

## Technical Bulletin

**Date Active:** 8/19/11

**Subject:** Torx screws provided with Cup Holder hardware kits are defective

**Product(s) Affected:** C-CUP2-I, C-CUP2-E-C and C-CUP2-E-AS

**Ship Dates Affected:** May 13th, 2011 – to – August 12th, 2011

**Issue:** The Havis quality department has determined that certain Torx screws provided in the Cup Holder hardware kits above do not meet specifications. Material weakness may cause the screw heads to break off when pressure is applied. This issue does not pose a safety threat, but may impede installation. Not all products are affected or need the screws.

**Solution:** Do not use the four (4) screws provided in the cup holder kits if they were manufactured in 2011. If a faulty screw is used and breaks, the installer should attempt to remove it with needle-nose pliers. If the screw cannot be removed or further assistance is required, please contact your Havis Customer Service or Inside Sales person.

### Notes:

1. Only the 4 Torx screws supplied in the Cup Holder hardware kit have this possible defect.
2. Torx screws supplied with other Havis products (face plates, filler brackets, etc.) are unaffected by this issue.
3. All Havis Equipment Brackets and Filler Plates come with a hardware kit (part number: C-HK-5) that includes five (5) good Torx screws. In most cases this provides plenty of extra screws needed for the entire installation.
4. If you are a Reseller stocking these affected products, Havis recommends sorting product to ensure no defective screws reach end customers. Should you require replacement screws, please contact your Havis customer service representative.
5. Any questions, please contact your Havis Customer Service or Inside Sales person.
6. Any product shipped after August 12th, 2011 has no chance of being affected.

Havis continues to actively pursue the highest quality standards in the industry. This issue does not pose a safety risk at this time. Per Havis' stringent quality control standards, an active approach is used to minimize the effects that quality defects have on customers. Should you have any feedback, please do not hesitate to contact Havis at any time.

Thank you for your continued patronage.

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