

IMPORTANT SAFETY RECALL

This notice applies to some Norco Industries Inc. (Norco) Frames equipped with Model CA-5400 couplers.
NHTSA Recall Number: 22E-018

March 15, 2022

Keith Fisher
East to West
423 N. Main Street
Middlebury, IN 46540

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Norco Industries has decided that a defect, which relates to vehicle safety, exists in certain Norco Frames. This notice applies to the subject of frames shipped from Norco Industries between 09/09/2021 and 10/13/2021. Your company may have been notified of this issue this month and may have conducted the research already.

WHAT IS THE PROBLEM WITH THE FRAMES?

Part: Frames assembled with CA-5400 Couplers
Malfunction: Break
Condition: Incomplete weld on bottom plate of coupler
Precaution: Visual inspection bottom side of coupler
Safety Risk: The welds on the bottom side of the coupler could break causing possible disconnect with tow vehicle.

Norco Industries will pay for inspection and replacement of any defective couplers at no cost to you.

WHAT SHOULD YOU DO?

Inspect products built with the Norco Frames specified in the time frame above using the attached Pacific Trailer Products, Inc. Coupler Recall 22E-003V Remedy Instructions. If any couplers are found to have "spot welds" as shown on the Remedy Instructions. Remedy/Replacement couplers are available immediately.

WHO SHOULD YOU CONTACT WITH FURTHER QUESTIONS OR CONCERNS?

If you should have questions regarding this recall, please contact Norco Industries Technical Support at 1 (877) 557-7788. If you fail to obtain a satisfactory remedy to this defect without charge, or within a reasonable amount of time, you may submit a written complaint to:

Administrator
National Highway Traffic Safety Administration
1200 New Jersey AVE SE
Washington, DC 20590

You may also call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to:
<http://www.safercar.gov>

WHAT IS YOU HAVE ALREADY CONDUCTED THE INSPECTION OR REPLACED THE COUPLER?

You may be eligible to receive reimbursement for the cost's incurred prior to receiving this notice.
Please submit your request to: baltechsupport@norcoind.com

We apologize for any inconvenience and thank you for your attention to this safety matter.
Sincerely,

Norco Industries