



2500 E. Kearney, Springfield MO, 65898
Phone: 417-873-4555 – Fax 417-873-5036

June 17, 2022

CL-11474435-1000

IMPORTANT SAFETY RECALL 22V-343

This notice applies to your vehicle 7J512MH13M [REDACTED]

To [REDACTED]:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. White River Marine Group, LLC (WRMG) has decided that a potential assembly issue which relates to motor vehicle safety exists in the axle hub bearings used on 2020, 2021 and 2022 WRMG single and dual axle trailers. Failures in the bearings within the hub may result in the unit seizing under ordinary use conditions, increasing the risk of a crash. This letter is to inform you that your trailer has been identified as having an affected hub and that you should immediately bring your trailer into your local dealership. Dealers will inspect and tighten the hubs, as necessary, free of charge; the repair should take around 15 minutes per hub. Should you believe WRMG has been unable to fix the defect at no cost, you may submit a complaint to the Administrator, NHTSA, 1200 New Jersey, Ave., SE, Washington, DC 20590, call the toll-free Vehicle Safety Hotline (1-888-327-4236), or go to <http://www.safercar.gov>.

When returning your trailer, it is recommended to drive at reduced speeds, with no boat, and proceed with caution using backroads where possible. For assistance in the return of your trailer please contact your local dealership. Both WRMG and the trailer component manufacturer are working together to correct this issue as quickly as possible. Affected hubs will be inspected and promptly repaired or replaced by authorized WRMG dealerships and staff. To schedule an appointment, or if you have any questions regarding this notice, please contact your local dealer or the WRMG Customer Service department at (417) 873-4555. We understand the impact a recall of this magnitude can have on your boating experience and we are taking every corrective step with a sense of urgency. WRMG is committed to bringing you the safest products possible and thank you in advance for your patience and cooperation in this matter.

Thank you,

Customer Service
White River Marine Group
2500 E. Kearney
Springfield, MO 65898
(417) 873-4555

6/22/2022

To: White River Marine Group
2500 E. Kearney
Springfield, MO 65898

CC Bradford Marine
2925 Albert Pike Blvd
Hot Springs, AR. 71913

CC NHTSA Complaint
1200 New Jersey Ave, SE
Washington, DC 20590

From [REDACTED]
Benton, A [REDACTED]

To Whom It May Concern:

Recall 22V-343

Vin: 7J512MH13 [REDACTED]

In September 2021 I had a bearing go out on my boat trailer I bought in July 2021. I called Bradford Marine and they told me to bring it in. I could not bring the trailer in since the bearing had gone out, so I went to a trailer parts store in Benton and pad \$80.00 for new hub and bearing. I then installed it myself. I took the defective parts to Bradford Marine in Hot Springs and they said they would order replacement parts so I would have a backup. I will still be out \$80.00 which I shouldn't be. About two months ago I called Bradford Marine and asked if my parts had come in and they said it had finally come in. Not sure if they called me or I called them. I went to Hot Springs to pick up the hub and bearing. When I got there the Hub had come in but not the bearing. I am still waiting on the bearing. In a couple of months this will have been outstanding for a year.

I need that bearing and reimbursement for the hub and bearing I had to replace it with so I could use the boat I paid \$26,000.00 for. I want to make it clear I have no issues with the Bradford Marine Staff. They seemed to have tried to get the parts in but White River has not shown any interest in providing them. They could have purchased parts just like I did from a Trailer Parts store.

Thanks,

BR



Benton AR

NBP-010

LITTLE ROCK AR 720
22 JUN 2022 PM 3 L



Administrata NHTSA
1200 New Jersey AVE, SE
Washington, DC 20590

20590-

