

# Part 573 Safety Recall Report

# 21E-045

**Manufacturer Name :** Thule, Inc.

**Submission Date :** MAY 17, 2021

**NHTSA Recall No. :** 21E-045

**Manufacturer Recall No. :** NR



## Manufacturer Information :

**Manufacturer Name :** Thule, Inc.

**Address :** 42 Silvermine Road  
SEYMOUR CT 06483

**Company phone :** 2038814875

## Population :

**Number of potentially involved :** 738

**Estimated percentage with defect :** 100 %

## Equipment Information :

**Brand / Trade 1 :** Tepui

**Model :** Hybox Wedge

**Part No. :** 8001HB203

**Size :** NR

**Function :** Rooftop tent

**Descriptive Information :** Rooftop tent attached to mounting bars on the vehicles roof

**Production Dates :** JAN 01, 2018 - DEC 31, 2019

**Brand / Trade 2 :** Thule Tepui

**Model :** Hybox

**Part No. :** 901100

**Size :** NR

**Function :** Rooftop tent

**Descriptive Information :** Rooftop tent attached to mounting bars on the vehicles roof

**Production Dates :** JAN 01, 2020 - APR 30, 2021

**Brand / Trade 3 :** Tepui

**Model :** Hybox

**Part No. :** 8001HB103/8001HB112

**Size :** NR

**Function :** Rooftop tent

**Descriptive Information :** Rooftop tent attached to mounting bars on the vehicles roof

**Production Dates :** JAN 01, 2018 - APR 30, 2021

Brand / Trade 4 : Thule Tepui

Model : Hybox Wedge

Part No. : 901110

Size : NR

Function : Rooftop tent

Descriptive Information : Rooftop tent attached to mounting bars on the vehicles roof

Production Dates : JAN 01, 2020 - APR 30, 2021

## Description of Defect :

Description of the Defect : There is a design defect in the fixation solution between the hardshell and the mounting hardware (base aluminum rail). This can lead, under certain environmental and driving conditions, to have the rooftop tent not being properly secured to the mounting hardware.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The rooftop tent can, under certain environmental and driving conditions, become partly or fully detached from the vehicles roof while driving, which could cause a vehicle crash or injure nearby pedestrians.

Description of the Cause : Under certain environmental and driving conditions, the shell material will see excessive force causing it to crack and partly or fully detach from the mounting hardware.

Identification of Any Warning that can Occur : While driving the consumer may hear intermittent noise or a vibration / rattling noise of the rooftop tent.

## Involved Components :

Component Name : Tepui Hybox

Component Description : Rooftop tent

Component Part Number : 8001HB103

Component Name : Tepui Hybox

Component Description : Rooftop tent

Component Part Number : 8001HB112

Component Name : Tepui Hybox Wedge

Component Description : Rooftop tent

Component Part Number : 8001HB203

Component Name : Thule Tepui Hybox

Component Description : Rooftop tent

Component Part Number : 901100

Component Name : Thule Tepui Hybox Wedge

Component Description : Rooftop tent

Component Part Number : 901110

## Supplier Identification :

### Component Manufacturer

Name : Thule, Inc

Address : 42 Silvermine Road  
Seymour CONNECTICUT 06483

Country : United States

## Chronology :

The Tepui Hybox and Tepui Hybox Wedge was launched in the Americas in December 2018.

The Tepui Hybox has been sold in two different version:

8001HB103: Black Hybox

8001HB112: White Hybox

The Tepui Hybox Wedge has been sold in one version : 8001HB203, black color only

Thule Tepui Hybox and Thule Tepui Hybox Wedge were launched in the Americas in January 2020.

The Thule Tepui Hybox has been sold in one version: 901100, black only

The Thule Tepui Hybox Wedge has been sold in one version: 901110, black only

2019 – 2021: Thule has received some complaints of cracking in the upper / bottom plastic shell.

2021-04: Received one complaint of Hybox Wedge coming fully detached from mounting hardware. Received one complaint of Hybox Wedge coming partly detached from mounting hardware. No crashes, injuries or fatalities were reported. This triggered the need for more in-depth analysis.

2021-04-22: An Internal risk evaluation was initiated. Decision to initiate complete enhanced test program to

understand problem and attempt to replicate failure.

2021-04-23: Production was stopped and stop of sale was initiated with retailers.

2021-05-06: Decision to initiate product recall on all Hybox and Hybox Wedge from the market and offer replacement

## Description of Remedy :

Description of Remedy Program : Consumers should immediately stop using the product and contact Thule to register for a full refund or free of charge replacement tent to be shipped directly to the consumer. Once registered, Thule will reach out to coordinate logistics to take possession of the recalled rooftop tent, free of charge.

How Remedy Component Differs from Recalled Component : Remedied product will have a manufacturing date code with a date of May 2021 or later on the product number and date code label.

Identify How/When Recall Condition was Corrected in Production : Currently the design engineers are evaluating the defective component to identify a solution that will meet Thule Group testing and safety standards. Once the solution has been identified and thoroughly tested, production will resume with modified components.

## Recall Schedule :

Description of Recall Schedule : An Important Safety Notice Warning will be posted on Thule.com and Tepui.com on May 13, 2021. A dealer letter and Stop Sale Notice was emailed to dealer on May 10, 2021. The consumer letter and POS dates are contingent upon NHTSA approval. They will be submitted for approval on May 13, 2021.

Planned Dealer Notification Date : MAY 13, 2021 - JUN 11, 2021

Planned Owner Notification Date : MAY 13, 2021 - JUN 11, 2021

## 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