



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

December 10, 2013



Safety Recall Number: 13V-508

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 16VAX1412D2A02827

OWNER NOTIFICATION FORM SAFETY RECALL NO. 13V-508

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: _____