



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

December 20, 2022

Mr. Greg Hunt  
Ridewell Corporation  
P.O. BOX 4586  
Springfield, MO 65808

NEF-107KL  
22E-100

**Subject:** Loose Brake Pad Retaining Clip May Damage Tire

Dear Mr. Hunt:

This letter serves to acknowledge Ridewell Corporation's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

RIDEWELL/266 SUSPENSION/9999

**Mfr's Report Date:** December 15, 2022

**NHTSA Campaign Number:** 22E-100

**Components:**

SERVICE BRAKES, AIR:DISC:PADS

**Potential Number of Units Affected:** 186

**Problem Description:**

Ridewell Corporation (Ridewell) is recalling certain Ridewell 266 Suspensions with model number 164223HB001, equipped with Haldex Brake ModulT Gen II Air Disc Brakes. The retaining clip in the brake pad retaining assembly may be loose or could detach, loosening the brake pad.

**Consequence:**

A retaining clip or bracket that detaches can damage the brake pad, reducing brake performance, damage a tire valve, causing a flat tire, or become a road hazard, increasing the risk of a crash.

**Remedy:**

Dealers will inspect and repair the spring bracket assembly as necessary, free of charge. Owner notification letters are expected to be mailed December 2022. Owners may contact Ridewell customer service at 1-417-833-4565.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.nhtsa.gov](http://www.nhtsa.gov).

**Please ensure the following requirements are met:**

As required in Part 573.6, please amend the chronology to provide a summary of all warranty claims, field or service reports, and other information (such as the numbers of deaths and/or injuries), with their dates of receipt. If claim count exceeds 10 claims, please provide the total number of claims, and a receipt date range for those claims. Please include the dates that Ridewell was notified of the Haldex recall and when Ridewell decided to recall.

**AMENDED 573 REQUIRED.**

Your company's program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of your company's notification of owners, purchasers and dealers, in accordance with § 573.13. Your company's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by § 573.13 that is not in a general reimbursement plan shall be submitted in your company's report to NHTSA. If your company submits one or more general reimbursement plans, your company shall update each plan every two years (§ 573.13). If the vehicles are new and would be covered under the manufacturer's warranty program, please state that in the remedy section of your filing.

**AMENDED 573 REQUIRED.**

**Please be reminded of the following requirements:**

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Ridewell Corporation's contact for this recall will be Kristin Lepper who may be reached by email at [kristin.lepper@dot.gov](mailto:kristin.lepper@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement