

# Part 573 Safety Recall Report

# 18E-104

**Manufacturer Name :** BatteryJack Inc.

**Submission Date :** MAR 12, 2019

**NHTSA Recall No. :** 18E-104

**Manufacturer Recall No. :** NR



## Manufacturer Information :

**Manufacturer Name :** BatteryJack Inc.

**Address :** 772 Twin Rail Dr.

Minooka IL 60447

**Company phone :** 8154676464

## Population :

**Number of potentially involved :** 323

**Estimated percentage with defect :** 5 %

## Equipment Information :

**Brand / Trade 1 :** DSR

**Model :** 808 Black MatteAL, AM, AXL

**Part No. :** 808 Black Matte

**Size :** AL, AM, AXL

**Function :** Helmet

**Descriptive Information :** Notified by NTSB via letter and test report. Item failed DOT test standards for impact. Approx 323 pcs in identified group. Available for U.S> customers.

**Production Dates :** MAY 01, 2016 - OCT 31, 2016

## Description of Noncompliance :

**Description of the Noncompliance :** Model 808 Black Matte Adult XL, Adult LArge, Adult Medium failed Dot FMVSS No 218. Product not labeled correctly.

**FMVSS 1 :** 218 - Motorcycle helmets

**FMVSS 2 :** NR

**Description of the Safety Risk :** Endanger the rider.

**Description of the Cause :** MAnufacturing defect.

**Identification of Any Warning that can Occur :** N/A

## Supplier Identification :

### Component Manufacturer

**Name :** Zhejiang Bio Industrial CO.

Address : 1269 BAda Road  
Qiuibin Industrial Park Jinhua FOREIGN STATES  
Country : China

## Chronology :

We were notified by NTSB regarding the random FMVSS test that was conducted. 9/22/2016. In October of 2016 , we were able to identify nearly 90% of the customers. We contacted all by email, letter and phone. Offered a full refund and prepaid return shipping label. Approx 30% of the cistomers took advantage of this. Others indicated they woul djust dispose of the helmet, and we issued a refund, some did not reply. We attempted to contact and recall all purchase sof all sizes of 808 Black Matte.

## Description of Remedy :

Description of Remedy Program : The manufacture did not respond or comply to any of our requests for remedy or assistance. We reached out to individual customers and advised them of failure condtion, offered a full refund and prepaid return lable at our own expense. The manufacture refused to accept any responsibility. We no longer source products from this source. We reached out to all customers, that we could identify and recalled all sizes of 808 model black matte.

How Remedy Component Differs from Recalled Component : The manufacture did not respond or comply to any of our requests for remedy or assistance. We reached out to individual customers and advised them of failure condtion, offered a full refund and prepaid return lable at our own expense. The manufacture refused to accept any responsibility. We no longer source products from this source.

Identify How/When Recall Condition was Corrected in Production : The manufacture did not respond or comply to any of our requests for remedy or assistance. We reached out to individual customers and advised them of failure condtion, offered a full refund and prepaid return lable at our own expense. The manufacture refused to accept any responsibility. We no longer source products from this source.

## Recall Schedule :

Description of Recall Schedule : In late 2016, we identified about 90% of the customers who had purchased the product. We reach out to them via emial, regular mail and phone call. We advised them of the failed, conditiion, and offered a full refund and a prepaid return shipping label at our cost, or asked them to dispose of the item. We recalled all sizes of the 808 MATte Black Model.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : NR - NR

**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