



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**



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August 16, 2022

[REDACTED]  
Benton, AR [REDACTED]

NEF-109 tgd  
Ref. No. 11474435

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2021 White River Marine Group (WRMG) Boat Trailer. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects, such as in their design, construction, or performance. Among other activities, we also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. You indicate that your MY 2021 WRMG boat trailer experienced the safety defect identified in NHTSA Safety Recall Campaign No. 22V-343. You personally replaced the hub and bearing assembly in your trailer prior to receiving the recall notification and therefore request a reimbursement.

Federal regulations require a manufacturer conducting a safety recall of motor vehicles or motor vehicle equipment to reimburse owners who have paid to obtain a remedy for the problem within a reasonable time, which in many instances is one year, prior to the manufacturer's notification. Certain restrictions apply, including the need to submit certain documents to the manufacturer. Owners should follow the instructions in the recall notification letter to file a claim. In addition, although you made the repair yourself, the manufacturer will not have a record of it and may consider this recall incomplete on your boat trailer. We encourage you to contact WRMG to report that you repaired your trailer and discuss your eligibility for reimbursement under the recall.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at [www.nhtsa.gov](http://www.nhtsa.gov) or call the Vehicle Safety Hotline at 888-327-4236. Also, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc., on our website.

Sincerely,

Randy Reid, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement