U.S. Department of Transportation

National Highway Traffic Safety Administration

ODI RESUME

OFFICE OF DEFECTS INVESTIGATION

NHTSA

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Investigation:	AQ 17-005		
Prompted by:	16E-062 & 17E-015		
Date Opened:	09/01/2017		
Investigator:	Kelly Schuler	**Reviewer:**	Kara Fischer
Approver:	Stephen Ridella		
Subject:	Compliance with recall reporting require		

MANUFACTURER & PRODUCT INFORMATION

Manufacturer:	Tegol, Inc.
Products:	Outlaw Slim-G series and Outlaw V-5 motorcycle helmets
Population:	16,779
Problem Description:	These helmets fail to conform to several requirements of FMVSS No. 218, "Motorcycle Helmets."

ACTION / SUMMARY INFORMATION

Action: Open Audit Query (AQ)

Summary:

On July 13, 2016, Tegol, Inc. (Tegol) submitted a Defect Information Report (DIR) to NHTSA describing a noncompliance in Outlaw Slim-G Series motorcycle helmets manufactured during a certain period from March 2013 to June 2013, encompassing approximately 5,292 helmets (see NHTSA Recall No. 16E-062). On March 12, 2017, Tegol submitted a DIR to NHTSA describing a noncompliance in Outlaw V-5 motorcycle helmets manufactured during a certain period from January 2014 to March 2015, encompassing approximately 11,487 helmets (see NHTSA Recall No. 17E-015).

NHTSA is concerned about Tegol's compliance with its recall reporting requirements, as Tegol has failed to timely submit quarterly reports for three quarters and the most recent quarterly reports remain outstanding. NHTSA's Recall Management Division has had to send Tegol numerous letters and warnings about required quarterly reports.

Additionally, NHTSA is concerned about Tegol's compliance with its recall remedy obligations, as NHTSA has received 48 Vehicle Owner's Questionnaires (VOQs) stating that Tegol is not providing the remedy to owners as specified in its DIRs and is not responding to consumer inquiries. NHTSA has received these VOQs from consumers regarding NHTSA Recall No. 17E-015, as well as three prior recalls, NHTSA Recall Nos. 12E-051, 13E-047, and 14E-069.

This audit query (AQ) is being opened to investigate Tegol's compliance with recall requirements as well as Tegol's compliance with reporting requirements under the National Traffic and Motor Vehicle Safety Act.

PRODUCTS AND COMPONENTS
Products:
Outlaw V-5 Series – begin manufacture date 01/09/2014
Outlaw Slim-G Series – begin manufacture date 03/30/2013
Hawk GLD-900 Series
Outlaw AX-3 Series
Outlaw AX-4 Series
Outlaw TG-5 Series
Outlaw AX-30010 Series
Outlaw AX-30020 Series
Outlaw AX-30030 Series
Components: EQUIPMENT:MOTORCYCLE:HELMETS