

Part 573 Safety Recall Report

23E-059

Manufacturer Name : SmartPlug Systems, LLC

Submission Date : DEC 04, 2023

NHTSA Recall No. : 23E-059

Manufacturer Recall No. : NR



Manufacturer Information :

Manufacturer Name : SmartPlug Systems, LLC

Address : 2500 Westlake Ave North

Suite G Seattle WA 98109

Company phone : 206 285-2990

Population :

Number of potentially involved : 1,323

Estimated percentage with defect : 2 %

Equipment Information :

Brand / Trade 1 : SmartPlug Systems, LLC

Model : 30A Shore Power Inlet

Part No. : BM30xx

Size : NR

Function : NR

Descriptive Information : All 30A Product that used the Manganese-Bronze D-ring.

Product not in the Recall uses a Aluminum D-ring.

Part Numbers - B30ASSYNT, B30ASSYPB, B30ASSYPW,BF30,R30303-BM30P,

C30503BM30PB,BM30NT,BM30PB,BM30PW,

BM30PG,105010601041,105010301041,105010302041,105010401041,105030201041,

Production Dates : MAY 29, 2023 - JUL 21, 2023

Description of Defect :

Description of the Defect : The defective part is a Manganese-Bronze D-ring used in the 30A Products.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the D-ring cracks or fails, the electrical connections to the inlet could be jeopardized. This could lead to arcing on the Pins, create corrosion and eventually the loss of power to the RV.

Description of the Cause : Excessive torque on the set screws, stress relief in the part, causing cracking.

Identification of Any Warning that can Occur : an early warning could be discoloration on the electrical Pins, or a heat build up on the inlet connector, or the loss of power to the coach.

Involved Components :

Component Name : D-Ring

Component Description : Componet that hold the Electrical Wire to the Electrical Pin

Component Part Number : 30110-7134

Supplier Identification :

Component Manufacturer

Name : The Federal Group USA

Address : 102 NE 2nd Street
Suite 211 Boca Raton Florida 33432

Country : United States

Chronology :

On July 17th we received a warranty call from a consumer who had purchased an inlet and was installing it on his RV. During the installation he noticed the D-ring failure. He called our warranty line and spoke with one of our tech's. On July 20th we received an email from Airstream stating that they were seeing failures on their production line. After reviewing the photo's from both the consumer and Airstream we decided to pull the product from the shelf and ran a series of tests. The initial tests did not show the failures that we saw at airstream or with the consumer. We next set up a series of accelerated testing. During this testing we discovered the failure that we saw in the photos. We put all 30A Products on hold, quarantined all products until we completed further testing. The additional testing showed more issues which led to the decision to recall all product that used the Manganese-Bronze D-rings. The initial tests completed were a series of excessive torque tests. In these tests we increased the torque in increments reaching a maximum torque of 100 in -Lbs. The parts were left under load and examined after 24 hours. After that was completed the parts were then subjected to accelerated test that consisted of freezing and quenching parts to simulate years of performance in extreme weather conditions. These tests were run starting July 20th.

Description of Remedy :

Description of Remedy Program : We are able to trace who received product and how many they received based on the manufacture date. We have been able to link the P.O. , the Production Build, and the product shipment information and determined who received it. A substantial portion of the product went to our OEM Customers who were able to return the product back to us for Credit, (most of the product never got to the public). For the remaining product that went to the aftermarket we have contacted each customer who received product that was manufactured during the time fram when we used the Manganese-Bronze D-Ring and been asked to quarantine that product in their organization and return it for credit. There are a few customers where the product did reach the public. Those customers are working on contacting their customers and informing them of the situation. We have agreed to pay for the freight to return product they had in inventory, and pay for the replacement costs for the product that made it to the public. We are working with each customer to compensate them for their costs incurred and their efforts to find and remove product from the field.

How Remedy Component Differs from Recalled Component : The difference is the color of the D-Ring. The Aluminum D-Ring is a Silver color and the Manganese Bronze is Bronze color. We included photos and imagines to our customers to help them differentiate between the two materials.

Identify How/When Recall Condition was Corrected in Production : As of July 24th, We are no longer manufacturing product with the Bronze D-ring. We moved back to our previous design.

Recall Schedule :

Description of Recall Schedule : Process Started on July 24th- This is when we started contacting customers.

Process was Completed on July 27th.

Planned Dealer Notification Date : AUG 01, 2023 - AUG 11, 2023

Planned Owner Notification Date : AUG 01, 2023 - AUG 31, 2023

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 : Airstream, Inc

Address : 1001 West Pike Street
Jackson Center OH 45334

Country : US

Company Phone : 937 5966111

Name : Techno RV
Address : 2421 Raymond Tanner Road
Theodore AL 36582
Country : US
Company Phone : 8663247915

Name : Chinook RV
Address : 1482 N.Eel River Cemetery Road
Peru IN 46970
Country : US
Company Phone : 574 5843756

Name : Coach House, Inc
Address : 3480 Technology Drive
Nokomis FL 34275
Country : US
Company Phone : 941 4850984

Name : David Carter & Associates
Address : 2432 Century Drive
Goshen IN 46528
Country : US
Company Phone : 5746420627

Name : EarthRoamer, LLC
Address : 5073 Silver Peak Ave
Unit #3 Dacono CO 80514
Country : US
Company Phone : 3038337330

Name : Embassy Specialty Vehicles, LLC
Address : 2104 Aeroplex Drive North
Suite 101 Elkhart IN 46514
Country : US
Company Phone : 5743333733

Name : Grit Overland
Address : 3612 P. Street
Washougal WA 98661
Country : US
Company Phone : 3609104882

Name : Just Roaming LLC
Address : 33505 SE 6th Street
Washougal WA 98671
Country : US
Company Phone : 3156942907

Name : Waldoch Luxury
Address : 13821 Lake Drive NE
Forest Lake MN 55025
Country : US
Company Phone : 6512879639

Name : Best RV and Truck Supply
Address : 818 N. Ouida Street
Enterprise AL 36330
Country : US
Company Phone : 3344060653

Name : Etrailer
Address : 1507 E Highway A
Wentzville MN 63385
Country : US
Company Phone : 6368879343

Name : Meyer Distributing
Address : 560 E. 25th Street
Jasper OH 47546
Country : US
Company Phone : 8124817575

Name : Northern Wholesale Supply Inc.
Address : 6800 Otter lake Road
Lino Lakes, MN 55038
Country : US
Company Phone : 9524529520

Name : ARI-Legacy Sleeper
Address : 860 North Tuscany Drive
Shipshewana IN 46565
Country : US
Company Phone : 2607684704

* NR - Not Reported