



950 I-30 East
Mt. Pleasant, TX 75455
Phone (903) 575-0300
Fax (903) 577-8858

IMPORTANT SAFETY RECALL

Date: November 8, 2013

BONANDER PONTIAC, INC.
4520 N GOLDEN STATE BLVD
TURLOCK, CA 95382

To: All Big Tex Trailer Manufacturing, Inc. (Big Tex) Dealers

Subject: Safety Recall Campaign: NHTSA #13V-508

Involving: Big Tex Trailer Manufacturing, Inc. Model 10PI, 12PI, 14PI, 29SA, 30AA, 30LS, 30SA, 30SV, 35AA, 35LS, 35SA, 35SV, 45LA, 45SS, 50LA, 50SA, 60SP, 70LR, 70PI, 70SP and 70TV Trailers

Big Tex Trailer Manufacturing, Inc. (Big Tex), has decided that a defect, which relates to motor vehicle safety, exists in the certain 2013 and 2014 Big Tex trailers, Models 10PI, 12PI, 14PI, 29SA, 30AA, 30LS, 30SA, 30SV, 35AA, 35LS, 35SA, 35SV, 45LA, 45SS, 50LA, 50SA, 60SP, 70LR, 70PI, 70SP and 70TV trailers. This defect involves what has been determined to be defective fold flat ramp gate latches. The defective latches were used with certain 2013 and 2014 Big Tex Model 10PI, 12PI, 14PI, 29SA, 30AA, 30LS, 30SA, 30SV, 35AA, 35LS, 35SA, 35SV, 45LA, 45SS, 50LA, 50SA, 60SP, 70LR, 70PI, 70SP and 70TV trailers. If one ramp gate latch fails and goes undetected, the second ramp gate latch has a higher probability of failure, due to increased ramp gate vibration. Should both ramp gate latches fail while the trailer is in tow, the ramp gate will fall from the upright, stowed position into the down position, and be dragged behind the trailer. A failure of the ramp gate latches could result in accidental damage to include personal injury, death and/or property damage.

Notices will be sent to all registered owners of the trailers affected. A copy of the Owner Notification Letter is attached. **Dealer should immediately notify Big Tex of the name and address of each person or entity to whom the Dealer has sold or delivered one of the affected trailers.**

Important: Some of the involved trailers may still be in your inventory. Enclosed as Attachment 1 is a listing of the affected trailers identified by VIN that our records indicate were shipped to you. Please verify purchaser information for each trailer and provide that information to Big Tex Trailer Manufacturing, Inc. as soon as possible. The requested information should be directed to Big Tex Trailer Manufacturing, Inc., ATTN: Warranty, 950 I-30 East, Mt. Pleasant, Texas 75455 or warranty@bigtextrailers.com. Federal law requires you to complete the recall service on those trailers still in your inventory before retail delivery.

Repair affected trailers as they are brought into your dealership. Contact Big Tex warranty department should you have any questions regarding the repair at **1-800-594-5637**.

Instructions regarding the replacement of the defective ramp gate latches are outlined in the attached Service Bulletin.

Customers are being provided with an Owner Notification Form, which they have been requested to bring to you at the time they have the ramp gate latch brackets replaced. Upon completion of the necessary repair, you are required to return the completed Owner Notification Form to Big Tex Trailer Manufacturing, Inc. via facsimile to (903) 575-5218 or via email to warranty@bigtextrailers.com, and upon receipt of the completed Owner Notification Form to Big Tex, you will be reimbursed for the repairs performed. Big Tex estimates it will take approximately fifteen (15) minutes to complete the necessary exchange.

Please be reminded that it is a violation of Federal law for you to sell or lease any of the affected trailers covered by this notification until this recall has been performed on the affected trailers. Substantial civil penalties apply to violations of this law.

If you have questions concerning this recall, please contact the Big Tex Warranty department at **1-800-594-5637** or at 903-575-0300.

Your immediate assistance in this important effort is appreciated.

Big Tex Trailer Manufacturing, Inc.

Encl: Attachment 1 – List of Affected Trailers Shipped to you
Service Bulletin
Sample Owner Notification Letter
Sample Owner Notification Form

Name	ItemNum	SerNum
BONANDER PONTIAC, INC.	30SA-10BK4RG	16VAX1010D2A86376
BONANDER PONTIAC, INC.	70TV-12BK	16VUX1220D2E93763
BONANDER PONTIAC, INC.	70TV-12BK	16VUX1229D2E93762
BONANDER PONTIAC, INC.	70TV-16BK	16VUX1621D2E93779
BONANDER PONTIAC, INC.	70TV-16BK	16VUX162XD2E93778
BONANDER PONTIAC, INC.	70TV-16BK	16VUX1628D2E93777
BONANDER PONTIAC, INC.	29SA-14BK	16VAX1412D4A93537
BONANDER PONTIAC, INC.	35SA-10BK4RG	16VAX1011D4A88917
BONANDER PONTIAC, INC.	35SA-10BK4RG	16VAX101XD4A88916
BONANDER PONTIAC, INC.	35SA-12BK4RG	16VAX1215D4A90313
BONANDER PONTIAC, INC.	30SV-10BK	16VVX101XD4A88898
BONANDER PONTIAC, INC.	70TV-16BK	16VUX1623D4E84697
BONANDER PONTIAC, INC.	35SA-10BK4RG	16VAX1017E2A06086
BONANDER PONTIAC, INC.	35SA-10BK4RG	16VAX1019E2A06106
BONANDER PONTIAC, INC.	35SA-10BK4RG	16VAX1013E2A06103
BONANDER PONTIAC, INC.	35SA-12BK4RG	16VAX1214E2A07189
BONANDER PONTIAC, INC.	35SA-12BK4RG	16VAX1210E2A07187
BONANDER PONTIAC, INC.	35SV-12BK	16VVX1210E2A06199
BONANDER PONTIAC, INC.	35SV-12BK	16VVX1215E2A04965
BONANDER PONTIAC, INC.	30SV-10BK	16VVX1014E4A05371
BONANDER PONTIAC, INC.	30SV-12BK	16VVX1217E4A03028
BONANDER PONTIAC, INC.	70TV-16BK	16VUX1623E4E00038
BONANDER PONTIAC, INC.	70TV-16BK	16VUX1621E4E00040

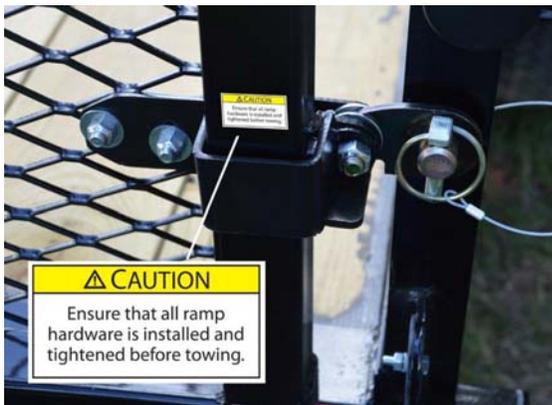


Service Alert To All Big Tex Dealers

SERVICE ALERT: Fold Flat Ramp Gate Latch System	
SCOPE:	10PI, 12PI, 14PI, 29SA, 30AA, 30LS, 30SA, 30SV, 35AA, 35LS, 35SA, 35SV, 45LA, 45SS, 50LA, 50SA, 60SP, 70LR, 70PI, 70SP, 70TV
PURPOSE:	To install enhanced ramp gate latch brackets
TOOLS and COMPONENTS REQUIRED:	Retrofit Kit (see "Enclosed Kit Parts" illustration) 2 ea 3/4" wrenches 2 ea 9/16" wrenches 2 ea 7/16" wrenches
PROCEDURE:	<div data-bbox="175 913 678 1249">A close-up photograph of the existing ramp gate latch system on a trailer. It shows a metal bracket with a bolt and nut assembly attached to a vertical support post.</div> <div data-bbox="175 1276 678 1612">A photograph showing a person's hand using a wrench to remove a bolt from the latch system. A red arrow points to the bolt being removed.</div> <div data-bbox="175 1640 667 1967">A close-up photograph of the new enhanced ramp gate latch bracket being installed on the vertical support post. The bracket has a flat section on one side and a hat-shaped section on the other.</div> <ol style="list-style-type: none">1. Verify trailer was manufactured between 03-1-13 thru 9-30-13 with the fold flat ramp system (pictured to left).2. Place trailer on level ground, chock tires on both sides, and ensure ramp gate is supported throughout the procedure. CAUTION: Expanded metal has very sharp edges!3. Remove the ramp gate latch 1/2" x 1-1/2" bolt (Pictured at left).4. Slide the ramp gate latch bracket (A or B) over the 2" x 2" square tubing (Note: There is a Roadside and Curbside bracket). The flat part of the bracket installs on the front side of the ramp while the hat shaped bracket installs on the rear of the ramp. Please ensure that bracket labels (I & J) are correct when installing bracket.5. Align holes on both sides of the ramp upright.



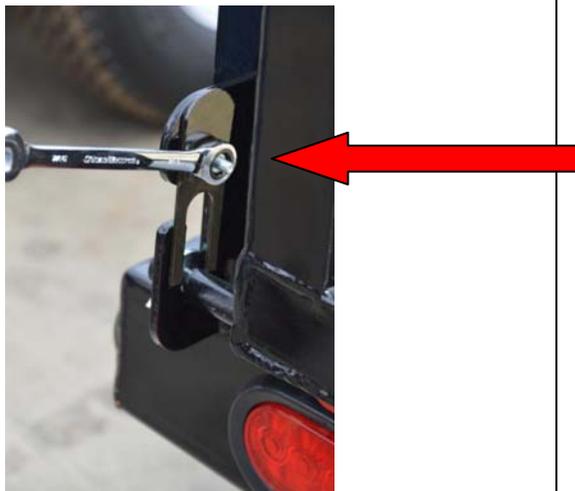
6. Insert ramp swivel ear into bracket assembly with the washers provided in your kit on both sides of swivel ear. Insert the new $\frac{1}{2}$ " x 1-3/4" bolt (F) and snug the lock nut.



7. Install the two bolts (E) on the inboard side of the bracket. Place nut to rear of ramp gate and tighten.
8. Place Ramp Gate Caution Sticker (K) directly above new ramp gate bracket.



9. Ensure rubber washer (H) installed on ramp pin. Spare Washers provided in kit.



10. On the ramp gate hinge, ensure that hinge keeper (C & D) is installed on trailer. Remove the existing nut and install lock nut (G) provided. Should the keeper have two holes, please ensure that bolt is through the bottom hole on the keeper.
11. Repeat procedure on second side of trailer. After the retrofit is complete, inspect all hardware to ensure it is tight and secure.
12. Notify Warranty Department (warranty@bigtextrailers.com) to update Master List once service procedure has been completed.

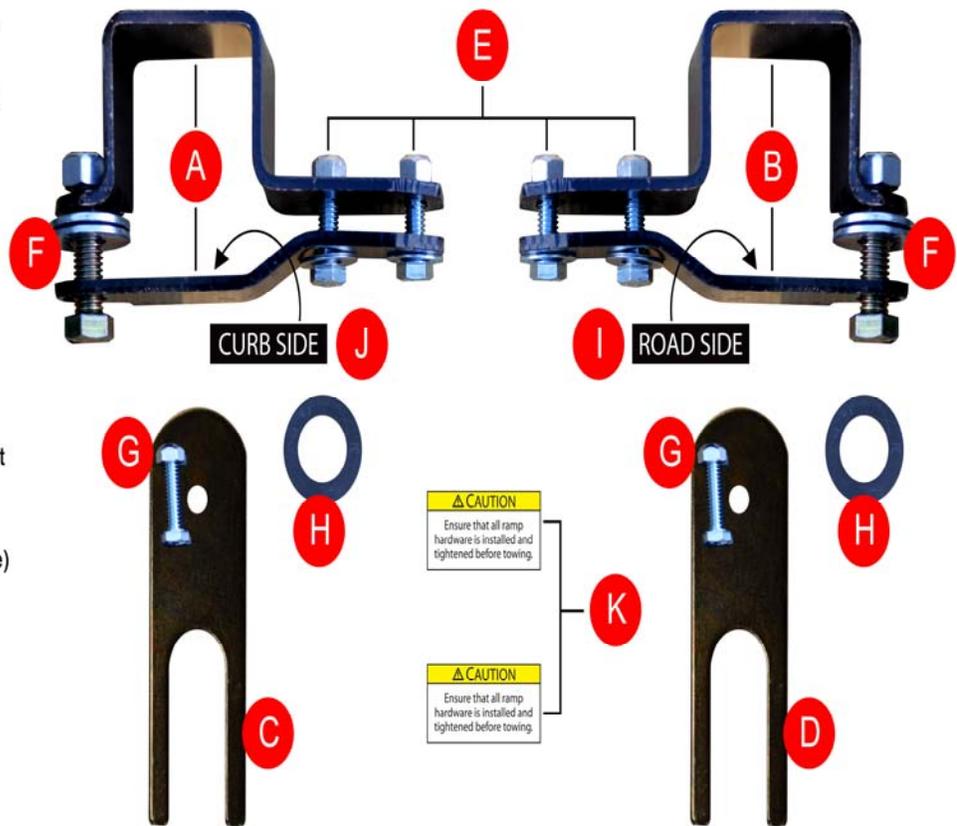


BigTex. TRAILERS

Service Alert To All Big Tex Dealers

Enclosed Kit Parts

- A. Ramp Gate Latch Bracket, Two-Piece (Curb Side)
- B. Ramp Gate Latch Bracket, Two-Piece (Road Side)
- C. Hinge Keeper (Curb Side)
- D. Hinge Keeper (Road Side)
- E. 3/8" x 1-1/4" Bolts w/ Washer & Lock Nut (2 Ea Per Side)
- F. 1/2" x 1-3/4" Bolt w/ Washers (2) & Lock Nut (1 Ea Per Side)
- G. 2 Ea 1/4" x 1" Bolt w/ Lock Nut (1 Ea Per Side)
- H. 2 Ea Rubber Washer (1 Ea Per Side)
- I. Road Side Sticker
- J. Curb Side Sticker
- K. 2 Ea Caution Stickers (1 Ea Per Side)





BigTex. TRAILERS

Service Alert To All Big Tex Dealers

Proper Installation





950 I-30 East
Mt. Pleasant, TX 75455
Phone (903) 575-0300
Fax (903) 572-7348

IMPORTANT SAFETY RECALL

This notice applies to your motor vehicle, VIN

Date: _____

Safety Recall Number: _____

Dear Big Tex Trailer Manufacturing, Inc. Trailer Owner:

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

Big Tex Trailer Manufacturing, Inc. (Big Tex), has decided that a defect which relates to motor vehicle safety exists in certain 2013 and 2014 Big Tex model 10PI, 12PI, 14PI, 29SA, 30AA, 30LS, 30SA, 30SV, 35AA, 35LS, 35SA, 35SV, 45LA, 45SS, 50LA, 50SA, 60SP, 70LR, 70PI, 70SP and 70TV trailers. This defect involves what has been determined to be defective fold flat ramp gate latches. If one ramp gate latch fails and goes undetected, the second ramp gate latch has a higher probability of failure, due to increased ramp gate vibration. Should both ramp gate latches fail while the trailer is in tow, the ramp gate will fall from the upright, stowed position into the down position, and be dragged behind the trailer. A failure of the ramp gate latches could result in accidental damage to include personal injury, death and/or property damage.

Your trailer has been identified as included in this recall. You are advised **not to tow the trailer with the ramp gate stowed in the "up" position and to immediately contact Big Tex to schedule the required repair.** Please contact **Big Tex Warranty, Mt. Pleasant, Texas at 1-800-594-5637 immediately** to schedule a repair.

The defect will be remedied by your authorized Big Tex dealer or representative, who will install the replacement gate latch bracket kits. The work will take about fifteen (15) minutes to complete. However, additional time may be required depending on how dealer appointments are scheduled and processed. To make the appointment to schedule the necessary ramp gate latch bracket repair, **which will be performed at no charge to you**, please do the following:

Call Big Tex Trailer Manufacturing, Inc. **toll free at 1-800-594-5637** or our regular phone number at (903) 575-0300 for the location of your closest Big Tex dealer, or authorized representative, who will perform the repair. You should call the same number if you have any problem obtaining the needed repair. **DO NOT HAUL THE TRAILER WITH THE RAMP GATE STOWED IN THE "UP" POSITION.**

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information contact Big Tex at 1-800-594-5637.

Take the enclosed Owner Notification Form with you at the time of your appointment and give it to your dealer. The form identifies the vehicle and the service that is required. Upon completion of the necessary replacement, the dealer or Big Tex authorized representative will return the form to Big Tex Trailer Manufacturing, Inc.

If you no longer own the subject trailer, please return the Owner Notification Form to Big Tex, with the new owner's information (if known), either by mail to the address listed above, by email to warranty@bigtextrailers.com or by fax to (903) 575-5218. If the new owner information is unknown, simply notify Big Tex that you no longer own the subject trailer.

If you believe that Big Tex Trailer Manufacturing, Inc. has failed or is unable to remedy the defect without charge within a reasonable time, you may submit a complaint to:

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
Washington, DC 20590

or call the toll free Vehicle
Safety Hotline at 1-888-327-4236
(TTY: 1-800-424-9153); or go to
<http://www.safercar.gov>

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We regret any inconvenience, which this action may cause you. This program is being carried out to ensure your safety.

Your prompt attention to this important matter is appreciated.

Sincerely,

Big Tex Trailer Manufacturing, Inc.
Encl: Owner Notification Form



IMPORTANT SAFETY RECALL

This notice applies to your motor vehicle,

VIN _____

OWNER NOTIFICATION FORM
SAFETY RECALL NO. _____

2013 / 2014 Big Tex 10PI, 12PI, 14PI, 29SA, 30AA, 30LS, 30SA, 30SV, 35AA, 35LS, 35SA, 35SV, 45LA, 45SS, 50LA, 50SA, 60SP, 70LR, 70PI, 70SP and 70TV

DEFECTIVE FOLD FLAT RAMP GATE LATCHES

This form should be presented to the Big Tex authorized Dealer or representative to whom you are directed when you call Big Tex toll free at 1-800-594-5637.

If you no longer own this trailer, please provide the new owner information (if known) below and return the form to Big Tex.

Upon completion of the necessary fold flat ramp gate latch bracket repair, the Big Tex Dealer or authorized representative must return this form to the address below by faxing to (903) 575-5218:

Big Tex Trailer Manufacturing, Inc.
950 I-30 East
Mount Pleasant, Texas 75455
ATTN: Warranty (Safety Recall)

Please include the following information:

Model of Trailer: _____

VIN: _____

Name, address and telephone number of person bringing trailer in for ramp gate latch bracket repair:

Date Exchange Completed: _____

Name: _____

Address: _____

City: _____

State and Zip Code: _____

Telephone Number: _____