Model :** N/A

**Part No. :** CA-5400-O, CA-5400-B

**Size :** 2 5/16" A Frame

**Function :** Coupler

**Descriptive Information :** A bin of tack welded (incomplete weld) CA-5400 couplers were mixed into other finished products in July 2021 at our factory. These couplers were assembled and shipped to customers between 8/6/2021-10/25/2021. All couplers shipped are identified with tracking numbers called QC codes. All customers receiving the couplers from the suspect QC codes were contacted via email, provided a "Product Bulletin" (inspection document), and asked to inspect for the defect. Results show actual percent defective to be less than 0.2%.

**Production Dates :** JUL 01, 2021 - JUL 31, 2021

## Description of Defect :

**Description of the Defect :** The bottom portion of the coupler may have not been completely welded.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** The coupler welds could fail and may cause trailer/tow vehicle separation causing an increased risk of a crash.

**Description of the Cause :** The final welding operation was missed at the factory of some parts. A bin of tack welded (incomplete weld) CA-5400 couplers were mixed into other finished products in July 2021 at our factory. These couplers were assembled and shipped to customers between 8/6/2021-10/25/2021. All couplers shipped are identified with tracking numbers called QC codes. All customers receiving the couplers from the suspect QC codes were contacted via email,

provided an inspection document, and asked to inspect for the defect. Results show actual percent defective to be less than 0.2%.

Identification of Any Warning that can Occur : Broken and incomplete welds will be visible on the bottom side of the coupler. An easy visual inspection will identify the problem.

## Involved Components :

Component Name : NR

Component Description : NR

Component Part Number : NR

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

The explanation is somebody accidentally moved a bin of tack welded (to-be-welded) couplers into the finished products stocking. It then contaminated a few crates that were packed around the same time in July 2021. For an unrelated reason, the factory was asked to inspect all couplers in stock in the factory in late August. Some of the couplers had a slightly short weld (non functional and completely different than the recall issue) but in an abundance of caution, the factory sorted all couplers in stock.. There were about 6,000 packaged couplers in the factory. They unpacked all of them, inspected all of them, and did enhancement welding if needed. The factory didn't see any unwelded couplers among all in stock.

On October 13th we learned about the unwelded coupler defect, the factory was notified immediately and again they inspected all in stock (about 8000 pcs in stock). This time the factory was looking for any unwelded ones and they didn't find any from inventory. Starting November 1 2021, all customers were notified of the possible defect and were asked to inspect using a inspection document provided by Pacific Trailer Products. The decision to initiate a recall was made on January 7th 2022 after discussion with Mr. Choon Lee of NHTSA on January 4th 2022 and a subsequent internal discussion. There have been no warranty claims or accidents reported as of January 28 2022 regarding this defect.

**Description of Remedy :**

Description of Remedy Program : All customers were notified in writing in November 2021 and asked to sort for the defect using an inspection document provided by Pacific Trailer Products. All costs will or were reimbursed for this issue. NHTSA recall letters and process will occur in February 2022. Pacific Trailer Products will submit all necessary quarterly reports.

How Remedy Component Differs from Recalled Component : The remedy coupler is fully welded on the bottom side. The recalled coupler is not fully welded on the bottom side.

Identify How/When Recall Condition was Corrected in Production : The unwelded coupler crate was mixed in production in July 2021, after extensive sorting and inspection starting in August 2021, no incomplete welded couplers were found. An in process inspection was added to inspect for the condition immediately after the condition was identified in October 2021.

**Recall Schedule :**

Description of Recall Schedule : Letters will be mailed in the February -March 2022 time frame.

Planned Dealer Notification Date : FEB 01, 2022 - FEB 28, 2022

Planned Owner Notification Date : MAR 01, 2022 - MAR 31, 2022

**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