

Part 573 Safety Recall Report

22E-018

Manufacturer Name : Norco Industries Inc.

Submission Date : APR 04, 2022

NHTSA Recall No. : 22E-018

Manufacturer Recall No. : NR



Manufacturer Information :

Manufacturer Name : Norco Industries Inc.

Address : 2600 Jeanwood Dr.

Elkhart IN 46514

Company phone : 5742623400

Population :

Number of potentially involved : 3,587

Estimated percentage with defect : 2 %

Equipment Information :

Brand / Trade 1 : NORCO FRAMES

Model : COUPLER CA-5400

Part No. : 21700033

Size : 2 5/16"

Function : RV HITCH TO TOW

Descriptive Information : PACIFIC TRAILER PRODUCT INC RELEASED RECALL 22E003V. UTILIZED PO RECIEPTS OF COUPLERS WITHIN THE SCOPE OF THE ORIGINAL RECALL. COUPLERS MISSING WELDS ON BOTTOM PLATE FAILED INSPECTION. 3,587 FRAMES HAVE BEEN DETERMINED TO HAVE PASSED OUR INSPECTION, PRIOR TO IDENTIFYING A DEFECT ON 10/13/2021, WHEN WE IMPLEMENTED A MULTIPLE STEP INSPECTION PROCESS.

Production Dates : SEP 09, 2021 - OCT 13, 2021

Description of Defect :

Description of the Defect : COUPLER BOTTOM PLATE IS MISSING WELDS ON BOTTOM SIDE AND ARE ONLY TACK WELDED

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : THE TACK WELDS COULD BREAK CAUSING POSSIBLE DISCONNECT FROM TOW VEHICLE

Description of the Cause : PACIFIC TRAILER PRODUCTS ADVISED THAT THEY MISSED A STEP IN THE MANUFACTURING PROCESS

Identification of Any Warning that can Occur : VISUAL INSPECTION UNDERNEATH COUPLER WILL SHOW ONLY TACK WELDS ONLY

Involved Components :

Component Name : COUPLER

Component Description : 2 5/16 TRAILER COUPLER

Component Part Number : CA-5400-0

Supplier Identification :

Component Manufacturer

Name : PACIFIC TRAILER PRODUCTS

Address : 19215 SE 34TH STREET
SUITE 106#345 CAMAS Washington 98607

Country : United States

Chronology :

10/13/2021 • Norco Industries contacted Pacific Trailer Product Inc. upon identifying couplers that did not pass the standard visual inspection of raw material due to missing welds. • 100% containment had been achieved. 10/28/2021 • Norco Industries reported an additional coupler with missing welds in raw material stock. • 100% containment had been achieved. 02/10/2022 • Norco validated that couplers received between 09/09/21 and 10/13/21 had been inspected by our standard inspection of raw material. 03/08/2022 • Although we believe we have full containment, Norco Industries did not implement the new multi-stage inspection process until the first reported defect was identified on 10/13/2021.

Description of Remedy :

Description of Remedy Program : STEP 1: VISUAL INSPECTION. Inspection location: Bottom side of coupler located at the front end of the a-frame. Underneath the coupler, use a flashlight to inspect the welds at each side of the bottom coupler plate. a. To Pass Inspection: A weld bead should run along each side of the plate. b. To Fail Inspection: A weld bead will not run along the side of the plate and there will only be tack welds. STEP 2: REPAIR IF VISUAL INSPECTION FAILS In a circumstance that the coupler is only tack welded on the underneath plate, the coupler will need to be replaced by a qualified welder. RV OEMS WILL ADMINISTER THE CLAIMS PROCESS WITH RV DEALERS AND SUBMIT A VENDOR CHARGE BACK TO NORCO. NORCO WILL SUBMIT A VENDER CHARGE BACK TO PACIFIC TRAILER.

How Remedy Component Differs from Recalled Component : THE REMEDIED COMPONENT HAS WELDS ON THE PLATE LOCATED ON THE BOTTOM OF THE COUPLER. THE DEFECTIVE COUPLER IS MISSING THE WELDS

Identify How/When Recall Condition was Corrected in Production : ON 10/13/2021 WE NOTIFIED THE COUPLER MANUFACTURER OF THEIR DEFECTIVE PRODUCT. ALL RAW MATERIAL WAS QUARANTINED.

Recall Schedule :

Description of Recall Schedule : AS THE SUPPLIER, WE WILL NOTIFY THE RV OEMs AND THEY WILL IDENTIFY THE AFFECTED VINs APPLICABLE TO THE RECALL AND NOTIFY THE DEALERS AND OWNERS.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : MAR 18, 2022 - MAR 18, 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 : FOREST RIVER

Address : P.O. BOX 3030
ELKHART IN 46515

Country : US

Company Phone : 574 825 6242

Name : WINNEBAGO OF INDIANA

Address : P.O. BOX 470
FOREST CITY IN 50436

Country : US

Company Phone : 641 585 3535

Name : KEYSTONE RV COMPANY

Address : P.O. BOX 2000
GOSHEN IN 46527

Country : US

Company Phone : 574 537 3923

Name : KR-RV INC

Address : 0985 N 900 WEST
SHIPSHEWANA IN 46565

Country : US

Company Phone : 260 768 4016

* NR - Not Reported