

# Part 573 Safety Recall Report

# 19E-018

**Manufacturer Name :** DiamondBack Automotive Accessories, Inc.

**Submission Date :** MAR 01, 2019

**NHTSA Recall No. :** 19E-018

**Manufacturer Recall No. :** NR



## Manufacturer Information :

## Population :

**Manufacturer Name :** DiamondBack Automotive Accessories, Inc.

**Number of potentially involved :** 6,816

**Address :** 354 Enterprise Drive  
Philipsburg PA 16866

**Estimated percentage with defect :** 100 %

**Company phone :** 935-4002

## Equipment Information :

**Brand / Trade 1 :** DiamondBack

**Model :** DiamondBack HD / DiamondBack SE

**Part No. :** NR

**Size :** NR

**Function :** NR

**Descriptive Information :** DiamondBack's HD and SE covers are three-panel hard tonneau covers sold as an aftermarket accessory for pick-up trucks.

**Production Dates :** MAR 28, 2018 - MAR 01, 2019

**Description of Defect :**

Description of the Defect : On February 26, 2019, DiamondBack decided that a potential concern relating to motor vehicle safety exists in the DiamondBack HD and SE covers, which are items of motor vehicle equipment. DiamondBack's HD and SE covers are three-panel hard tonneau covers sold as an aftermarket accessory for pick-up trucks. The covers have a fixed panel in the center and two panels that open front and rear, allowing access to the front and back area of the truck bed.

Both panels must be closed, secured and key-locked during vehicle operation. In addition to the lock handles, the panel nearest the truck cab (which faces forward and could catch airflow) is equipped with a backup safety catch that allows the cab panel to open enough to reach under the panel to release the safety catch.

DiamondBack is unaware of any accidents or injuries sustained as a result of the covers. DiamondBack has been notified of six instances, however, in which the owners of covers manufactured on or after March 28, 2018 have forgotten to secure and lock the primary lock handle, as a result of which the backup safety catch allowed the cover to come open far enough to enable the wind to overcome the catch and the cover to blow open. If the owner disregards the instructions to secure and lock the front panel lock handle on the covers in this limited range, the front portion of the cover assembly could lift and, if the safety catch is damaged, not installed, or otherwise fails, separate from the truck bed.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the owner disregards the instructions to secure and lock the front panel latch, the front portion of the cover assembly could lift and separate from the truck bed, which could create a road hazard for others or increase the risk of a collision.

Description of the Cause : In early 2018, DiamondBack released redesigned top-mounted hinges (one drop-on and one slip joint style). In mid-2018, the safety catch was also redesigned to engage sooner (i.e., permit the cover to open less). For a short period between March and July 2018, covers were manufactured with the redesigned hinges and the previous generation of safety catch. In instances in which owners disregard the instructions to secure and lock the front panel latch, covers equipped with that combination of hardware may experience a higher likelihood of a blow open event in which a portion of the cover leaves the vehicle if the previous generation safety catch permits the cover to open too far while the vehicle is in motion. Covers manufactured before that period do not leave the vehicle in a blow open event and are held in place by the hinges. Similarly, since the introduction of the redesigned safety catch after the period in question, DiamondBack has observed a much lower rate of blow open events for covers so equipped.

Identification of Any Warning that can Occur : NR

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

- On March 28, 2018: the redesigned hinges were introduced into production. Initial validation testing did not result in panels leaving the vehicle during a blow open event.
- May 9, 2018: Redesigned lower engaging safety catch introduced in production for long-bed covers.
- July 3, 2018: Redesigned lower engaging safety catch introduced in production for short-bed covers.
- June 2018 - February 2019: DiamondBack received reports of six blow open events, five of which involved a portion of the cover leaving the vehicle (6/12/18, 7/25/18, 10/1/18, 10/1/18, 12/13/18, 2/25/19).
- December 2018 – February 2019, DiamondBack engineering staff performed an internal investigation to determine whether the observed condition could be duplicated and under what, if any, conditions. DiamondBack engineering staff determined that the condition was found primarily in certain covers manufactured with the redesigned hinges and the previous generation safety catch. DiamondBack determined that this concern should be addressed by a recall determination committee.
- On February 26, 2019, DiamondBack reviewed all information and concluded that although the likelihood of such a blow open event is very low given the effectiveness of the primary lock handle latch, the company would conduct a voluntary recall out of an abundance of caution. Although the condition was largely confined to the March through July 2018 configuration period, the company is extending the counter-measure to the entire production run following March 28, 2018 to afford all owners, irrespective of risk, the benefit of the improved safety catch and cab-panel tethers.
- DiamondBack is not aware of any reports of accidents or injuries attributed to this condition.

## Description of Remedy :

Description of Remedy Program : DiamondBack will be sending to all known and ascertainable purchasers, free of charge, cab-panel tethers and redesigned safety catches (if not already equipped) that secure the cover to the frame in the unlikely event that, for example, an owner neglects to secure and key-lock the primary lock handle latch. Contemporaneous with this filing, and although retailers do not maintain a stock of covers, DiamondBack has sent a stop sale notice to its retailers with instructions, pursuant to 49 C.F.R. § 573.7. No later than the week of March 11, 2019, DiamondBack will begin mailing the Part 577 recall notification letters, the remedy components, and instructions, to vehicle owners. The majority of affected vehicle owners are direct purchasers whose identities are known, DiamondBack is working with its additional retailers to identify the remaining purchasers to provide timely recall notifications to those owners.

In accordance with the terms of its existing Limited Lifetime Warranty, DiamondBack will reimburse customers who have incurred the cost of repairing or replacing a DiamondBack HD or SE cover that separated from its mounting and was damaged as a result of the front panel opening. DiamondBack may request that customers send a copy of a receipt or other adequate proof of payment for confirmation of the reimbursement expense.

How Remedy Component Differs from Recalled Component : How Remedy Component Differs from Recalled Component : The cab-panel tethers are 1/8" diameter galvanized steel wire rope coated with black nylon and bolted to the removable cab panel on one end and looped around the ballstud arm attached to the center panel on the other end. There is a cab-panel tether on each side of the cover. These cab-panel tethers prevent the cover from separating from the vehicle during a blow open event, such as when an owner neglects to secure and key-lock the primary lock handle.

The redesigned safety catch will also be supplied to those customers whose covers were manufactured between March 28, 2018, and the introduction of redesigned safety catch. The redesigned safety catch engages earlier and allows the cover to open less.

Identify How/When Recall Condition was Corrected in Production : The redesigned safety catch was implemented on May 9, 2018, for long-bed covers and on July 3, 2018, for short-bed covers. The cab-panel tethers will be implemented in production during the week of March 4, 2019.

## Recall Schedule :

Description of Recall Schedule : Mailing of owner notification letters will begin no later than the week of March 11, 2019. The owner notification letter will also be shipped with the remedy components and instructions.

Planned Dealer Notification Date : MAR 11, 2019 - MAY 01, 2019

Planned Owner Notification Date : MAR 11, 2019 - MAY 01, 2019

**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