



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

November 15, 2013

Mr. Wade Wolf  
Neo Manufacturing Inc. LLC  
21900 US 12 West  
Sturgis, MI 49091

NVS-215KS  
13V-499

**Subject:** Interior Side Door Lock May Become Inoperable

Dear Mr. Wolf:

This letter serves to acknowledge Neo Manufacturing Inc. LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

NEO TRAILERS/NAS/2010-2011  
NEO TRAILERS/NAV/2010-2011  
NEO TRAILERS/NCV/2010-2011

**Mfr's Report Date:** October 7, 2013

**NHTSA Campaign Number:** 13V-499

**Components:**

LATCHES/LOCKS/LINKAGES

**Potential Number of Units Affected:** 434

**Problem Description:**

Neo Manufacturing Inc. LLC (Neo) is recalling certain model year 2010-2011 cargo trailers manufactured February 22, 2010, through May 1, 2011 and equipped with Fastec-brand door locks. It may be possible to remove the key from the lock in a way that potentially jams the deadbolt.

**Consequence:**

If the deadbolt jams, the interior side of the door lock may also jam. A person inside the travel trailer at the time will then be locked in and be unable to exit the vehicle, increasing the risk of injury.

**Remedy:**

Neo will notify owners, and Fastec will coordinate the inspection and replacement of the cylinders, as needed, free of charge. The recall is expected to begin December 1, 2013. Owners may contact Neo at 1-269-503-7630 or Fastec at 1-800-837-2505.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

We have been informed that Fastec will be handling the quarterly reporting for this campaign. Please be reminded that as the vehicle manufacturer Neo is ultimately responsible for conducting an adequate safety recall campaign of its vehicles. Accordingly, if this safety recall campaign is not successful, the agency may require Neo to conduct a follow-up notification and conduct additional quarterly reporting.

On August 20, 2013, NHTSA announced new changes to the requirements governing safety recalls. Some of these requirements are already in effect. Please ensure your company will be in compliance with each requirement on, or before, its respective effective date. For a summary of the requirements and their effective dates please click on the "New!" link at <http://www.safercar.gov/Vehicle+Manufacturers>.

Your contact for this recall will be Kelly Schuler who may be reached by phone at (202) 366-5227, or by email at [kelly.schuler@dot.gov](mailto:kelly.schuler@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,



Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement