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September 27, 2013

Rising Star Services

Dear Mr. Cavender,

This letter of notification is to alert you to an issue we recently discovered and strongly encourage you to take action on.

We have identified a motor vehicle safety defect in trailers manufactured by an isolated vendor, where the manufacturer potentially has not included one of the four required welds in the rear trailer suspension required to attach the hanger to the trailer beam.

The missing weld could lead to additional stress on the existing welds causing cracks, which could ultimately lead to separation of the hanger to the trailer flange surface. The likelihood of this heightens if a direct hit or impact to the unit occurs out of the ordinary, resulting in additional strains to the welds. Potential consequences of this could lead to vehicle crash, serious injury, or property damage.

Please have someone from your team inspect the following units in question using the attached Rear Trailer Suspension - Inspection Guideline.

Units in question are identified below:

Unit serial number SF11-7168

VIN# [REDACTED]

NOV Rolligon views this as a serious issue and suggests that the welds be added if identified as missing, and repairs be made to any existing welds if defects are identified during the inspection. Please contact me directly to make arrangements for bringing the unit in for repair. NOV Rolligon considers this a warranty situation and intends to take responsibility of the associated costs to handle the repairs.

After a thorough investigation, NOV Rolligon has identified the factors that contributed to this occurrence. We are taking action to prevent this issue by improving the information supplied to our vendors to ensure the requirements are clearly defined. Additionally, inspection points at the vendor location as well as incoming receiving inspections at the NOV Rolligon facility have been increased to include specific inspection of the rear suspension welds.

We apologize for the burden this creates and want to work with you to get this issue resolved as quickly as possible.

Sincerely,

Lena Edwards
QHSE Manager