

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.
- Norco Industries froze inventory and stopped all product in our shipyard.
- Norco Industries initiated a reinspection process for raw material and inspection of inventory in WIP and inventory in the yard for completed frames.
- The quantity of couplers that **failed inspection in raw material stock**/prior to assembly were **15**, in one layer of the basket shipped by Pacific Trailer.
- The quantity of couplers that **failed inspection in WIP and final assembly** were **0**.
- The quantity of couplers that **passed inspection** overall were **4400**.
- In addition to the standard inspection of raw material stock, Norco Industries added a secondary inspection prior to the welding process in production.
- 100% containment had been achieved.

10/28/2021

- Norco Industries reported an additional coupler with missing welds in raw material stock.
- Norco Industries froze inventory and stopped all product in our shipyard as an additional precaution.
- Norco Industries initiated a reinspection for all raw material, inventory in WIP and inventory in the yard for completed frames.
- The quantity of couplers that **failed inspection in raw material stock**/prior to assembly were **23**.
- The quantity of couplers that **failed inspection in WIP and final assembly** were **0**.
- The quantity of couplers that **passed inspection** overall were **10,421**.
- 100% containment had been achieved.

02/10/2022

- Norco Industries received notification that Pacific Trailer Product Inc. decided that a defect, which relates to vehicle safety, exists in certain batches of CA-5400-O and CA-5400-B couplers.
- Norco Industries believed they were the first to report the defect during standard inspection and had 100% containment.
- 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

- Norco determined that we assembled 3,587 frames during 09/09/21 through 10/13/2021 that may have been produced with the coupler indicated in the recall notification.
- 1,320 couplers were received by Norco from suspect lots prior to the first reported defect.
- 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.
- We immediately notified our affected customers of product produced between 09/09/2021 through 10/13/2021.

Customers	QTY	Contact	Contact Email
Keystone:	1155	██████████ ██████████	████████████████████ ████████████████████
KZ RV:	881	████████████████████	
Forest River:	358	██████████	████████████████████
East to West:	117	██████████	████████████████████
Winnebago:	1076	██████████ ██████████	████████████████████ ████████████████████