

Part 573 Safety Recall Report

24E-044

Manufacturer Name : KUAT INNOVATIONS LLC

Submission Date : JUN 10, 2024

NHTSA Recall No. : 24E-044

Manufacturer Recall No. : NR



Manufacturer Information :

Manufacturer Name : KUAT INNOVATIONS LLC

Address : 2240 N. Alliance Ave.

Springfield MO 65803

Company phone : 8895820

Population :

Number of potentially involved : 86,209

Estimated percentage with defect : 100 %

Equipment Information :

Brand / Trade 1 : Kuat Innovations, LLC

Model : Transfer v2

Part No. : T222B and others

Size : 1.25" - 2" hitch, 1-3 bikes

Function : Bicycle Carrier

Descriptive Information : To date, a total of 86,209 units have been sold in the United States. The affected SKUs are T201B, T202B, T222B, T223B, with Batch IDs in the range of 2045 - 2414. Production of all Transfer v2 racks was halted on May 24, 2024 when this safety issue was discovered, and no Transfer v2 racks have been subsequently manufactured with the corrected part included. Therefore, all Transfer v2 racks which have been manufactured are subject to this recall.

Production Dates : NOV 01, 2020 - MAY 24, 2024

Description of Defect :

Description of the Defect : The pivot cams on the affected Transfer v2 Bicycle Hitch Racks can become disengaged, allowing the bike carrier to unexpectedly drop into the lower position.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : This malfunction could cause a bicycle to fall off the product while a subject vehicle is in motion, as well as injury or property damage to the product, the bicycle, and to the subject vehicle and other vehicles on the road, including potentially a vehicle crash.

Description of the Cause : NR

Identification of Any Warning NR
that can Occur :

Involved Components :

Component Name : Pivot Latch Bar

Component Description : NR

Component Part Number : 001153

Supplier Identification :

Component Manufacturer

Name : Ningbo MyJoy Outdoor Co., Ltd

Address : 123 Gongyi Road

Ningbo Foreign States

Country : China

Chronology :

On May 24, 2024 it was determined that a series of incidents between the dates of February 9, 2024 and May 21, 2024 were due to a product defect in the products identified in this report. Our customer service manager advised our Research & Development team of seven different customer complaints, all of which involved the Kuat Transfer v2 hitch mounted bicycle carrier. Each of these customer complaints involved a fully loaded rack body becoming disengaged from the pivot cam bolt, which allowed the part of the rack carrying the bicycles to be unexpectedly lowered towards the ground. On May 24, 2024, it was concluded that the incident which occurred on March 17, 2024 involved damage to a customer's bicycle as it was drug behind the vehicle. It did remain attached to the Kuat Transfer v2 bicycle rack by the strap which holds the rear tire in place.

Description of Remedy :

Description of Remedy Program : A new pivot pedal for the Transfer v2 rack has been designed and will replace the defect part on the affected Transfer v2 racks. Customers and dealers can request a replacement part for self-installation and one will be sent to them free of charge. We are also developing and testing a strap as a potential short term, temporary precaution that our customers can use before their rack is fully repaired with the repair kit we will send them. We are asking that owners request a repair kit as soon as possible to permanently correct the defect.

How Remedy Component Differs from Recalled Component : The remedy component provides a safety mechanism that prevents the excessive movement of the latch bar within the cam system. This mechanism, described as the foot lever safety, physically prevents the latch bar from moving past a safe zone of engagement with the mating part. It accomplishes this by limiting the travel of the foot pedal which directly drives the latch bar from the engaged to disengaged position.

Identify How/When Recall Condition was Corrected in Production : On May 17, 2024 our Research & Development team provided drawings and instructions for a new pivot pedal assembly to our production partners. We knew this change was desired moving forward with all Transfer v2 racks given that we had several customers report issues up to that point. On May 24, 2024, it was concluded that one of these incidents involved damage to a customer's bicycle as it was drug behind the vehicle.

Recall Schedule :

Description of Recall Schedule : Dealer Notifications were sent on June 4, 2024 via email. Any emails which were "bounced" back to us as undeliverable resulted in printed letters which are being mailed First Class Postage today, June 10, 2024. Owner notifications are planned to be sent on July 1, 2024.

Planned Dealer Notification Date : JUN 06, 2024 - JUN 10, 2024

Planned Owner Notification Date : JUL 01, 2024 - JUL 15, 2024

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