



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

December 21, 2017

Ms. Nadine Geiger
JH Global Services, Inc.
378 Neely Ferry Rd.
Simpsonville, SC 29681

NEF-150JK
17V-791

Subject: Tie Rod may Detach from Front Axle Spindle

Dear Ms. Geiger:

This letter serves to acknowledge JH Global Services, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

STAR EV/SPORT 4+2/2017

Mfr's Report Date: December 8, 2017

NHTSA Campaign Number: 17V-791

Components:

STEERING:LINKAGES:KNUCKLE:SPINDLE:ARM
STEERING:LINKAGES:TIE ROD ASSEMBLY

Potential Number of Units Affected: 95

Problem Description:

JH Global Services, Inc. (JH Global) is recalling certain 2017 Star EV Sport 4+2 vehicles. Due to a casting problem, the tie rod connection may break off from the front axle spindle resulting in a loss of steering control.

Consequence:

A loss of steering control from the tie rod connection breaking from the front axle spindle can increase the risk of a crash.

Remedy:

JH Global has notified owners, and dealers will replace the front axle spindle, free of charge. The recall began on November 20, 2017. Owners may contact JH Global customer service at 1-888-878-9988. JH Global's number for this recall is IRN 171101.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

It is our understanding that notification to owners began on November 20, 2017, prior to our review of the owner notification letter. Should it become necessary for JH Global to do a renotification, the follow-up notification must be submitted to this office for review and it must comply with the requirements of Part 577.5, "Notification pursuant to a manufacturer's decision" and Part 577.10, "Follow-up notification."

The information in your report suggests that JH Global may have been aware of this issue more than five business days before filing a report with NHTSA. Please be reminded that under Federal law, this agency is to be notified of all safety defect and/or noncompliance decisions within five business days. 49 CFR 573.6

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at jennifer.kruger@dot.gov or through the office email at rmd.odi@dot.gov. We look forward to working with you.

Sincerely,



Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigations
Enforcement