



707 Spence Lane,
Nashville, TN 37217
www.revhd.com

IMPORTANT SAFETY RECALL

NHTSA RECALL 23E-057

VIA FIRST CLASS MAIL AND EMAIL

To: All Distributer Partners

From: RevHD

Date: 8/2/2023

Subject: Safety Recall - Oil Hubcaps (RHO-S01; RHO-T03; RHO-T03psi; RHO-T04; RHO-T04psi)

Notice Type: Distributer Notice – **UPDATE**

As previously explained, RevHD, LLC (“RevHD”) has decided that a defect that relates to motor vehicle safety exists in certain oil and PSI oil hub caps. Specifically, in high heat situations in excess of 270 degrees Fahrenheit, the lens of the hub caps subject to this notice can come loose or dislodged, allowing lubricant to leak out of the wheel end. Lack of lubricant in the wheel end can cause the wheel bearings to overheat, resulting in bearing seizure, wheel end fires or a wheel-off condition, leading to an increased risk of a crash.

RevHD has initiated a voluntary safety recall of the subject hub caps. This recall has been designated as NHTSA Recall No. 23E-057. Our records indicate that your company may have purchased one or more of the recalled hub caps. We are writing to you to provide additional information about the safety recall and how you and your customers can obtain refunds for hub caps subject to this recall. **Please note that it is a violation of federal law to sell a hub cap covered by this recall.**

Please read this notice carefully and follow the steps outlined in the instructions below.

AFFECTED EQUIPMENT

The affected equipment is identified as follows:

Product Line: RevHD Oil and PSI Oil Hub Caps

Part Numbers: RHO-S01; RHO-T03; RHO-T03psi; RHO-T04; RHO-T04psi



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The hub caps subject to this notice can be identified by the SKUs listed above. The recall includes ALL hubcaps matching the above SKUs; there are no specific date codes needed to identify them.

WHAT REVHD WILL DO

RevHD will provide a refund to the end user customers of the full purchase price that he or she paid for any hub caps subject to this notice that are returned to RevHD and, with appropriate documentation, associated labor, calculated at local labor rates, for removing the affected hub cap and installing a new replacement hub cap. Additionally, RevHD will refund the purchase price you paid for any hub caps subject to this notice still in your possession that are returned to RevHD. RevHD will also pay for all shipping charges to have the hubcaps returned to us.

WHAT YOU SHOULD DO

1. If you still are in possession of one or more of the hub caps covered by this recall, you should immediately cease all sales of these hub caps and return them to RevHD. Please contact RevHD promptly at (888) 317-6694 or by email at RevHD@us.crawco.com to arrange for your refund and a prepaid postage label for you to use to return your hub cap(s). Your refund will be processed once your hub cap(s) has/have been received.
2. We have prepared a letter to be sent to all purchasers of the recalled hubcaps that notifies them of this defect and instructs them how to obtain a refund. A copy of that letter is enclosed. Spanish and French translations of the letter are being prepared and will be made available as necessary in the coming days. Please promptly send a copy of that letter to each of your customers that purchased one of the affected hubcaps so any hubcaps already in circulation can be returned to us and refunds issued to those customers. The included letter provides instructions on how your customers can send the recalled hubcaps back for a refund, as well as guidelines on associated labor costs, calculated at local rates, to remove those items already installed on equipment. Please keep a record of to whom those letters are sent.
3. If you are contacted by the owner of an affected hubcap concerning the recall, please have them contact RevHD at (888) 317-6694 or by email at RevHD@us.crawco.com. Customers should follow the instructions outlined in the letter in order to be refunded for the recalled items. **We do not expect you to issue refunds to them directly for products or labor.** You may choose to refund your customers for the product, and then process the recall return and refund through the steps above, if you wish to do so. However, any **reimbursements for labor** must be sent in by the end user directly.



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We apologize for any inconvenience that this action may cause you. We urge you to take immediate action. Thank you in advance for your cooperation. If you have any questions about these instructions, please contact RevHD Customer Support at (888) 317-6694 for assistance.

On Behalf of RevHD,

George Rountree
Crawford & Co
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RevHD@us.crawco.com