Part 573 Safety Recall Report 17V-791

Manufacturer Name : JH Global Services, Inc.
Submission Date : DEC 08, 2017
NHTSA Recall No. : 17V-791
Manufacturer Recall No. : IRN 171101

Manufacturer Information :

Manufacturer Name : JH Global Services, Inc.
Address : 378 Neely Ferry Rd.
Simpsonville SC 29681
Company phone : 2978833

Population :

Number of potentially involved : 95
Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2017-2017 STAR EV Sport 4+2
Vehicle Type : LOW VOLUME VEHICLES
Body Style : OTHER
Power Train : HYBRID ELECTRIC
Descriptive Information : Supplier told us the raw materials used to manufacturer castings were from different.
Production Dates : MAY 18, 2017 - OCT 31, 2017
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Description of Defect :

Description of the Defect : Defective chemistry of raw material used in castings material.
Only one (1) golf cart failed at our factory. No known field failures.
Zero (0) crashes, injuries, fatalities

FMVSS 1 : NR
FMVSS 2 : NR

Description of the Safety Risk : Crash hazard. The defective spindle could possibly cause the tie rod connection to break off from the spindle resulting in loose steering control of the vehicle.

Description of the Cause : NR

Identification of Any Warning that can Occur : Steering could become shakey

Supplier Identification :

Component Manufacturer

Name :	Suzhou Eagle Electric
Address :	No. 99 Yin Xin Road
	Guo Ziang Town, Suzho FOREIGN STATES
Country :	China

Chronology :

28 Sept 17: Right front passenger spindle failed in our factory.
28 Sept 17: Notified our supplier Suzhou Eagle
07 Nov 17: Suzhou Eagle acknowledged receipt of our notification
20 Nov 17: Notified end users and dealers
21 Nov 17: New replacement spindles air freighted from China to U.S.
27 Nov 17: Begin replacing suspect spindles at STAR EV and made new replacement spindles available for Dealers
30 Nov 17: Filed with NHTSA Equipment Campaign
08 Dec 17: NHTSA advised STAR EV to do a Vehicle Campaign

Description of Remedy :

Description of Remedy Program :	1) Provided Interim Safety Recall Notice (IRN 171101) to end users after speaking with NHTSA by telephone to stop using their golf cart, identified golf cart by its finish serial number, asked owners to return their golf carts to their authorized STAR EV Dealer for spindle replacement at no cost to them. 2) Had new replacement spindles air freighted to STAR EV so that we could provide to Dealers. 3) Provided Interim Safety Recall Notice (IRN 171101) to STAR EV Dealers to replace suspect spindle (2SP033) at no cost to owners, provided Dealers with Technical Service Bulletin (SZ-1162017) on how to replace suspect spindle with new spindle. 4) Dealers asked to file Warranty Claim for labor reimbursement and old spindle destruction cert.
How Remedy Component Differs from Recalled Component :	New component chemistry corrected by using the correct raw materials in manufacturing castings.
Identify How/When Recall Condition was Corrected in Production :	28 Sept 17: Immediately upon discovery, all golf carts in our facility were placed on hold and quarantined. 07 Nov 17: Supplier acknowledged STAR EV concern and had their supplier begin making correct replacement spindles 27 Nov 17: Begin replacing suspect spindles at STAR EV with new replacement spindles.

Recall Schedule :

Description of Recall Schedule :	Calendar to right will not permit me to go back to Nov. So, 20 Nov 17: Owners and Dealers notified. 23 Dec 17: Plan to have all suspect spindles replaced
Planned Dealer Notification Date :	NR - NR
Planned Owner Notification Date :	NR - NR

* NR - Not Reported