

Part 573 Safety Recall Report

18E-045

Manufacturer Name : Syncro Corporation

Submission Date : JUN 21, 2018

NHTSA Recall No. : 18E-045

Manufacturer Recall No. : NR



Manufacturer Information :

Manufacturer Name : Syncro Corporation

Address : 1030 Sundown Dr., NW
PO Box 890 Arab AL 35016

Company phone : 256-931-7800

Population :

Number of potentially involved : 1,944

Estimated percentage with defect : 100 %

Equipment Information :

Brand / Trade 1 : Hayes Sway Master®

Model : Hayes Towing Electronics Sway Master

Part No. : 81775

Size : NR

Function : Designed and de

Descriptive Information : Sway Master® is an aftermarket sway control product that attaches to the A frame of the trailer with self-tapping screws. There is a female connector for the 7-way from the trailer into the unit and a 5' pigtail with male connector from the unit into the tow vehicle. The recall population includes all units shipped within the United States.

Production Dates : FEB 10, 2016 - MAY 10, 2018

Description of Defect :

Description of the Defect : When the Sway Master® unit triggers and applies trailer brakes via its own electrical signal, the factory-installed, integrated brake controllers of some make and model tow vehicles may detect a fault and turn off trailer detection, thereby disabling the tow vehicle's ability to apply trailer brakes. In such instances, the tow vehicle may display a message such as "Service Trailer Brake System" (in the case of GM tow vehicles, for example).

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the tow vehicle does not detect the towed trailer, it will not apply the trailer brakes, increasing the potential for loss of control of the towed trailer.

Description of the Cause : Incompatibility between the Sway Master and some vehicle manufacturers' integrated brake controllers. Brake controllers send a diagnostic pulse to detect if a trailer is connected, and some make and model integrated brake

Identification of Any Warning
that can Occur :

controllers will lose detection of a trailer upon encountering foreign voltage. When Sway Master® independently signals activation of trailer brakes, certain make and model integrated brake controllers will detect the Sway Master's signal voltage and turn off detection of the trailer.

The tow vehicle may display an error message.

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

see attached

Description of Remedy :

Description of Remedy Program : Syncro will notify customers through direct mail (subject to available contact information) and through website and trade magazine advertisements., Syncro will accept return shipments of customers' units, upgrade the returned units to eliminate incompatibility issues with vehicles using integrated brake controllers, and then return the upgraded units to the customers. The upgrade will be made free of charge and Syncro will pay for all shipping costs associated with the return and upgrade.

How Remedy Component Differs from Recalled Component : The upgraded Sway Master® has an additional circuit board that eliminates incompatibility with factory-installed integrated brake controllers.

Identify How/When Recall Condition was Corrected in Production : Syncro stopped manufacturing units without the upgrade on May 10, 2018.

Recall Schedule :

Description of Recall Schedule : Customer mailings will be sent within 60 days of this filing, once the updated circuit board and labeling are ready for production.

Planned Dealer Notification Date : JUN 22, 2018 - JUN 29, 2018

Planned Owner Notification Date : AUG 13, 2018 - AUG 17, 2018

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