

Part 573 Safety Recall Report

24E-107

Manufacturer Name : DiamondBack Automotive Accessories, Inc.

Submission Date : DEC 18, 2024

NHTSA Recall No. : 24E-107

Manufacturer Recall No. : NR



Manufacturer Information :

Manufacturer Name : DiamondBack Automotive Accessories, Inc.

Address : 354 Enterprise Drive

Philipsburg PA 16866

Company phone : 935-4002

Population :

Number of potentially involved : 1,472

Estimated percentage with defect : 100 %

Equipment Information :

Brand / Trade 1 : DiamondBack Switchback

Model : Switchback Cover

Part No. : F****-SBK-*X

Size : All available bed lengths

Function : NR

Descriptive Information : This recall includes the DiamondBack Switchback Covers intended for 2017-2024 Ford Super Duty (250-450 model) and 2015-2024 Ford F150 vehicles. The Switchback Cover is a hard, three-panel tonneau cover sold as an aftermarket accessory for pickup trucks. The cover includes multiple access panels that fold and can be secured to the truck bed using cap clamps and additional clamp handles. The cover also includes tie-down straps to secure the panels when the cover is folded.

Production Dates : JUN 01, 2023 - DEC 11, 2024

Description of Defect :

Description of the Defect : DiamondBack has determined that a potential safety concern relating to motor vehicle safety exists in DiamondBack Switchback covers installed on certain Ford vehicles. DiamondBack's Switchback covers are hard, three-panel tonneau covers sold as an aftermarket accessory for pickup trucks and are items of motor vehicle equipment. The cover includes multiple access panels that fold and can be secured to the truck bed using cap clamps and additional clamp handles. DiamondBack has identified that the cap clamps included with the Switchback cover installed on Ford trucks may rotate and/or loosen after tightening, potentially resulting in an unsecured attachment. This issue only applies to covers installed on 2017-2024 Ford Super Duty (250-450 model) and 2015-2024 Ford F150 vehicles due to the geometry of the truck bed. In such cases, the cover could detach from the truck bed while the vehicle is in motion. DiamondBack is unaware of any accidents or injuries resulting from this issue. However, the company has received approximately 14 customer reports of issues with keeping clamps secure on the aforementioned Ford vehicles. This includes two reports of Ford vehicles with cover detachment during normal driving conditions.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the clamps securing the Switchback cover to the truck bed fail, the cover may detach from the vehicle while it is in motion, increasing the risk of a crash.

Description of the Cause : The cap clamp included with the cover, when installed on certain Ford trucks due to the geometry of the bed rails, may loosen and/or rotate during vehicle operation when exposed to vibration and wind forces. This loosening and/or rotation can lead to an unsecured attachment, causing the cover to detach from the truck bed.

Identification of Any Warning that can Occur : The primary warning that may occur before detachment is a noticeable loosening of the clamps. Owners may observe that the cap clamps do not remain tightly secured, especially after driving over rough surfaces or experiencing significant vibration. Additionally, there may be audible rattling or movement of the cover panels against the truck's bed rails, indicating that the clamps are not adequately tightened.

Involved Components :

Component Name : cap clamps

Component Description : NR

Component Part Number : NR

Supplier Identification :**Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

Chronology :

June 2023: DiamondBack began shipping the Switchback cover.

December 2023 - December 2024: DiamondBack received reports of cap clamp issues. Starting in December 2023 and preceding through December 2024, approximately 14 customers reported difficulties in keeping cap clamps tight, indicating issues with clamp stability during normal use. This includes two instances of covers detaching which were reported to the Company on 12/19/2023 and 12/04/2024.

October 2024 - December 11, 2024: DiamondBack engineering staff performed an internal investigation to determine whether the observed condition could be duplicated and under what, if any, conditions. During this investigation, DiamondBack engineers identified that the cap clamps used for securing the cover on Ford trucks were potentially prone to loosening and/or rotation under specific conditions involving vibration and wind forces, which could lead to the cover detaching from the truck bed. DiamondBack determined that these findings warranted consideration by a recall determination committee to assess appropriate corrective actions.

December 12, 2024: DiamondBack reviewed all information and concluded that, despite the likelihood of such an event being low, the company is committed to the safety of its customers. Therefore, DiamondBack decided to conduct a voluntary recall out of an abundance of caution to proactively address the potential risk.

DiamondBack is not aware of any reports of accidents or injuries attributed to this condition.

Description of Remedy :

Description of Remedy Program : Interim Measure: Owners will receive instructions to inspect and tighten the clamps on their Switchback covers regularly until the permanent remedy is available. These instructions will reflect the guidelines provided in the Owner's Manual, such as checking cap clamps and tail panel clamps before every use, ensuring all panels are properly secured, and avoiding driving with unfastened panels. Specific guidance on how to perform these inspections will be included, with visual aids to help clarify the process. It will be emphasized that this is a temporary safety measure, and proper tightening of the clamps is crucial to mitigate immediate safety risks. Owners will also be informed that if they are concerned that the cover may come loose or are unable to regularly inspect and tighten the cap clamps, that they should remove and store the cover until the replacement cap clamps are received.

Permanent Remedy: DiamondBack is working with a supplier to produce revised cap clamps for use on Ford vehicles featuring a mechanically fastened Ethylene Propylene Diene Monomer (EPDM) rubber compression piece that prevents rotation and provides greater stability. This new component will aid in tightening and prevent clamp rotation, ensuring that the clamps remain secure during normal use. Production is expected to take approximately 12 weeks. Replacement clamps with the new mechanically attached EPDM component will be mailed to all affected owners, along with detailed installation instructions to facilitate proper installation.

How Remedy Component Differs from Recalled Component : The remedy component will feature a mechanically fastened EDPM compression strip that prevents clamp loosening and/or rotation, which will provide greater stability compared to the original clamps. The redesigned clamps will provide a more secure attachment, effectively mitigating the identified concern.

Identify How/When Recall Condition was Corrected in Production : The recall condition will be corrected in production by integrating a redesigned clamp solution into all future units of the Switchback cover beginning 12/12/2024.

Recall Schedule :

Description of Recall Schedule : Mailing of the initial owner notification letters will begin no later than 01/08/2025. The remedy components and a second owner communication containing installation instructions will be shipped as soon as parts availability permits.

Planned Dealer Notification Date : JAN 08, 2025 - FEB 08, 2025

Planned Owner Notification Date : JAN 08, 2025 - FEB 08, 2025

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