

Part 573 Safety Recall Report

23V-284

Manufacturer Name : Crysteel Manufacturing Inc**Submission Date :** AUG 31, 2023**NHTSA Recall No. :** 23V-284**Manufacturer Recall No. :** TS#_2013**Manufacturer Information :**

Manufacturer Name : Crysteel Manufacturing Inc

Address : 52182 Ember Road

Lake Crystal MN 56055

Company phone : 519-2933

Population :

Number of potentially involved : 59

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2021-2023 ISUZU NRR

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : The recall population includes all WARN VR EVO winches with wireless/corded remote. After investigating field reports of inadvertent activation, Warn determined that getting the remote control wet could result in water ingress and corrosion inside the remote control. This condition could lead to inadvertent activation. It was determined that this condition only affects remote controls with wireless capability that are not water proof.

Production Dates : JUL 22, 2021 - JAN 30, 2023

VIN Range 1 : Begin : 54DE5W1LONSR01329 End : JALE5W16XP7307172 Not sequential**Description of Defect :**

Description of the Defect : From Warn: Ingress of water into the handheld remote control for the winch may result in corrosion on the circuit board. Water, and or corrosion on specific locations on the circuit board, may cause the winch to start operating when not intended, or to not turn off when switch button is released.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Personal injury if winch operates unexpectedly. No injuries have been reported associated with any product failures. No significant property damage other than the winch system

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

Involved Components :

Component Name 1 : VR EVO 8

Component Description : WARN WINCH-VR EVO 8 - 103250

Component Part Number : 2402724

Supplier Identification :

Component Manufacturer

Name : WARN Industries, Inc

Address : 12900 SE Capps Road

Clackamas Oregon 97015

Country : United States

Chronology :

To date, no field defects have been noted associated with this issue. The defect decision, in this case, came about as a consequence of being notified of a recall decision by Warn Industries on January 4, 2023

Description of Remedy :

Description of Remedy Program : TBEI / Crysteel Manufacturing, will flow down the same remedy considerations as provided by Warn Industries. That remedy is as follows: Warn will notify customers of the hazard including instructions for inspecting for corrosion and disabling the wireless function to significantly mitigate the hazard. Warn will offer consumers/winch owners a \$100 coupon as compensation for the lack of wireless function. Warn will also offer a new corded-only remote (no wireless function) to replace any remote that shows evidence of corrosion, unexpected operation of the winch, or for remotes that have been submerged or exposed to water. Warn will rework all existing unsold inventory of winches, including distributor and dealer inventories, with a new corded-only remote which will have a conformal coated circuit board and sealed switch components, but without wireless function. A \$100 coupon will be included with these winches as compensation for the lack of wireless function.

How Remedy Component Differs from Recalled Component : Removing the battery pack from the current remote control disables the wireless function controlling the winch, significantly mitigating the hazard. The remote remains fully usable in the corded configuration when

physically plugged into the winch. Unplugging the remote from the winch when not in use eliminates the hazard. The new corded-only remote that will be used in reworked existing unsold inventory, will have a new switch face that is visually different from the current remote. It will not have wireless control functions, including wireless indicator light and mode switch. The internal circuit board will be fully conformal coated and use sealed switches. A new wireless/corded handheld remote is being designed for all new production winches.

Identify How/When Recall Condition was Corrected in Production : Upon notification of the defect from Warn in January 2023, current inventory was purged.

Recall Schedule :

Description of Recall Schedule : TBEI will notified all affected customers on completion of this notice. Notification will come in the form of a Technical Service Bulletin, which will detail the issue, and direct customers to the Warn site for instructions on how to mitigate the issue and receive compensation.

Planned Dealer Notification Date : APR 21, 2023 - APR 28, 2023

Planned Owner Notification Date : APR 21, 2023 - APR 28, 2023

* NR - Not Reported