Part 573 Safety Recall Report 17E-057

Manufacturer Name : International Specialty Services, Inc
Submission Date : OCT 03, 2017
NHTSA Recall No. : 17E-057
Manufacturer Recall No. : NR

Manufacturer Information :

Manufacturer Name : International Specialty Services, Inc
Address : 100 Roe Road
Travelers Rest SC 29690
Company phone : 864-414-2820

Population :

Number of potentially involved : 4,800
Estimated percentage with defect : 100 %

Equipment Information :

Brand / Trade 1 : NAPA
Model : 800 lb. low profile transmission jack
Part No. : Model 520-4003
Size : NR
Function : jack
Descriptive Information : As described below, International Specialty Services, Inc. (ISS) has determined that the threading on tilt angle adjustment bolts does not meet design specifications in the models of 800 pound low profile transmission jacks identified in this report. The products have been produced in the same manner by the same factory since the products were introduced to the market. ISS has therefore determined that the entire population of existing product should be recalled. For model 520-4003, sales records only go back to 2008. Since that time, 1098 units have been sold. However, this model has been sold since 2001. ISS estimates that the total number of units sold since 2001 is 2,600. ISS will work with its customers and its supplier to see if it can obtain additional information regarding the number sold prior to 2008. ISS will update this report if it receives such information. Model 776-4003 was first sold in November 2011. ISS has sold a total of 2,186 units of model 776-4003. Accordingly, the estimated total for the two models combined is about 4,800 units. ISS notes that the two models are identical except for color and brand name.
Production Dates : JAN 01, 2001 - SEP 18, 2017

Brand / Trade 2 : Evercraft
Model : 800 lb. low profile transmission jack
Part No. : Model 776-4003
Size : NR
Function : jack
Descriptive Information : As described below, International Specialty Services, Inc. (ISS) has determined

Descriptive Information :	that the threading on tilt angle adjustment bolts does not meet design specifications in the models of 800 pound low profile transmission jacks identified in this report. The products have been produced in the same manner by the same factory since the products were introduced to the market. ISS has therefore determined that the entire population of existing product should be recalled. For model 520-4003, sales records only go back to 2008. Since that time, 1098 units have been sold. However, this model has been sold since 2001. ISS estimates that the total number of units sold since 2001 is 2,600. ISS will work with its customers and its supplier to see if it can obtain additional information regarding the number sold prior to 2008. ISS will update this report if it receives such information. Model 776-4003 was first sold in November 2011. ISS has sold a total of 2,186 units of model 776-4003. Accordingly, the estimated total for the two models combined is about 4800 units. ISS notes that the two models are identical except for color and brand name.
Production Dates :	AUG 05, 2011 - SEP 18, 2017

Description of Defect :

Description of the Defect :	The transmission jacks in question include a saddle (the component in which the transmission sits) that can be adjusted by tilting it fore and aft or side to side using tilt angle adjustment screws (see picture filed currently with this report). These tilt angle adjustment screws are secured to the jack using a nylon nut and a bolt ("tilt angle adjustment bolts"). The defect is present in the tilt angle adjustment bolts. The threading on these bolts is not in compliance with the design specification. Specifically, threading on the bolts is undersized and as a result, there is insufficient thread engagement with nut. Due to this defect, under certain load conditions, the nut can come lose from the bolt and destabilize the saddle.
FMVSS 1 :	NR
FMVSS 2 :	NR
Description of the Safety Risk :	The nuts attached to the tilt angle adjustment bolts are intended to secure the tilt angle adjustment screws (the mechanism used to adjust the saddle) to the jack. If the nut comes loose from the tilt angle adjustment bolt of a loaded saddle platform, the saddle could quickly tip to one side causing possible damage to the jack and/or damage to the load being lifted/supported and/or personal injury. In other words, due to the bolt defect, the transmission could tip over causing injury to the mechanic, and/or damage to the transmission
Description of the Cause :	As noted above, the tilt angle adjustment bolts do not meet design specifications. Specifically, the bolts have insufficient thread engagement with the corresponding nuts.
Identification of Any Warning that can Occur :	ISS is not aware of any warning signs that the nut attached to the tilt angle adjustment bolt is about to come lose.

Supplier Identification :

Component Manufacturer

Name : Shanghai Shengang Lifting Equipment Co.,
Address : Nicheng Road #17, Nanhui District
Shanghai FOREIGN STATES
Country : China

Chronology :

On December 15, 2014, ISS was notified of an incident in which the tilt angle adjustment screw failed on an Evercraft low profile transmission jack. When the screw failed, the jack tipped to one side and the mechanic's ring finger on his left hand became trapped under the jack and the transmission causing a partial amputation of his last joint on that finger.

The parties engaged in mediation and discovery for a period of years. As part of this process, an expert report was completed in July 2017 and indicated that the tilt angle adjustment screw failed because the tilt angle adjustment bolt had insufficient thread engagement with the nut holding the bolt in place. In August 2017 the parties settled and ISS began to investigate the tilt angle adjustment bolt issue further to determine if the issue identified in the report was an isolated incident. At the time, ISS was not aware of any other incidents of a failure or malfunction of a low profile transmission jack made by ISS and no additional incidents have come to light since then.

The week of Sept. 18, 2017, ISS began preparing to test all in stock products at its direct customer (Balkamp, a distributor that sells to NAPA distribution centers) and several NAPA distribution centers. In preparing its teams for testing, ISS used an Evercraft jack that was several years old and found it had out of tolerance threads on the side tilt angle adjustment bolt. ISS ordered a brand new jack which arrived on Sept. 21, 2017 and found that it too had out of tolerance threads. On Sept. 25, 2017 ISS management met internally. They determined a recall may be necessary and that the issue should be discussed with counsel. The issue was discussed with local counsel on September 26, 2017 and with counsel specializing in recalls on Sept. 27, 2017. It was determined that despite only one incident in more than 15 years since the product was introduced, a recall should be initiated to prevent any possible future incidents.

Description of Remedy :

Description of Remedy Program :	Because the defect is present in all existing stock, replacement jacks will not be immediately available to end users. ISS plans to recall the existing stock from Balkamp, NAPA distribution centers, and NAPA retail stores and to replace the defective bolt with a new bolt, attached with a castle nut and cotter pin for extra security. ISS expects to receive the jacks from Balkamp's inventory around mid-October; the jacks from the inventory of NAPA distribution centers in mid-November; and the jacks from NAPA retail stores in mid-January 2018. ISS will begin receiving new replacement bolts, castle nuts and cotter pins at or about the same time as the Balkamp inventory receipt in mid-October 2017. ISS will replace the nuts and bolts on the returned inventory with these new nuts and bolts. It will then send these products with the new nuts and bolts back to Balkamp for distribution down the distribution chain to NAPA retail stores. ISS estimates replacement jacks will start becoming available to consumers at NAPA retail stores by mid to late December. Owner notifications will instruct owners to seek a replacement from NAPA retail stores but will also indicate that until replacement jacks are available, owners may request a refund. Any end user that purchased a replacement low profile transmission jack due to the defect described in this report prior to receiving notice of this recall will be reimbursed for the cost of the replacement equipment if he or she can provide documentation showing the purchase of the defective product and documentation showing purchase of the replacement product.
How Remedy Component Differs from Recalled Component :	The recalled products are NAPA brand 800 pound low profile transmission jacks, model no. 520-4003 and Evercraft brand 800 pound low profile transmission jacks, model no. 776-4003. The recalled products had a tilt angle adjustment bolt with insufficient threading and was attached with a standard nylon nut. The replacement products will be identical to the recalled products except that the replacement product will contain a new tilt angle adjustment bolt with sufficient threading and will be secured with a castle nut and cotter pin.
Identify How/When Recall Condition was Corrected in Production :	On or about September 18, 2017, ISS instructed the factory in China to stop manufacturing of the low transmission jack in question utilizing the current bolt and nylon nut configuration. ISS requested that the factory begin supplying ISS with new conforming bolts and nuts (i.e. bolts with threading that meets the design specifications, along with castle nuts designed to be secured with a cotter pin) to repair the existing stock from inventory received as a result of the recall. ISS believes that the new nuts and bolts will be received in mid to late October. When ISS places a new order with the factory, the jacks will be produced using the new castle nuts, cotter pin and bolts.

Recall Schedule :

Description of Recall Schedule :	ISS has already told distributors and retailers via telephone to stop selling the products at issue. By October 6, 2017, ISS intends to file with NHTSA copies of the dealer/distributor notifications and owner notifications it intends to send as well as a copy of the notices that ISS will ask to be placed at retail stores selling the product. ISS intends to begin sending dealer/distributor notifications by October 16, 2017 and intends to finish sending those notices by October 20, 2017. ISS does not have information regarding who purchased the products from retail stores. ISS is therefore requesting this information from NAPA retail stores and will begin sending owner notifications shortly after the stores provide ISS with names and addresses of owners. ISS estimates that it will have the information to start sending owner notifications by October 30, 2017. ISS estimates it will finish sending owner notifications by November 30, 2017
Planned Dealer Notification Date :	OCT 16, 2017 - OCT 20, 2017
Planned Owner Notification Date :	OCT 30, 2017 - NOV 30, 2017

Purchaser Information :

The following manufacturers purchased this defective/noncompliant equipment for possible use or installation in new motor vehicles or new items of motor vehicle equipment:

Name :	NR
Address :	NR
	NR
Country :	NR
Company Phone :	NR

* NR - Not Reported