

**RECEIVED**

By Recall Management Division at 1:18 pm, Oct 23, 2013

13V-499  
(8 pages)

October 7, 2013

Neo Trailer Customer,

It has been brought to our attention by Fastec Industrial Supply, a supplier of Flush Lock side door locks, had supplied us (Neo Trailers) with potentially affected door locks with deadbolts. These Flush Door locks would have been installed on Neo Trailer Models: NAV, NAS, and NCV (as a flush lock door option) between the dates of 2-22-2010 thru 5-01-2011. Serial #301001 thru #302347.

If a lock is affected, the key may be removed from the deadbolt cylinder (the bottom cylinder) on the locked door when the key is in the horizontal 9 o'clock position, potentially jamming the deadbolt and potentially causing the red lever on the interior side of the lock to become inoperable.

If the consumer removes the key from the deadbolt lock cylinder while the key is in the vertical 12 o'clock position or the horizontal 3 o'clock position, the deadbolt door lock functions properly as designed.

After examining your lock and have determined you have a lock that is affected, or those requesting further information regarding this matter, please contact Fastec Industrial @ 800-837-2505.

If you have difficulties reaching Fastec Industrial at the above phone number, please feel free to contact us at:

Customer Service  
Neo Trailer  
21900 US 12  
Sturgis, MI 49091  
269-503-7630

Safety Defect and Noncompliance Report Guide for Vehicles

PART 573 Defect and Noncompliance Report

Date: 10-7-13

This report serves as [insert reporting manufacturer's name]'s notification to the U.S. Department of Transportation, National Highway Traffic Safety Administration that a [insert as applicable: "defect related to motor vehicle safety" or "noncompliance with Federal Motor Vehicle Safety Standards"] exists in certain [identify the vehicles at issue]. [Manufacturer] decided that this [insert "defect" or "noncompliance," as applicable] existed in these vehicles on [insert date].

I. Manufacturer, Designated Agent, and Other Chain of Distribution Information

Manufacturer's corporate name: Neo Manufacturing Inc. LLC

Vehicle brand or trademark name owner(s) (where applicable):

Designated Agent (imported vehicles):

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If this notification concerns a defective or noncompliant component that the above identified manufacturer did not manufacture, identify that component and provide the name, address, and phone number of the manufacturer of the component (if this manufacturer is unknown, provide this information as to the supplier of the component):

"Door Lock"

Fastec Industrial Corp.

225 West Station Square Drive, Suite 700  
Pittsburgh, PA 15219-1122

(P) 412-454-2554

(F) 412-222-0160

Name, address, email, and phone and fax numbers for the person(s) to whom inquiries about this report should be directed:

Neo Manufacturing (P) 269-503-7630  
Wade Wolf (F) 269-503-7645  
21900 US 12 West wadew@neomfg.com  
Sturgis, MI 49091

Manufacturer's assigned campaign number (where applicable):

II. Identification of the Recall Population and Its Size

Complete the tables below for each group of vehicles subject to this notification. Additional tables may be necessary where there are more than three groups subject to a notification.

Make:	Neo Trailers
Model:	NAV
Model Year(s):	2010, 2011
Inclusive dates of manufacture (month and year):	02-22-2010 thru 05-01-2011
Body Style/Type (for non-passenger cars):	Cargo Trailer
Other information necessary to describe these vehicles (e.g., VIN range, GVWR or class for trucks, displacement for motorcycles, and number of passengers for buses):	2990 LBS GVWR and 7000 LBS GVWR
Total number of these vehicles:	263

Make:	Neo Trailers
Model:	NAS
Model Year(s):	2010, 2011
Inclusive dates of manufacture (month and year):	02-22-2010 thru 05-01-2011
Body Style/Type (for non-passenger cars):	Cargo Trailer
Other information necessary to describe these vehicles (e.g., VIN range, GVWR or class for trucks, displacement for motorcycles, and number of passengers for buses):	

7000 LBS GVWR

Total number of these vehicles: 124

Make: Neo Trailers

Model: NCV

Model Year(s): 2010, 2011

Inclusive dates of manufacture (month and year): 02-22-2010 thru 05-01-2011

Body Style/Type (for non-passenger cars): Cargo Trailer

Other information necessary to describe these vehicles (e.g., VIN range, GVWR or class for trucks, displacement for motorcycles, and number of passengers for buses):

7000 LBS GVWR

Total number of these vehicles: 47

Provide the following information as to all the groups of vehicles:

Grand total number of vehicles: 434

The percentage of the recall population you estimate actually contain the defect or noncompliance: 10%

Identify and describe how the recall population was determined (e.g., on what basis the recalled models were selected and how the inclusive dates of manufacture were determined):

Cargo Trailers manufactured during time period component was purchased and installed from supplier "Fastec Industrial Corp." - Door Lock

Describe how the recall population is different from any similar vehicles not subject to this notification:

Neo builds cargo trailers, not a Recreational Vehicle or Passenger Transport Vehicles and should not be subject to this notification.

### III. Description of the Defect or Noncompliance and Chronology of Events

Describe the defect or noncompliance, including a summary and detailed description of the nature and physical location (if appropriate) of the defect or noncompliance. Graphic aids should be provided where necessary.

See attached from supplier "Fastec Industrial Corp."

Describe the cause(s) of the defect or noncompliance condition.

See attached from supplier "Fastec Industrial Corp."

Describe the safety consequence(s) of the defect or noncompliance condition.

None - Door is used to access tie downs for Cargo.  
See attached from supplier "Fastec Industrial Corp." Relating to passenger transportation on RV's.

Identify any warning(s) that may precede the defect or noncompliance condition.

See attached from supplier "Fastec Industrial Corp."

*For defects*, provide a dated, chronological summary of all the principle events that were the basis for the determination that the defect is related to motor vehicle safety, including a summary of all warranty claims, field or service reports, and other information such as numbers of crashes, injuries and fatalities.

None - Relative to Neo.  
See attached from supplier "Fastec Industrial Corp."

*For noncompliances*, identify the test results and other information considered in determining the existence of the noncompliance, and provide the date of each test and observation indicative of that noncompliance.

See attached from supplier "Fastec Industrial Corp."

IV. The Remedy Program and Its Schedule

Describe the program for remedying the defect or noncompliance, including the plan for reimbursing those owners and purchasers who may have incurred costs to remedy the defect or noncompliance before receiving the manufacturer's notification concerning that defect or noncompliance. Also include, where applicable, details with dates concerning any production remedy that was conducted or will be conducted.

See attached explanation from Supplier "Fastec Industrial Corp."  
Neo mfg. will notify their dealers, of which had taken delivery of Neo trailers between 2/22/10 thru 5/1/11

Provide the estimated date(s) on which owner and purchaser notifications will be issued and the estimated date(s) for completion of those notifications.

12-1-2013

Provide the estimated date(s) on which dealer and distributor notifications will be issued and the estimated date(s) for completion of those notifications.

11-1-2013

Clearly describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.

Neo dealers will be made aware of the Fastec lock concern and will be directed to replace the flushlock assembly as necessary.

**\*\*\*\*\* IMPORTANT REMINDERS \*\*\*\*\***

A DRAFT version of the letter that the manufacturer intends to mail to owners and purchasers notifying them of the defect and/or noncompliance must be submitted to NHTSA at least five Federal Government business days before those letters are issued. In addition, it is recommended that the draft version of the letter that the manufacturer intends to send to its dealers and distributors concerning the defect and/or noncompliance also be submitted for review. For prompt receipt and review, drafts may be submitted to the attention of the Recall Management Division (NVS-215) via facsimile on (202) 366-7882, or email to RMD.ODI@dot.gov.

A representative copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, dealer, or purchaser, must be submitted to NHTSA no later than five days after they are initially sent. This requirement applies both to the final version of the notification letter that is sent to owners and purchasers, as well as the final version that is sent to dealers and distributors. It also includes any follow-up notifications issued concerning a recall. The representative copies of the letters sent to owners and purchasers, and dealers and distributors, must be submitted via certified mail. It is strongly recommended, however, that additional representative copies be submitted via facsimile on (202) 366-7882, or email to RMD.ODI@dot.gov, so that the submission can be more promptly reviewed. All submissions should be conspicuously labeled with the appropriate NHTSA-assigned recall number.