



## IMPORTANT SAFETY RECALL NOTICE

December 4, 2013

Dear Trailer Owner:

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

Neo Manufacturing LLC. has decided, based on information provided by Fastec Industrial Corp., a division of WESCO Distribution, Inc., that a defect which relates to motor vehicle safety exists in the deadbolt cylinders of certain trailer locks manufactured and sold under the FIC brand name between January 1, 2006 and April 30, 2013. Only FIC locks that have an integrated deadbolt are affected by this recall.

### **! I M P O R T A N T !**

- Your travel trailer deadbolt lock cylinder may be subject to this recall.
- **You should follow the instructions in the enclosed safety recall notice from Fastec to determine whether your lock is affected by this recall.** If your lock is part of the recall, you should contact Fastec directly for free replacement cylinders through their website at [www.fastecindustrial.com](http://www.fastecindustrial.com) or by calling toll free (800) 837-2505. You should also complete the automated online response survey on Fastec's website at [www.fastecindustrial.com](http://www.fastecindustrial.com) indicating whether or not you need replacement cylinders for your lock as this will help Fastec to track and expedite the recall process.

### **Why is a recall being conducted?**

We have been notified by Fastec that certain FIC deadbolt locks may have a safety risk associated with them. Under normal use and operation, the key to the deadbolt lock can only be removed in the 12 o'clock (neutral) and 3 o'clock (unlocked) positions. In certain FIC locks made between January 1, 2006 and April 30, 2013, the key may be able to also be removed from the deadbolt cylinder when the key is in the 9 o'clock position. This condition may cause the deadbolt to jam, which could prevent occupants inside the trailer from being able to unlock the door from the inside and exit the trailer through the door, potentially leaving the occupants trapped inside.

### **What are we doing about the problem?**

We are working with Fastec to ensure that you receive free replacement cylinders for your FIC lock if the lock is part of this recall. If your lock is affected by this recall, Fastec will send you a new set of lock cylinders for both the deadbolt lock and the exterior paddle handle at no cost. Upon receipt of the replacement cylinders, please follow the included instructions on removing the existing cylinders and replacing them with new cylinders. The replacement process is straightforward and takes only a few minutes to complete (a video demonstration is available on Fastec's website at [www.fastecindustrial.com](http://www.fastecindustrial.com)), but if you have any questions or concerns about the cylinder replacement, please contact Fastec and a representative will assist you with the replacement or refer you to someone who can do so free of charge. A prepaid return shipping package will also be provided so that the affected cylinders and keys can be returned to Fastec.

**What should you do?**

Please review the enclosed safety recall notice from Fastec to determine if your lock is affected by this recall.

**What if you no longer own the trailer?**

If you no longer own the travel trailer that may have an FIC lock that is subject to this recall, please forward the new owner's contact information directly to Fastec so that they can contact the new owner about the recall.

**Who should you contact if you have further questions or concerns?**

If you believe you have experienced any difficulties in properly operating or replacing the deadbolt cylinder of your FIC lock or if you have any questions or concerns about the recall, please contact Fastec directly either through their website at [www.fastecindustrial.com](http://www.fastecindustrial.com) or by calling toll free (800) 837-2505.

**If you are the lessor of this trailer**, please forward a copy of this notice to the lessee within ten days to comply with federal regulations.

If you have already paid to have your lock cylinders repaired or replaced to address the problem detailed in the enclosed notice from Fastec, you may be eligible for reimbursement of the charges you paid for the repair or replacement. To learn more about what you need to do to obtain reimbursement, please contact Fastec directly through their website at [www.fastecindustrial.com](http://www.fastecindustrial.com) or call toll free (800) 837-2505 to talk to a representative of Fastec. If after having attempted to take advantage of this recall you believe you have not been able to have your lock cylinders remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this safety recall may cause, but your safety is our first concern.

Sincerely,

Neo Manufacturing LLC