

SERVICE BULLETIN



UTILITY TRAILER MANUFACTURING CO.

October 8, 2014

UTM Reference: SB-07-11 / #370258
NHTSA Reference #14V-463

IMPORTANT SAFETY RECALL NOTICE

Subject: Pintle Hook LOOP for the Secondary (Safety) Chain – INSPECTION

Dear Valued Customer,

This letter is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Utility Trailer Manufacturing Co. [**Utility**], in consultation with the National Highway Traffic and Motor Vehicle Safety Administration, has decided that a defect that relates to motor-vehicle safety exists in certain 2012-2014 VS1RA and 2013-2014 VS1DC VS2DX, VS2RA, VS3DC, and VS3RA trailers. In response to this situation, Utility is initiating a voluntary safety recall to address the potential defect and to address concerns.

The problem:

On a small quantity of trailers, the loop material used to construct the pintle-hook safety-chain loop could be flawed. The purpose of the pintle-hook safety-chain loop is to ensure that the towing trailer and towed trailer remain connected, and the towed trailer remains steerable until a safe stop is made, were the pintle-hook to disengage or fail. Were the pintle hook to disengage or fail while the trailer is in operation, and were the pintle-hook safety-chain loop then to fail, the towed trailer would not be steerable and would disengage from the towing trailer, increasing the risk of a crash.

Affected trailers:

This recall notice provides instructions for the following trailers:

- Dry Vans built between April 2012 and April 2013; and
- Certain Reefer Vans built between April 2011 and May 2013

You are receiving this notice because Utility's records show you as the purchaser of one of the affected trailers.

- Attached is a list of your trailers' VIN; if your trailer is not equipped with a pintle hook and associated loop, please disregard this notice.

What the dealer will do:

Utility will inspect the pintle-hook safety-chain loop for any flaws such as fractures or cracks. The inspection will include a visual assessment and an impact test. If a loop fails the inspection, the loop will be replaced with an Original Equipment part at no charge. The approximate time to inspect the trailer is 15 minutes and, if a replacement is necessary, 1-1/2 hours to replace the loop.

What you should do:

Contact your local Utility dealer's service department to schedule the inspection. The dealer should have a replacement loop available prior to your appointment.

SERVICE BULLETIN



UTILITY TRAILER MANUFACTURING CO.

If you need help:

If you have any questions or concerns that your dealer is unable to resolve, please call Utility Trailer Manufacturing Co. / Field Service Department at 800-423-6591.

If after having attempted to take advantage of this recall you believe you have not been able to have your pintle-hook safety-chain loop remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 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>.

If you are the lessor of this vehicle:

Please forward a copy of this notice to the lessee within ten days to comply with federal regulations.

We apologize for any inconvenience this safety recall may cause, but your safety is our first concern. Thank you for your understanding.

Sincerely,

Utility Trailer Manufacture Co. / Field Service Department