



## **IMPORTANT SAFETY RECALL**

NHTSA Recall 18E-045

August 13, 2018

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Syncro Corp. has discovered that a defect related to motor vehicle safety exists in the Hayes Sway Master trailer sway control system (part no. 81775). Due to an incompatibility between the Sway Master and some tow vehicles with factory-installed integrated brake controllers, the tow vehicle may stop detecting the presence of the towed trailer and thereafter stop applying the trailer brakes, increasing the potential for loss of control and a resulting crash.

### **What is the Concern:**

Syncro has found that the Sway Master may not be compatible with some vehicles that use a factory-installed integrated brake controller. When the Sway Master unit triggers and applies trailer brakes, the factory-installed, integrated brake controllers of some make and model tow vehicles may detect a fault and turn off trailer detection. When this occurs, the tow vehicle will no longer apply trailer brakes.

### **What Should You Do?**

Please contact Hayes Towing Electronics Customer Service at 1-800-882-1204 or email [customerservice@hayesbc.com](mailto:customerservice@hayesbc.com) for instructions on how to return your unit for an upgrade correcting the incompatibility issue at no charge to you. It will take 10-15 business days after the unit has been received to perform the upgrade.

### **What to do if you have questions?**

If you have any questions about this notice, please contact Hayes Electronics Customer Service at 1-800-882-1204 or email [customerservice@hayebc.com](mailto:customerservice@hayebc.com).

If you are still having difficulty getting an upgraded product in a reasonable period of time and without charge, you may contact the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E. Washington D.C. 20590 or call the toll free hotline at 1-800-424-9153 or go to [www.nhtsa.gov](http://www.nhtsa.gov).

We sincerely apologize for this inconvenience. Syncro Corp. and Hayes Towing Electronics are committed to your safety and satisfaction.