



Date: 11/19/19

Dear Yeti Dealer

We have identified a safety issue with the wheel assembly which potentially cause a tire to come off. During assembly of the wheel's spindle, the retaining clip which prevents the spindle nut from loosening had been omitted.

As you have already been made aware of this issue, this letter is meant to keep you informed of our progress, and to help field any customer questions that may arise from the recall notification.

Our manufacturing process has changed, and the necessary inspection and verification steps are in place to prevent a re-occurrence of this issue.

Overview of the events

- May 2017 a process change was made to the spindle assembly. The change to a EZ-Lube style spindle with grease zerk and enclosed dust cap occurred at unit Vin# 1V9BS1616JB177036. The implementation of an enclosed dust cap removed a visual inspection step that validated the assembly was complete. This visual inspection occurred by the installer while placing the wheel onto the unit.
- 10/09/19 - Voyager was notified that a wheel fell of unit while in transit
- 10/11/19 - Investigation and sampling of completed units began.
- 10/17/19 - Dealer notified via email. Voyager audit team developed to physically audit dealer lot units
- 10/17/19 - Recall Plan submitted to NHTSA for approval
- 10/22/19 - Physical audit of 289 dealer units completed
- 11/12/19 - NHTSA Recall Campaign Number #19V740 is approved and published
- 11/19/19 - 684 customer recall letters mailed between the Vin# range of
1V9BS1616JB177036 – 1V9BS1610LB177293
- 11/19/19 - Yeti TSB-013 created for our internal actions and document retention

Please take a few moments to review the TSB-013 which contains the Recall Letter and the most current NHTSA #19V-740 report.

If you have any questions or concerns, please reach out to me directly

Regards,

Monty Normand
Quality Manager
Voyager Industries, Inc

A Product of Voyager Industries, Inc.
Brandon, MN 56315-0566
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Technical Service Bulletin
11/19/2019
RECALL

Title: **Safety Recall NHTSA #19V-740 Retainer, Spindle Nut**

TSB - 013

Models: Angler; Grand Escape; Traxx
2018 (J) thru 2020 (L) model years

Introduction: Safety Recall NHTSA #19V-740.

Issue: These units have a condition in which a safety retainer clip may be missing from the Spindle nut. If the clip is missing, over time the spindle nut may loosed and allow The hub and wheel to fall off without warning

Applicable Units: All 2018 (J); 2019 (K) and 2020 (L) thru 1V9BS1610LB177293

Action: Affected customers were mailed the recall letter #19V-740 during the week of 11/18/19 as attached

Customer may either request:

- Free of charge any missing HD-00545 Retainer, Spindle Clips
- Reimbursement for out of pocket expenses paid to have safety clips repaired or replaced prior to receiving the recall letter
- Service Technician appointment to have a service technician visit their location to install any missing clips

Warranty Process: HD-00545 Retainer, Spindle Clips shall be shipped to customers using our standard operating procedure SOP-018 RMA for Products with Serial Numbers

Reimbursement requests for customer out of pocket expenses require a photo copy of the repair invoice shall be emailed to montyn@voyager-industries for processing per SOP-018 and record retention

Service Technician appointment requests shall be handled by James Fults. SOP-018 shall be used and service parts shipped directly to the customer.

Customer information shall be emailed directly to jamesf@voyager-industries.com

The following information is required

- Customer Name and Contact Information
- Ship to address
- Phone Number
- Yeti VIN #



IMPORTANT SAFETY RECALL 19V-740

This Notice applies to your vehicle (VIN)

Introduction: This Notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. 49 C.F.R. § 577.5 (b).

Voyager Industries has decided that a defect which relates to motor vehicle safety exists in certain Yetti Angler; Grand Escape; and Traxx fish houses.

Why is your Vehicle being recalled? These units have a condition in which a safety retainer clip may be missing from the spindle nut. If the clip is missing, over time the spindle nut may loosen and allow the hub and wheel to fall without warning. If the spindle nut loosens or falls off, the wheel may come off the axle assembly, increasing the risk of a crash

What will we do? Voyager Industries will supply at no charge, any missing safety retainer clips. These clips are easily installed with instructions provided with the clips. If you are uncomfortable installing these clips, please contact us and we will arrange for this repair at your location. The repair will take less than 30 minutes.

What should you do? Do not transport your unit until you inspect your wheel assembly(s). Contact Voyager Industries directly for assistance. You may be eligible to receive reimbursement for out of pocket expenses paid to have the safety clips repaired or replaced before receiving this letter. To receive reimbursement, contact Voyager Industries.

Warranty Process Voyager Industries will schedule an appointment to have a service technician visit your location to install any missing clips. Call Voyager Industries directly @ 1-800-980-4940. Indicate that you are calling regarding Yetti TSB-011.

The following information will be required

- Customer Name and Contact Information
 1. Ship to address
 2. Phone Number
- Yetti VIN #

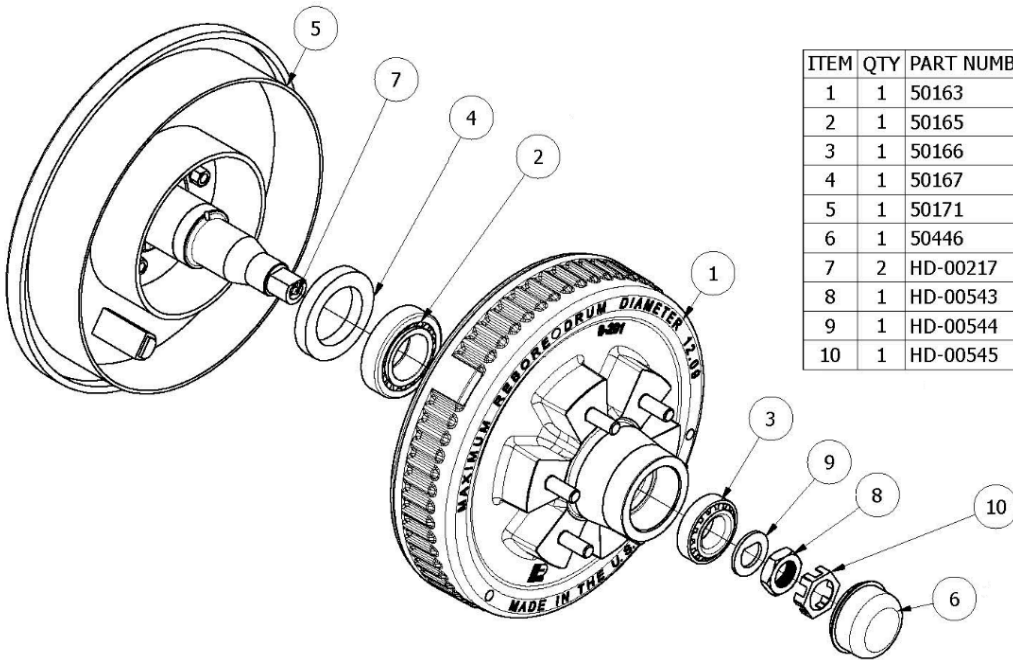
If after contacting Voyager Industries, you are not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, NHTSA, 1200 New Jersey AVE., SE., Washington, DC 20590, or call toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

The National Highway Traffic Safety Administration Campaign ID Number for this recall is #19V-740

Action:

Visual inspection for retainer clip *Note: wheel's do not need to be removed*

1. Remove the wheels center cap and then the rubber cap from the dust cover
 - Use a flat tip screwdriver or equivalent tool as shown below
2. Visually verify that the retainer clip is installed
3. Reinstall rubber cap and wheel center cap



| ITEM | QTY | PART NUMBER | DESCRIPTION |
|------|-----|-------------|-------------------------------|
| 1 | 1 | 50163 | HUB, BRAKE |
| 2 | 1 | 50165 | BEARING, BIG, 1.75 I.D. |
| 3 | 1 | 50166 | BEARING, SMALL, 1.25 I.D. |
| 4 | 1 | 50167 | BEARING, WHL SEAL 2.25 I.D. |
| 5 | 1 | 50171 | ELEC BRK 12'X2" LH DEX |
| 6 | 1 | 50446 | DUST COVER, EZ LUBE |
| 7 | 2 | HD-00217 | GREASE, FIT 1/4-28 MALE /ZINC |
| 8 | 1 | HD-00543 | HN-1-14/SPINDLE NUT |
| 9 | 1 | HD-00544 | FW-1 X 1.76 OD/ D WASHER |
| 10 | 1 | HD-00545 | RETAINER, SPINDLE CLIP |

Part 573 Safety Recall Report

19V-740

Manufacturer Name : Voyager Industries, Inc

Submission Date : OCT 17, 2019

NHTSA Recall No. : 19V-740

Manufacturer Recall No. : NR



Manufacturer Information :

Manufacturer Name : Voyager Industries, Inc

Address : 803 Central Ave North

Brandon MN 563086315

Company phone : 8344940

Population :

Number of potentially involved : 1,062

Estimated percentage with defect : 2 %

Vehicle Information :

Vehicle 1 : 2018-2020 Yetti Fish House Various

Vehicle Type : TRAILERS

Body Style : OTHER

Power Train : NR

Descriptive Information : Process Change to a new spindle design included a change in type and style of retainer spindle nut.

Affected units = 1062 total

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Model year 2018 (J) = 323 units

Model year 2019 (K) = 446 units

Model year 2020 (L) = 293 units

Production Dates : MAY 26, 2017 - OCT 09, 2019

VIN Range 1 : Begin : 1V9BS1616JB177036 **End :** 1V9BS1610LB177293

Not sequential

Description of Defect :

Description of the Defect : Missing retainer clip at spindle nut

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Spindle nut may loosen and fall off without the retainer clip in position. If this occurs the wheel may come off the axle assembly

Description of the Cause : Assembly error allowed the omission of the retainer clip. Once assembled there were no checks and balances in place that could validate the process was complete and built to instructions

Identification of Any Warning that can Occur : NR

Supplier Identification :**Component Manufacturer**

Name : NR
Address : NR
NR
Country : NR

Chronology :

- May 2017 a process change was made to the spindle assembly. The change to a EZ-Lube style spindle with grease zerk and enclosed dust cap was made at unit Vin# 1V9BS1616JB177036. The implementation of an enclosed dust cap removed a visual inspection step that validated the assembly was complete. This visual inspection occurred by the installer while placing the wheel onto the unit.
- 10/9/19 – A dealer notified us that a wheel fell off of unit vin# 1V9BS2126KB177254 and that it did not contain the required retainer clip on the spindle nut.
- 10/10/19 – Customer's that had units produced the same week as the unit with known defect were contacted via telephone.
- 10/11/19 – Investigation at another dealer found 1 unit out of 41 reviewed had the same defect. This unit as vin# 1V9BS1618LB177073
- 10/14/19 – Management Review of investigation results indicated that due to second occurrence at a different production time prompts action to report safety defect and continue dealer on-site investigations on the remainder of dealerships.
- 10/15/19- team of investigators reviewed 89 units on 3 different dealer lots. No defects found
- 10/14/19 – application for account submitted to NHTSA
- 10/16/19 – investigation of 11 units in Voyager Industries possession produced from 10/10/19 to 10/14/19
- 10/16/19 – defect report submitted, no confirmation of acceptance and draft was not saved
- 10/17/19 – defect report re-created and submitted

Description of Remedy :

Description of Remedy Program : Owners for all units that fall within the range of vine# 1V9BS1616JB177036 – 1V9BS1610LB177293 will be contacted via mail. The notification of this safety defect will include instructions to review the unit and how to identify/determine if the defect exists. Owners whom have previously remedied the defect will be instructed to submit their repair invoices for full reimbursement. Instructions will be given on how to request retainer clips free of charge in the event they are missing. Customer's whom are uncomfortable installing the safety clip will be given the option to have a technician visit their location and perform the installation free of charge.

How Remedy Component Differs from Recalled Component : N/A

Identify How/When Recall Condition was Corrected in Production : Owners for all units that fall within the range of vine# 1V9BS1616JB177036 – 1V9BS1610LB177293 will be contacted via mail. The notification of this safety defect will include instructions to review the unit and how to identify/determine if the defect exists. Owners whom have previously remedied the defect will be instructed to submit their repair invoices for full reimbursement. Instructions will be given on how to request retainer clips free of charge in the event they are missing. Customer's whom are uncomfortable installing the safety clip will be given the option to have a technician visit their location and perform the installation free of charge.

Recall Schedule :

Description of Recall Schedule : Please note, the most active dealers were informally notified and made aware of the defect when units on their lots were audited starting 10/11/19

Planned Dealer Notification Date : OCT 17, 2019 - OCT 18, 2019

Planned Owner Notification Date : OCT 31, 2019 - NOV 14, 2019

* NR - Not Reported