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By Recall Management Division at 7:26 am, Feb 24, 2012

February 23, 2012

Ms. Nancy Lewis,
Associate Administrator for Enforcement,
National Highway Traffic Safety Administration,
Attn: Recall Management Division (NVS-215)
1200 New Jersey Avenue, SE
Washington, DC 20590

Dear Ms. Lewis,

Ride Control, LLC (which also does business under the name Gabriel Ride Control) has decided that a defect which relates to motor vehicle safety exists in certain front ReadyMount Assemblies. In compliance with 49 CFR 573.6(c), Ride Control is filing this Defect Information Report.

§ 573.6(c)

(1) The manufacturer's name:

- Ride Control, LLC
950 Maplelawn
Troy, MI. 48084

Contact for this recall is Dennis Dicosola, Director – Customer Quality and Warranty at Ride Control, LLC.

Phone Number: (248) 247-7500

Fax Number: (248) 247-7540

Email: dennis.dicosola@gabriel.com

(2) Identification of the items of motor vehicle equipment potentially containing the defect

Ride Control part numbers for the ReadyMount Assemblies are Gabriel P/N – 746641MT and 746646MT. The corresponding aftermarket customer part numbers are: G56944, G56945, G68944 and G 68945.

None of the items of equipment are purchased by vehicle manufacturers for use as original equipment. These assemblies are front left and right ReadyMount Assemblies for use on the 2000-2005 Ford Focus.

(3) The total number of items of equipment potentially containing the defect:

There were 10,006 units shipped by Ride Control, LLC to customers for resale as replacement parts in the aftermarket.

(4) The percentage of items of equipment recalled expected to contain the defect.

Ride Control has not determined percentage of the assemblies that contain the defect.

(5) A description of the defect:

Ride Control, LLC has decided that a defect which relates to motor vehicle safety exists in front ReadyMount Assemblies. These assemblies were assembled with an incorrect nut that did not contain a flange. The absence of a flanged nut can allow the ReadyMount Assembly to pull apart the top mount. If the assembly separates during installation, it could result in injury to the installer. If the assembly separated while the vehicle was moving, it could result in secondary damage to surrounding vehicle components. The end result could be poor vehicle handling and reduced performance which may result in a crash.

(6) A chronology of events that led to the determination:

- 02/14/12 Ride Control received a phone call at 6:00PM through its Answerman process indicating that an installer was injured while installing G56945/746646MT Front ReadyMount on a Ford Focus at a Midas shop in Rockford IL.
- 02/15/12 Ride Control called the manager of the Midas shop to understand the situation. The manager indicated that the unit separated between the top mount and the nut that holds the unit together and struck the installer on the shoulder. Ride Control requested the part on an expedited basis.
- 2/16/12 The subject part was received in Troy. Ride Control began the engineering evaluation of the ReadyMount Assembly and established that the root cause of the separation occurred because of a misinterpretation of the assembly drawings that ultimately resulted in a missing washer in the assembly process.
- 2/16/2012 Ride Control decided that an issue related to motor vehicle safety existed and to conduct a safety recall.
- 2/16/12 Ride Control informed Customers that based on returned part analysis and testing performed there was sufficient evidence to warrant a recall of Ride Control LLC part numbers G56944/G68944 (746641MT) and G56945/G68945 (746646MT) from the field.

(8) Description of the plan for Remediating the Defect

Ride Control plans to repurchase and replace the affected parts in inventory. To the extent that the parts are already installed on a vehicle, Ride Control will set up procedures to repair or replace the affected parts without charge to the vehicle owner.

(10) A representative copy of all notices and bulletins

Ride Control will provide a copy of notices and bulletins as they become available.

(11) Manufacturer's campaign number:

Ride Control intends to use the campaign number assigned by NHTSA.

This report was sent by e-mail to RMD.ODI@dot.gov and Kelly Schuler. Ride Control LLC will provide NHTSA with the additional required information, as it becomes available.

Sincerely,

Dennis Dicosola
Director - Customer Quality and Warranty
Ride Control, LLC

cc. Ms. Kelly Schuler (by e-mail)
Stephen E. Selander, Selander Law Office, PLLC (by e-mail)