

Safety Defect and Noncompliance Report Guide for Vehicles
PART 573 Defect and Noncompliance Report¹

04V-212
(10 pages)

On April 13, 2004 Tracker Marine, LLC decided that a defect which relates to motor vehicle safety exists in the motor vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Reports.

Date this report was prepared: April 13, 2004

Furnish the manufacturer's identification code for this recall (if applicable): TS-0007

1. Identify the full corporate name of the fabricating manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

Tracker Marine, LLC
2500 E. Kearney
Springfield, MO 65803

Identify the corporate official, by name and title, whom the agency should contact with respect to this recall.

Sharon Hutchens
Advocacy Response Supervisor

Telephone Number: 417-873-4528 Fax No.: 417-873-5036

Name and Title of Person who prepared this report.

Sharon Hutchens
Advocacy Response Supervisor

APR 13 2004
NHTSA

¹Each manufacturer must furnish a report, to the Associate Administrator for Safety Assurance, for each defect or noncompliance condition which relates to motor vehicle safety.

This guide was developed from 49 CFR Part 573, "Defect and Noncompliance Reports" and also outlines information currently requested. Any questions, please consult the complete Part 573 or contact Mr. Jon White at (202) 366-5227 or by FAX at (202) 366-7882.

I. Identify the Vehicle Models Involved in the Recall

2. Identify the Vehicles Involved in the Recall, for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), provide:

Make(s): Trailstar **Model Years Involved:** 2003 **Model(s):** Nitro 201
Trailstar 2004 Nitro 201

Production Dates: Beginning: 04/14/2003 **Ending:** 03/12/2004

VIN Range: Beginning: 4TM14UG103B001056 **Ending:** 4TM14UG1X4B001048

Vehicle Type:Trailer **Bodystyle:** Boat

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Models included in the recall are based on part number present in Bill of Material and Production date known to encompass receipt of parts affected from supplier. (This was not noted at the time of the other two service bulletins as the part number is different due to the measurement of the part)

Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents. For example, if the recall involved Widgets equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Widgets of all Widgets manufactured during that time period.

100%

II. Identify the Recall Population

3. Furnish the total number of vehicles recalled potentially containing the defect or noncompliance.

Vehicles Model	Year	Number of Potentially Involved
<u>Nitro 901SAB</u>	<u>2003</u>	<u>10</u>
<u>Nitro 901 SAB</u>	<u>2004</u>	<u>51</u>
Total Number Potentially Affected by the Recall:		<u>61</u>

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: unknown

Identify and describe how the recall population was determined—in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled vehicles:

We traced original purchase orders from supplier to determine possible trailer manufacturing dates.

III. Describe the Defect or Noncompliance

5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.

The wheel on the above mentioned models may not have been properly machined by our supplier to accept the center hubcap which could cause the wheel to become loose.

Describe the cause(s) of the defect or noncompliance condition.

The beveled edge for seating the chrome center cap was machined by the supplier with a beveled edge rather than an indented groove edge.

Describe the consequence(s) of the defect or noncompliance condition.

Left uncorrected, this condition could deteriorate and may result in the wheel becoming disengaged from the wheel hub.

Identify any warning which can (a) precede or (b) occur.

While consumer is following directions on Caution decal affixed to trailer they will not loose lug nuts. Lug nuts could possibly loosen allowing for minor vibration to gradually become worse prior to disengagement from wheel hub.

If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.

GREENBALL CORP.
466 S.R. #314 NORTH
MANSFIELD, OH 44903

Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:

JENNY, EXT.203
419 5290777
419 5291441

IV. Provide the Chronology in Determining the Defect/Noncompliance

If the recall is for a defect, complete item 6, otherwise item 7.

6. With respect to a defect, furnish a chronological summary (including dates) of all the principle events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims.

7. With respect to a noncompliance, identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.

6. On March 12, 2004 concern found

On April 19, 2004 Service bulletin was released to Dealers Via Internet Website (TracNet)

On April 19, 2004 Service bulletin was mailed to Dealers known to have received product.

On April 19, 2004 Letter sent via Certified mail to consumers known to have purchased product

On April 25, 2004 NHTSA notified regarding Service bulletin TSB@NHTSA.dot.gov

V. Identify the Remedy

8. Furnish a description of the manufacturer's remedy for the defect or noncompliance. Clearly describe the differences between the recall condition and the remedy.

Inspect the wheel. If the wheel has a beveled edge preventing the cap from setting flush, the wheel assembly is effected. Dealer to contact Tracker at TMGCOMPLIANCE@TRACKERMARINE.COM, Include serial number of the trailer and the number of wheel/tires that need replacing. Tracker Marine Group will order replacement wheel/s/tires from the supplier. The wheel/tire will be sent at no charge. Once the new wheel/tire arrives, replace the effected wheel/tire following normal wheel/tire installation procedures. A UPS call tag will be sent with the new wheel/tire. Follow the instructions on the UPS call tag to return the old wheel/tire to the supplier at no cost. File warranty claim for labor on TracNet.

Clearly describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.

If the wheel has an indented groove so the cap sets flush, the wheel assembly is not affected.

If the wheel has a beveled edge preventing the cap from setting flush, the wheel assembly is effected.

Identify and describe how and when the recall condition was corrected in production. If the production remedy was identical to the recall remedy in the field, so state. If the product was discontinued, so state.

Production remedy is the same as the field remedy -- Corrected parts ordered from supplier and used.

VI. Identify the Recall Schedule

Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please, identify any foreseeable problems with implementing the recall.

- April 19, 2004 Service Bulletin published to TracNet -- online Dealer Information Management Site
- April 19, 2004 Mailed Dealer Packet regarding Service Bulletin. Included letter to Dealer, copy of Service Bulletin, copy of letter sent to consumers, listing of potentially affected serial numbers known to have shipped to the dealer.
- April 19, 2004 Mailed consumer notification letters to warranty registered consumers via certified mail.

VII. Furnish Recall Communications

9. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification. A DRAFT copy of the notification documents should be submitted to this office by Fax (202-366-7882) for review prior to mailing.

Note that these documents are to be submitted separately from those provided in accordance with Part 573.8 requirements.

TRACKER MARINE GROUP

Thursday, January 29, 2004

Dear Valued Customer:

A Tracker Marine Group Service Bulletin has been developed and released to your Tracker Marine Group Dealer. Please review this letter and follow instructions that have been provided.

Reason For This Bulletin: It has been determined that the wheel on your trailer may not have been properly machined by our supplier to accept the center hubcap. This could cause the wheel to become loose. Left uncorrected, this condition could deteriorate and may result in the wheel becoming disengaged from the wheel hub.

What Will Be Done: Your Tracker Marine Group dealer will inspect the wheel on your trailer. If needed, your Tracker Marine group dealer will order a new wheel from the supplier and will replace the wheel(s) affected on your trailer. These services will be provided at no charge.

How Long Will The Repair Take: The length of time required to perform this service procedure will vary. The inspection time should take less than an hour. Additional time necessary to replace the affected wheel(s) will depend on how many wheels are affected. Additional time may be required to schedule and process your boat. If your dealer has a large number of boats awaiting service, this additional time may be significant. Please ask your dealer if you wish to know how much additional time will be needed to schedule, process and service your boat.

Contacting Your Dealer: Please contact your Tracker Marine Group dealer as soon as possible to arrange a service date. Your Tracker Marine Group dealer is best equipped to provide services to inspect your boat as promptly as possible. Should your dealer be unable to schedule a service date within a reasonable time, you should contact Tracker Marine Group Consumer Relations at 417-873-4555.

Please accept our most sincere apology for your inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

Sincerely,

Tracker Marine Group

Sharon Hutchens
Advocacy Response Supervisor

Registered Owner Information:

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Nathan Long
Director of Customer Service

2500 E. Kearney Springfield, MO 65803
(417)-873-4555 Phone (417)-873-5036 Fax

TRACKER MARINE GROUP

Thursday, January 29, 2004

Dear Tracker Marine Group Dealers,

Please find enclosed a packet with complete supporting documents concerning a service bulletin that we are releasing to dealers and consumers on certain 2004 Trailstar® Trailers manufactured between 4/14/2003 and 6/30/2003. We are simultaneously notifying all registered owners of affected boats via certified mail and instructing them to contact their Tracker Marine Group dealer for further assistance. Your every cooperation is requested with this bulletin.

Installation will be made at your dealership.

Included in this packet is a list of serial numbers that reflect the units that are currently unsold and retailed. The installation must be executed on these units as well. If you are aware of any affected units that have been sold and have not been registered as of the mailing date of this letter, please e-mail Tracker Marine Group immediately at:

TMGCOMPLIANCE@TRACKERMARINE.COM

We will then clear the unit for you to register via TracNet and send notification directly to the retail consumer regarding this service bulletin.

Any questions that your dealership may have regarding this bulletin should be forwarded to the Warranty/Technical Services division of our Customer Service Department at 866-378-2529. Please keep in mind that this is a Toll Free Dealer only line.

We have taken this action in the interest of public safety and to reinforce our commitment to customer satisfaction with our products. We sincerely thank you for your immediate attention in assisting Tracker Marine Group with the administration of this product safety awareness.

Sincerely,

Tracker Marine Group

Tracker Marine Group

Sharon Hutchens
Advocacy Response Supervisor

Nathan Long
Director of Customer Service

End:
Consumer Notification Letter; sent to registered owners of affected product

2500 E Kearney Springfield, MO 65803
(417)-873-4555 Phone (417)-873-5036 Fax

Bulletin Number:	T8-0007
Subject:	Trailer Wheel
Models Affected:	2003 & 2004 Nitro 901 single axle trailers manufactured between 4/14/2003 & 3/12/2004.
Condition:	Chrome center cap may not set flush into back of the wheel
Labor Code & Time:	Inspection: A31 (45 minutes) Replacement of 1 tire: A32 (15 minutes) Replacement of 2 tires: A33 (30 minutes) Replacement of 3 tires: A34 (45 minutes) Replacement of 4 tires: A35 (1 hour)

DESCRIPTION OF PROBLEM:
 The wheel on the above mentioned model may not have been properly machined by our supplier to accept the center hubcap which could cause the wheel to become loose. Left uncorrected, this condition could deteriorate and may result in the wheel becoming disengaged from the wheel hub.

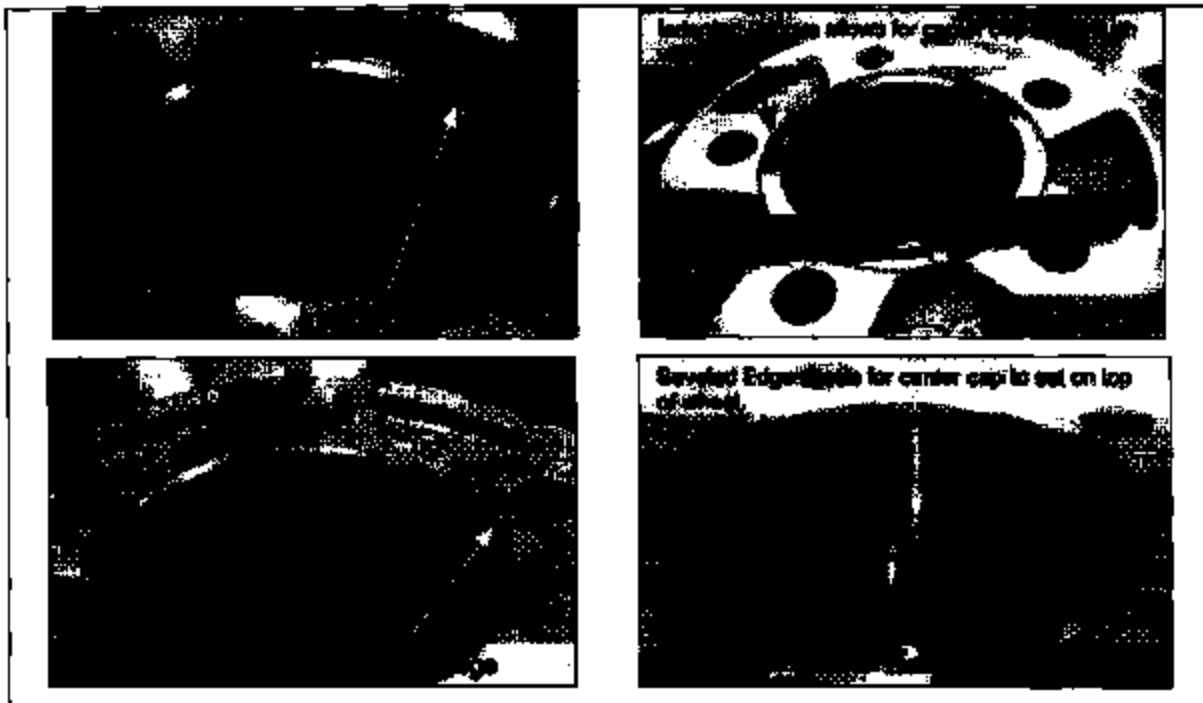
CUSTOMER NOTIFICATION:
 All warranty registered boat owners of the above mentioned models have been notified of this bulletin via certified letter. If you are aware of any affected units that have been sold and not registered as of the date of this bulletin, please e-mail Tracker Marine Group Immediately at TMGCOMPLIANCE@TRACKERMARINE.COM with all pertinent registration information.

VERIFICATION PROCESS:
 Dealers with affected models have been provided with serial numbers of models that need to be inspected. If unsure if your dealership has any affected models, please use the bulletin inquiry on Tracnet:

- Obtain the serial number off of the trailer
- Go to Tracnet
 - Choose Warranty/Service
 - Choose Service
 - Choose Bulletin Inquiry
 - Enter the serial number of the trailer
 - If there are no bulletins for the trailer, no further action is needed.
 - If the trailer is affected, it will provide a link to the bulletin.
 - Proceed with corrective action.

If you have any of the affected trailers listed above at your dealership, please perform the following verification:

1. Remove all wheels from the trailer.
2. Remove the chrome center cap from the wheel and inspect the rear surface of the wheel that the cap sets against.
3. If the wheel has an indented groove so the cap sets flush (see example below), then re-install the tire onto the trailer and no further action is required.
4. If the wheel has a beveled edge and the cap sets on top of the wheel instead of flush (see example below), then proceed to Corrective Action.



1. Email Tracker at the following address: TMGCOMPLIANCE@TRACKERMARINE.COM
Include the following information on each trailer affected:
 - a. Serial number of the trailer
 - b. Number of wheels/tires that need replacing
 2. Tracker Marine Group will order replacement wheels/tires from the supplier for the serial number supplied to us via email. The wheel/tire will be sent at no charge.
 3. Once the new wheel/tire arrives, replace affected wheels/tires following normal wheel/tire installation procedures.
 4. A UPS call tag will be sent with the new wheel/tire. Follow the instructions on the UPS call tag to return the old tire to the supplier at no cost to your dealership.
- NOTE: THE OLD TIRE MUST BE RECEIVED FOR INSPECTION PRIOR TO CLAIM BEING PAID**
5. File warranty claim for labor with Tracker Marine Group on Tracnet using the proper labor code supplied under "Labor Code & Time" section.

If you have any additional questions concerning this bulletin, please contact your Warranty/Tech Representative at the "Dealer-Only" toll-free phone # 866-378-2529

TRAILSTAR