

Part 573 Safety Recall Report

20E-033

Manufacturer Name : Horizon Global

Submission Date : MAY 27, 2020

NHTSA Recall No. : 20E-033

Manufacturer Recall No. : NR



Manufacturer Information :

Manufacturer Name : Horizon Global

Address : 47912 Halyard Drive
100 Plymouth MI 48170

Company phone : 9737871

Population :

Number of potentially involved : 2,231

Estimated percentage with defect : 100 %

Equipment Information :

Brand / Trade 1 : Tekonsha

Model : Prodigy® RF Electronic Brake Control with Bluetooth

Part No. : 902501

Size : NR

Function : Brake Control

Descriptive Information : This campaign will cover 100% of the trailer brake control model, Part No. 902501. Excluded products use a different software configuration that does not disable the foot pedal Braking function on some installed 7-Way Trailer Connectors while using the 4-Way Hazard Warning Signals.

Production Dates : DEC 20, 2019 - MAY 06, 2020

Description of Defect :

Description of the Defect : The product and its accompanying materials do not adequately instruct the operator that trailer brake functionality via foot pedal is unavailable when used in conjunction with certain 7-Way Trailer Connectors, while the tow vehicle's 4-Way Hazard Warning Signals are activated. The manual hand-held "override" trailer braking will continue to function as intended.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If a driver of a vehicle equipped with certain 7-way trailer connectors is not aware that trailer braking via foot pedal is unavailable while the 4-Way Hazard Warning Signals are in use, a delay in applying the manual hand-held brake may reduce the driver's ability to safely operate and maintain control of the tow vehicle, increasing the risk of a vehicle crash.

Description of the Cause : Updated error messaging and product instructions introduced for the

Identification of Any Warning
that can Occur :

upgraded Prodigy® RF Electronic Brake Control with Bluetooth did not sufficiently describe functionality.

Involved Components :

Component Name : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

April 30, 2020 – Horizon initiated an investigation into a customer satisfaction issue of “no or intermittent connectivity” (n.c. error code) of Horizon’s newly offered Prodigy® RF Electronic Brake Control with Bluetooth, 902501.

April 30 - May 13, 2020 – Horizon conducted recurring meetings among key teams (technical, product management, quality) to investigate the connectivity issue.

May 13, 2020 – During the course of investigating the connectivity issue (which does not affect trailer brake functionality or other product performance), a separate and unrelated issue was identified, i.e. the planned interaction of simultaneous trailering brakes + 4 Way Hazard resulting in disabling foot pedal activation of the trailer brakes under certain circumstances. Horizon Global leadership sought clarification from the technical teams regarding this functionality.

May 18, 2020 – After analysis and evaluation, the technical teams confirmed that this functionality was introduced into the product during an upgrade from the previous version of the trailer brake control, but that the product and its accompanying instructions do not instruct or warn operators when the foot pedal functionality is deactivated, which can occur while the 4-Way Hazard Warning Lights are activated, in conjunction with certain installed 7-Way Trailer Connectors.

May 22, 2020 – Based upon the findings of the investigation team, Horizon Global leadership decided to conduct this safety recall to address this issue.

There have been no reports of accidents, injuries, or customer complaints regarding this issue.

Description of Remedy :

Description of Remedy Program : Horizon will coordinate with dealers and distributors to identify and notify all purchasers of the subject products. Horizon will provide, free of charge, a replacement kit that provides notice/indicators to the driver when foot pedal braking is unavailable, along with updated instructions.

All of the subject products remain under the manufacturer's warranty. Therefore, pursuant to 49 CFR 577.11(e), Horizon Global requests an exemption from the reimbursement plan requirements.

How Remedy Component Differs from Recalled Component : The replacement product will provide notice/indicators to the driver when foot pedal braking is unavailable, along with updated instructions. The replacement kit will have a new part number, P/N 902502.

Identify How/When Recall Condition was Corrected in Production : This product was last produced on May 6, 2020 and shipments were suspended as of May 15, 2020. Updated products are expected to be available for shipment in mid-June, 2020.

Recall Schedule :

Description of Recall Schedule : Horizon Global will coordinate with dealers and distributors to identify and notify owners of the subject products. The "Planned Owner Notification" dates are estimates, but timing of owner notification will depend upon receipt of owner contact information from Horizon's direct customers.

Planned Dealer Notification Date : MAY 29, 2020 - JUN 22, 2020

Planned Owner Notification Date : JUN 09, 2020 - JUL 10, 2020

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