



**MORGAN**

Safety Recall - Super 3 (US)

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# Agenda

## Dealer Briefing

1. The Defect
2. What NHTSA stipulates
3. Customer Letter and Envelope
4. FAQ's
5. Recall replacement parts
  - I. Shipping
  - II. Work Instruction
6. AoB

# 1. Problem

## Description of what highlighted this issue

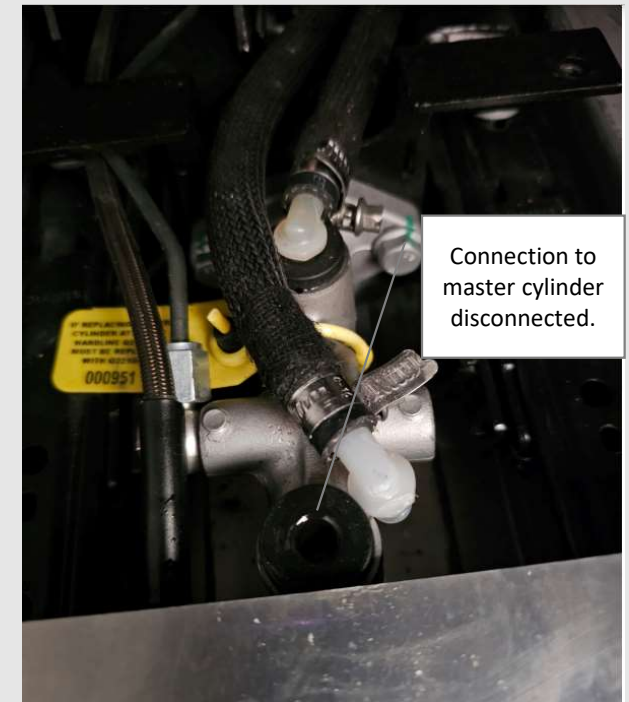
The below photo shows the area of defect – weld failure:-



Photo of the defective part where the weld has failed:-



The below photo shows where the connection to the master cylinder has become disconnected due to weld failure of the mounting plate where the master cylinder is fixed. This resulted in the master cylinder being able to move as the pedal is depressed as part of normal braking operation:-



## 2. What NHTSA Stipulates

### Recall Steps

1. Manufacturer files a Part 573 Defect Information Report (DIR):
  - I. Identifies a safety defect
  - II. Must be filed within 5 working days and it knew or should have know the defect exists
  - III. Include how and when the manufacturer identify the defect
  - IV. Identify the affected population
  - V. State the safety risk posed
  - VI. Plan for the proposed remedy
  
- 2) Issue owners of affective vehicles with a notice of recall:
  - I. Submit the proposed notice to NHTSA 5 days before mailing
  - II. Send owners no later than 60 days after filing Part 573
  - III. Must reach as many owners as possible and motivate them to get free repair
  - IV. Letter and envelope must state “IMPORTANT SAFETY RECALL”
  - V. Provide owners with clear statement of recall issue, safety consequences and risks, and precautions to take
  - VI. Explain how and where to have the vehicle repaired
  - VII. If remedy is not available in 60 days must send initial letter followed by second letter when remedy available
  
- 3) Report recall completion rates for at least 6 quarters

# 3. Customer Letter

## NHTSA Template

### Defect Example Letter

Owner Notification must be on Manufacturer or Division Letterhead



Manufacturer/Division Letterhead

The following statement must be in all caps and in larger font than the rest of the letter.

#### IMPORTANT SAFETY RECALL

The VIN must be here or in a prominent location elsewhere in the letter.

This notice applies to your vehicle. [VIN].

Include the NHTSA recall number and nfr number if applicable.  
NHTSA Recall No. [YY-000]/[MFR Recall No] [000]

[Date]

Dear [Owner],

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

[Manufacturer/Division] has decided that a defect, which relates to motor vehicle safety, exists in certain [Model Year/Make/Model] vehicles.

#### WHY DOES MY VEHICLE NEED REPAIRS?

Explain the Defect –

Part/System: front axle, fuel system, occupant sensor

Malfunction: break, leak, misclassify

Condition: improper weld, become loose, sustain damage

Precaution: none, gas odor,

Explain the Safety Risk –

Crash: description of advanced warning or state 'without prior warning'

Injury: description of injury to occupants or persons outside the vehicle and

description of price wanting

The [front axle] may [break due an improper weld], increasing the risk of a [crash without prior warning].

#### WHAT WILL YOUR DEALER DO?

Explain the Remedy – repair, replace, or refund

Free Statement – free of charge, no charge for parts and labor, at no cost to you

Estimated Time – 30 minutes, 4 hours, 2 days

Your dealer will [replace the front axle], free of charge. The repair should take approximately [X hours] to complete. However, due to scheduling, your dealer may require your vehicle for longer. Your dealer should be able to provide a more accurate repair estimate.

#### WHAT SHOULD YOU DO?

Please contact your local authorized dealer and schedule an appointment for your free repair as soon as possible. To find your nearest dealer, visit [MFR website].

#### Date Remedy Is Available –

Remedy Letter, as soon as possible, schedule an appointment for [MM/DD] or later (can only use if the remedy is available within two weeks of mailing)

Interim Letter, starting [Month Year], the second quarter of [year], the remedy is still under development, you will receive a second notice when the remedy becomes available

#### WHO SHOULD YOU CONTACT WITH FURTHER QUESTIONS OR CONCERNS?

If you have questions or concerns about this recall, please contact [Manufacturer Customer Service Line] at [phone number], or visit our website at [manufacturer safety recall URL].

If your dealer fails or is unable to remedy this defect without charge, or within a reasonable amount of time, you may submit a written complaint to:

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey AVE SE  
Washington, DC 20590

You may also call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-9153); or go to <http://www.safercar.gov>.

#### WHAT IF YOU ARE A LESSOR?

Federal law requires that you forward a copy of this safety recall notice to the lessee

#### WHAT IF YOU HAVE ALREADY PAID FOR THIS REPAIR?

You may be eligible to receive a reimbursement for the cost of repairs made prior to this notice. You may submit your receipts along with the attached Reimbursement Form online at [MFR website] or by mail [mailing address].

Describe how consumers may obtain information about a reimbursement

- Identify any time limits or restrictions on eligibility
  - Specify necessary documentation that must be submitted
  - Explain how and where to submit a claim
- Only include if vehicle is out of warranty.

#### WHAT IF YOU NO LONGER OWN THE VEHICLE?

If you no longer own the vehicle, [complete the attached Change of Ownership card and mail it or contact Customer Assistance at 555-5555].

We apologize for any inconvenience and thank you for your attention to this safety matter.

Sincerely,

[Manufacturer/Campaign Administrator]

## Owner Notification Envelope Templates



ACME ANVIL CORP  
123 Buggs Bunny WAY  
Springfield KY 01234-9876

Minimum  
First-Class  
Postage

### SAFETY RECALL NOTICE

JaneDoe  
4567 Main ST  
Anytown PA 98765-3210

#### IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance  
With Federal Law



# 3. Customer Letter

MMC Draft page 1 of 2



## IMPORTANT SAFETY RECALL

VIN: XXXXXXXXXXXX  
MY23/[NHTSA RECALL Number]

Dear [Owner],

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Morgan Motor Company Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2023 Morgan Super 3 vehicles.

### WHY DOES MY VEHICLE NEED REPAIRS?

The Pedal Box Assembly may exhibit reduced braking performance or complete loss of braking, increasing the risk of an accident.

This is due to a potential defect which has been identified with the Pedal Box Assembly. The affected part is the welded pedal box housing, which forms the structural component to which all other parts contained within the assembly are attached. The potential defect is caused by Morgan's third-party supplier not manufacturing parts in line with Morgan's engineering and quality specifications. The malfunction that could occur is weld failure under heavy load braking. An indication that your vehicle is affected could manifest as either binding brakes and / or the brake pedal is not returning to the intended position. Should this be the case you should not drive the vehicle in any event.

### WHAT WILL MY MORGAN DEALER DO?

Your dealer will replace the defective Pedal Box Assembly with a new, quality assured unit that is free of defect, free of charge. The repair should take approximately four hours to complete. However, due to scheduling, your dealer may require your vehicle for longer. Your dealer should be able to provide a more accurate repair schedule.

### WHAT SHOULD YOU DO?

Please contact your local authorized dealer and schedule an appointment for your free repair as soon as possible. To find your nearest dealer, visit [dealers.morgan-motor.com](http://dealers.morgan-motor.com). Parts will be made available to dealers by the end of January (2024) or sooner.



MORGAN MOTOR COMPANY LTD.  
PICKERSLEIGH ROAD, MALVERN LINK, WORCESTERSHIRE, WR14 2LL  
TELEPHONE +44 (0) 1684 573104 WWW.MORGAN-MOTOR.COM

Chairman: L. Price  
Chief Executive Officer: M. Fumarola  
Registered in London Number: 07459137

# 3. Customer Letter

## MMC Draft page 2 of 2

### WHO SHOULD YOU CONTACT WITH FURTHER QUESTIONS OR CONCERNS?

If you have questions or concerns about this recall, please contact Morgan Aftersales at +441 684 580 757, or email [Recall\\_Help@morgan-motor.co.uk](mailto:Recall_Help@morgan-motor.co.uk).

If your dealer fails or is unable to remedy this defect without charge, or within a reasonable amount of time, you may submit a written complaint to:

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey AVE SE  
Washington, DC 20590

You may also call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

### WHAT IF YOU ARE A LESSOR?

Federal law requires that you forward a copy of this safety recall notice to the lessee within 10 days.

### WHAT IF YOU NO LONGER OWN THE VEHICLE?

If you no longer own the vehicle, please contact Morgan Aftersales at +441 684 580 757, or email [Recall\\_Help@morgan-motor.co.uk](mailto:Recall_Help@morgan-motor.co.uk).

We apologize for any inconvenience and thank you for your attention to this safety matter.

Sincerely,

Morgan Motor Company Limited



MORGAN MOTOR COMPANY LTD.  
PICKERSLEIGH ROAD, MALVERN LINK, WORCESTERSHIRE, WR14 2LL  
TELEPHONE: +44 (0) 1684 573104 WWW.MORGAN-MOTOR.COM

Chairman: L. Price  
Chief Executive Officer: M. Fumarola  
Registered in London Number: 07459137



# 3. Customer Letter

## Envelope



# 4. FAQ's

What you may be asked ...



## US NONCOMPLIANT PARTS RECALL

AFTERSALES FAQ's

**INTERNAL USE ONLY, NOT FOR CIRCULATION OUTSIDE OF MORGAN**

### WHAT EXACTLY NEEDS DOING TO MY CAR?

The Pedal Box Assembly may exhibit reduced braking performance or complete loss of braking, increasing the risk of an accident.

This is due to a potential defect which has been identified with the Pedal Box Assembly.

The affected part is the welded pedal box housing, which forms the structural component to which all other parts contained within the assembly are attached.

The potential defect is caused by Morgan's third-party supplier not manufacturing parts in line with Morgan's engineering and quality specifications.

The malfunction may occur or is most likely under heavy load braking. An indication that your vehicle is affected could manifest as either fading brakes and / or the brake pedal is not returning to the normal position. Should this be the case you should not drive the vehicle in any event.

### HOW DO I GET THE WORK COMPLETED?

Morgan Motor Company will send your dealer the new Pedal Box Assembly for your car.

Please contact the Morgan dealer that you purchased the car from and schedule an appointment to bring the car to them.

We anticipate that the work will take around 4 - 6 hours to complete.

### WHAT WILL MY MORGAN DEALER DO?

Your dealer will replace the defective Pedal Box Assembly with a new, quality assured unit that is free of defect, free of charge.

The repair should take approximately 4 - 6 hours to complete. However, due to scheduling, your dealer may require your vehicle for longer. Your dealer should be able to provide a more accurate repair schedule.



Morgan Motor Company (UK)  
Morgan Motor Company Limited, The Works, Boreham, Essex, UK  
Tel: +44 (0)1206 850000 | Email: [usa@morgan-motor.com](mailto:usa@morgan-motor.com)

Company Name  
Morgan Motor Company  
Registered in England Number: 04889117



Morgan Motor Company (US)  
Morgan Motor Company, 10000 Old Orchard Road, Suite 100, Dallas, Texas, USA  
Tel: +1 (972) 342-1000 | Email: [usa@morgan-motor.com](mailto:usa@morgan-motor.com)

Company Name  
Morgan Motor Company  
Registered in Texas Number: 0788117



Morgan Motor Company (US)  
Morgan Motor Company, 10000 Old Orchard Road, Suite 100, Dallas, Texas, USA  
Tel: +1 (972) 342-1000 | Email: [usa@morgan-motor.com](mailto:usa@morgan-motor.com)

Company Name  
Morgan Motor Company  
Registered in Texas Number: 0788117

### CAN I STILL DRIVE MY SUPER 3?

Your Super 3 can be driven to your Morgan dealer to have the work completed.

We strongly recommend that you get the Pedal Box Assembly replaced with a new quality assured unit as soon as possible.

### HOW MUCH WILL IT COST TO HAVE THIS WORK COMPLETED?

Your dealer will replace the defective Pedal Box Assembly with a new, quality assured unit that is free of defect, free of charge.

### WILL MY TRAVEL COSTS BE REIMBURSED?

Please contact your Morgan dealer regarding reimbursement of any fuel and road toll costs.

### I DON'T WANT TO DRIVE MY SUPER 3 TO MY DEALER BECAUSE I LIVE TOO FAR AWAY. CAN YOU TRANSPORT MY VEHICLE TO THE DEALER FOR ME?

Please contact your Morgan dealer if you are not able to drive your vehicle to their premises and require assistance to take your car to the dealer.

### WHEN WILL THE PARTS ARRIVE AT MY DEALER?

Replacement Pedal Box Assemblies are being shipped from the Morgan Motor Company to all US Morgan dealers. **SEE RENAISSANCE SCHEDULE FOR ANTICIPATED PARTS ARRIVAL DATE AT EACH DEALER.**

### WILL MY DEALER BE ABLE TO CARRY OUT THIS REPAIR CORRECTLY?

All US Morgan dealers will receive full instructions and technical support from Morgan Motor Company and are fully qualified to carry out the replacement of the Pedal Box Assembly.

### CAN ANOTHER DEALER COMPLETE THE WORK ON MY CAR OR MUST I RETURN TO THE DEALER I BOUGHT THE VEHICLE FROM?

The replacement parts will be sent to the dealer who supplied your Super 3 to you. If there is another Morgan dealer closer to you, please contact [usa@morgan-motor.com](mailto:usa@morgan-motor.com).

### CAN I WAIT WITH MY CAR TO HAVE THE WORK COMPLETED? OR WILL I HAVE TO RETURN ON ANOTHER DAY?

Please speak to your Morgan dealer when you schedule the work to confirm with them when your Super 3 will be ready for collection. We anticipate that the work will take around 4 - 6 hours to complete.

### CAN MORGAN SEND THE PARTS TO MY LOCAL INDEPENDENT REPAIRER FOR FITMENT TO MY VEHICLE?

The Pedal Box Assembly replacement can only be carried out by an official Morgan dealer. US Morgan dealers will receive full instructions and technical support from Morgan Motor Company and are fully qualified to carry out the replacement of the Pedal Box Assembly.

### WHO SHOULD YOU CONTACT WITH FURTHER QUESTIONS OR CONCERNS?

If you have questions or concerns about this recall, please contact Morgan Aftersales at +44 (0)1206 850000, or email [usa@morgan-motor.com](mailto:usa@morgan-motor.com).

# 5. Replacement Recall Parts

## Current Status


- 62 off Pedal Box Assemblies have been sent to 9 Dealers
  - Tracking details have been forwarded by e mail.
- A Work Instruction has been developed and will be posted on the Dealer Portal and the Morgan Technical Hub ('O' Build)
  - Walk through the instruction ...

# 6. AoB

# Discover more about The Morgan Motor Company:

## CONTACT US:

 [contact@morgan-motor.com](mailto:contact@morgan-motor.com)

 +44 (0) 1684 573104

 [www.morgan-motor.com](http://www.morgan-motor.com)


## SOCIAL MEDIA:

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Worcestershire  
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