

### 573.6 (c) (6) - Chronology of Events (Recall H349)

A Product Safety and Compliance Committee (PSCC) Investigation was opened on February 09, 2021, following an analysis by the critical concerns team into the manufacture of rear rail assembly for service repair vehicles. The PSCC directed an engineering team to investigate the issue to discover possible causes and to determine the scope of vehicles which may be affected.

During February and March 2021, the engineering team continually reported back to the PSCC their findings. The team confirmed during the low volume manufacture of rear rail assembly for use as service repair parts, a number of spot welds used to join the components together were missing.

The team found during a reorganization of the low volume manufacturing cell, incorrect machine codes were used to program the automated process for the manufacture of the aftermarket specification rear rail assembly. This incorrect programming led to a number of spot welds not being completed on the assembly during a defined time period. Engineering confirmed components with missing spot welds do not meet the structural integrity for that component.

The engineering team introduced a quarantine notice to contain all parts manufactured during this time period. The sales and supply data for the rear rail assemblies was reviewed to identify, if any, vehicles had received the affected service parts. This revealed that the affected incorrectly manufactured parts had been used to repair a small number of vehicles in the field.

On March 23, 2021 the engineering team advised the PSCC they had defined all affected markets and had also been able to define individual vehicles that had received the incorrect rear rail service assemblies. The PSCC reviewed all the information and progressed the issue to the Recall Determination Committee (RDC).

The RDC reviewed the issue on April 01, 2021 and concluded that the issue represented an unreasonable risk to safety and that a voluntary safety recall be conducted.

There have been no reported accidents, injuries or fires as a result of this concern.