

Part 573 Safety Recall Report

23E-089

Manufacturer Name : DECKED

Submission Date : JAN 24, 2024

NHTSA Recall No. : 23E-089

Manufacturer Recall No. : NR



Manufacturer Information :

Manufacturer Name : DECKED

Address : 110 Lindsay Circle
Ketchum ID 83340

Company phone : 8060251

Population :

Number of potentially involved : 200

Estimated percentage with defect : 100 %

Equipment Information :

Brand / Trade 1 : DECKED

Model : CargoGlide to Drawer System Brackets

Part No. : A0100-XCGB-BLK

Size : NR

Function : Mounting

Descriptive Information : Brackets used to securely mount CargoGlide product onto DECKED Drawer System.

The brackets are designed to have studs press-fit into the metal to support the CargoGlide unit when extended. The brackets have holes that are slightly too large and as a result, the studs can spin loose when tightened down and potentially come loose and pull through the holes. If enough of the studs failed and pulled through the bracket then the CargoGlide unit could come dislodged from the Drawer System when loaded and extended beyond the tailgate which would create a safety hazard to the operator, increasing the risk of injury.

This issue was discovered during product testing on 11/13.

DECKED is reaching out to all 200 customers that have purchased these brackets to date to notify them of the safety hazard and instruct them not to use the brackets and to take the brackets + CargoGlide unit off of the Drawer System if they have installed in their truck. DECKED has made, tested, and approved a new design of bracket that mounts properly; all customers will receive the brackets free of charge.

Production Dates : OCT 01, 2023 - OCT 31, 2023

Description of Defect :

Description of the Defect : Brackets secure CargoGlide unit to the top of the Drawer System using press-fit studs mounted into the metal brackets. To work properly, the holes in the brackets must be sized precisely in order to maintain proper engagement with the press-fit studs. The brackets received for production were out of spec (holes were too large) and therefore product testing revealed that the studs could spin loose when tightened and even pull through the brackets with sufficient force applied.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The main risk is that the studs in the bracket come loose and are pulled through when supporting a CargoGlide unit that is loaded and extended beyond the end of the truck's tailgate. If enough studs failed in such a scenario, the unit could become detached and fall out of the truck towards an operator. Especially with a significant load on the tray, this creates the potential risk of a heavy load falling out of a truck towards someone which could increase the risk of injury.

Description of the Cause : Holes made in the brackets at a supplier were out of spec (too large) to properly secure the studs. DECKED has remedied the sizing of the holes with this supplier and also sourced studs with a greater tolerance to prevent such manufacturing defects from creating a safety risk in the future.

Identification of Any Warning that can Occur : Bolts can become loose during installation - notably they will spin within the bracket hole as the customer is tightening the CargoGlide unit onto the brackets.

Involved Components :

Component Name : CargoGlide to Full Size Drawer System - cabside

Component Description : Secures CargoGlide to Full Size Drawer System at the cabside of the truck bed

Component Part Number : DKD013-0501

Component Name : CargoGlide to Full Size Drawer System - middle

Component Description : Secures CargoGlide to Full Size Drawer System at the middle of the truck bed

Component Part Number : DKD013-0502

Component Name : CargoGlide to Full Size Drawer System - tailgate

Component Description : Secures CargoGlide to Full Size Drawer System at the tailgate side of the truck bed

Component Part Number : DKD013-0503

Component Name : CargoGlide to Midsize Drawer System - cabside

Component Description : Secures CargoGlide to Midsize Drawer System at the cabside of the truck bed

Component Part Number : DKD013-0504

Component Name : CargoGlide to Midsize Drawer System - middle

Component Description : Secures CargoGlide to Midsize Drawer System at the middle of the truck bed

Component Part Number : DKD013-0505

Component Name : CargoGlide to Midsize Drawer System - tailgate

Component Description : Secures CargoGlide to Midsize Drawer System at the tailgate side of the truck bed

Component Part Number : DKD013-0506

Supplier Identification :

Component Manufacturer

Name : Folded Metal

Address : 146 Old Hwy 91 STE 1
Hurricane Utah 84737

Country : United States

Chronology :

On Friday 11/10/23, DECKED received notice from a customer attempting to use these brackets for installation that the studs in the brackets were spinning when they attempted to tighten down a locking nut in order to mount the CargoGlide unit. DECKED engineering department immediately began testing and was able to identify the issue with sample parts.

Further inspection showed the that brackets provided for production builds had holes that were approximately 0.005" out-of-spec vs. provided drawings which put them out of tolerance for the studs being used in the

application. Further testing was conducted to measure pull strength of the studs on Monday, 11/13/23 after which it was determined that a full product recall was required.

Description of Remedy :

Description of Remedy Program : Replacement brackets will be sent to all affected customers free of charge. These brackets have a larger press-fit stud which has significantly more material keeping the stud mounted into the bracket. DECKED engineering has determined that these new studs work properly with the brackets supplied, resulting in no looseness and a pull out strength of XXX.

Replacement of the brackets can be accomplished by the customer and involved removing the CargoGlide unit, un-installing the defective brackets and installing the replacement brackets. Afterwards, the same CargoGlide unit can be installed onto the new brackets and the old brackets can be discarded.

All 200 brackets sold and shipped out were sent directly to customers that ordered off of DECKED's own website. DECKED will contact all these customers directly to inform them of the product recall and notify them of the replacement process.

How Remedy Component Differs from Recalled Component : Remedy components have larger studs which is indicated by the size of the material on the underside of each bracket.

Identify How/When Recall Condition was Corrected in Production : The larger press-fit studs were sourced and installed along with a new, more precise press to ensure the correct tonnage is applied to the studs every time on the line.

Recall Schedule :

Description of Recall Schedule : DECKED will begin calling customers as soon as possible to notify them of the impending safety hazard. Official notification via email and mail will be sent as soon as this recall notice is approved by NHTSA

Planned Dealer Notification Date : NOV 27, 2023 - DEC 31, 2023

Planned Owner Notification Date : NOV 20, 2023 - DEC 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 : NR

Address : NR

NR

Country : NR

Company Phone : NR

* NR - Not Reported