

Part 573 Safety Recall Report

23E-085

Manufacturer Name : Hollywood Racks

Submission Date : NOV 08, 2023

NHTSA Recall No. : 23E-085

Manufacturer Recall No. : NR



Manufacturer Information :

Manufacturer Name : Hollywood Racks

Address : 12812 S. Spring St.

Los Angeles CA 90061

Company phone : 3105168600

Population :

Number of potentially involved : 7,500

Estimated percentage with defect : 100 %

Equipment Information :

Brand / Trade 1 : Hollywood Racks

Model : Destination E Rack

Part No. : HR4500

Size : NR

Function : Bicycle Carrier

Descriptive Information : All units from initial production affected. The Recall Population consists of Model Year 2022 and 2023 HR4500 bike carriers. Production and sales data were analyzed to obtain the total population included in the recall.

Unaffected units are manufactured with improved clamping components to remove eyebolt stress, reinforced horizontal frame and different cam-levers with larger diameter eyebolts. Reworked units are labeled with permanent stickering on the product and package.

Approximate number of affected units: 7500

Production Dates : MAR 18, 2022 - SEP 07, 2023

Description of Defect :

Description of the Defect : An eyebolt holding the vertical clamping frame onto the bike carrier may fail during use. Failure can result in the bike carrier's clamping frame detaching from the bike carrier's base when the vehicle is in motion, allowing the bike to drag behind the vehicle or become a road hazard, increasing the risk of crash.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Failure can result in the bike carrier's clamping frame detaching from the bike carrier's base when the vehicle is in motion. A secondary safety redundancy holding the bicycles in place mitigates this risk. Failure can result in the bike carrier's clamping frame detaching from the bike carrier's base

when the vehicle is in motion, allowing the bike to drag behind the vehicle or become a road hazard, increasing the risk of crash.

Description of the Cause : The location of the “runout”, or place on the eyebolt where the bolt’s shank transitions to thread, is located in an area in the assembly where extreme vibration and force may cause the bolt to shear.

Identification of Any Warning that can Occur : NR

Involved Components :

Component Name : Destination E Lever Assembly

Component Description : Cam lever-eyebolt assemblies

Component Part Number : DLVR

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

July 6, 2023 – First confirmed report of both eyebolts breaking on ordinary vehicle without warned against behavior, damaging bikes. No accident. Bikes and rear vertical clamping frame detached from horizontal frame of carrier but did not separate from vehicle due to secondary wheel strap system.

August 14, 2023- Initiated internal investigation into cause of breakage due to previous unspecified breakage. Designed and performed internal testing. Inconclusive results from testing. Company was unable to replicate the reported issues, i.e., unable to cause an eyebolt to shear under normal road conditions or offroad conditions.

September 10, 2023 – Second consumer report of both eyebolts breaking damaging bikes. No accident. Bikes and rear vertical clamping frame detached from horizontal frame of carrier but did not separate from vehicle due to secondary wheel strap system. Unspecified cause. Informed supplier of problem. There was no production of this model at that time at the factory.

September 14, 2023 - Supplier designed and initiated its own internal laboratory testing.

September 19, 2023 - After duplicating the failure, Supplier concluded that the thread length was too long and

redesigned the eye-bolt. Entirety of thread in revised eyebolt now located within a bracket in the horizontal frame, reducing stress on bolt threading. The new eye bolt was tested, validated, and approved. Existing inventory at the factory was quarantined and set aside for rework when new eye-bolts became available. October 9, 2023- Requested distributors and most dealers, including Amazon, to delist product and return existing inventory to Hollywood Engineering warehouse. In-house and customer returned inventory currently being reworked with new eye-bolt. Limited production at the factory resumed with new eyebolt. Product has been redesigned for model year 2024.

Description of Remedy :

Description of Remedy Program : The company will supply two (2) cam lever-eyebolt assemblies free of charge per bike rack. The inspection and parts replacement can be easily performed by the customer, or the consumer may contact Hollywood Racks for further assistance. The installation time to replace the parts is expected to take between 5-10 minutes to complete. If consumers incurred costs to obtain the recalled parts in a reasonable time in advance of this recall announcement, Hollywood Racks will provide the consumer with compensation for the replacement part.

How Remedy Component Differs from Recalled Component : The length and quality of the eye bolt design. Reworked units are marked with a permanent on-product sticker.

Identify How/When Recall Condition was Corrected in Production : Entirety of thread in revised eyebolt now located within a bracket in the horizontal frame, reducing stress on bolt threading.

Recall Schedule :

Description of Recall Schedule : The company is set to notify its dealers and consumers within 5 days of this submission.

Planned Dealer Notification Date : OCT 31, 2023 - NOV 07, 2023

Planned Owner Notification Date : NOV 02, 2023 - NOV 09, 2023

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