

# Part 573 Safety Recall Report

# 19V-847

**Manufacturer Name :** The Toro Company

**Submission Date :** NOV 25, 2019

**NHTSA Recall No. :** 19V-847

**Manufacturer Recall No. :** NR



## Manufacturer Information :

## Population :

**Manufacturer Name :** The Toro Company

**Number of potentially involved :** 356

**Address :** 8111 Lyndale Avenue South

**Estimated percentage with defect :** 100 %

**Bloomington MN 55331**

**Company phone :** 9528878973

## Vehicle Information :

**Vehicle 1 :** 2017-2019 Toro Log Splitter 22618

**Vehicle Type :** TRAILERS

**Body Style :**

**Power Train :** NR

**Descriptive Information :** All Toro branded log splitters are in-scope due to production torque specification potential error for tow bolts.

**Production Dates :** MAY 02, 2017 - AUG 21, 2019

**VIN Range 1 : Begin :** 7SHBS0815HT002924 **End :** 7FHBS081XJT005503  Not sequential

**Vehicle 2 :** 2017-2019 Toro Log Splitter 22618HD

**Vehicle Type :** TRAILERS

**Body Style :**

**Power Train :** NR

**Descriptive Information :** All Toro branded log-splitters are in-scope due to production torque specification potential error for tow bolts.

**Production Dates :** APR 28, 2017 - AUG 21, 2019

**VIN Range 1 : Begin :** 7FHBS0812HT002010 **End :** 7FHBS081XKT007091  Not sequential

## Description of Defect :

**Description of the Defect :** Two bolts that hold the tow pole to the rear front of the trailer and the rear of the tow vehicle can break during a towing operation.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** log splitter can tip over or detach from tow vehicle

**Description of the Cause :** Grade of tow bolts was insufficient and torque specification for bolts in manufacturing may not have been sufficient.

Identification of Any Warning NR  
that can Occur :

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

In November 2017, Toro received three warranty claims on 2 units related to the tow bolts. Due to the information provided at the time of the claim, operator abuse of the products was thought to be the issue for the breaks. No customers called to complain about the breaks.

In calendar year 2018, Toro only received one warranty claim for breaking bolts and again information provided indicated operator abuse of the product was thought to be the issue for the breaks. No customers called to complain about the breaks.

In February 2019, Toro received two calls for the same unit to discuss the breaking bolts and, in March 2019, Toro received one warranty claim related to breaking bolts. The customer provided information that the product had been abused. In April and May 2019, Toro received one call each month concerning the bolts breaking after the customers drove over railroad tracks. Warranty claims were submitted for these units. In June and August 2019, Toro received one call each month concerning the bolts breaking.

In September 2019, Toro received two calls regarding three units with bolts breaking. At that point, Toro opened an internal investigation into the reports of bolt breakage, and began to obtain units back from the field for inspection and analysis.

In November 2019, Toro received two calls regarding five units with bolts breaking. Warranty claims were also submitted for these units.

Based on its internal investigation, the calls received in September, Toro began investigating potential root causes other than customer abuse of the bolts breaking and had units returned for inspection. In November 2019, Toro determined that the torque on the bolts may have been incorrect in manufacturing and the grade of the bolts could be upgraded to address the breaking. Toro plans to initiate a safety recall field campaign to check the torque and upgrade the bolts from grade 5 to grade 8 in order to make them more resistant to breakage.

## Description of Remedy :

Description of Remedy Program : Upgrading bolts to Grade 8 bolts and check the torque in the field to ensure enough.

How Remedy Component Differs from Recalled Component : Grade of tow bolts upgraded and check torque in the field to ensure enough.

Identify How/When Recall Condition was Corrected in Production : Grade of tow bolts upgraded and increased torque specification in production.

## Recall Schedule :

Description of Recall Schedule : We will supplement shortly with the dates.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : NR - NR

\* NR - Not Reported