

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

04V-461
(12 pages)

On September 2, 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: Thursday September 16, 2004

Furnish the manufacturer's identification code for this recall (if applicable): TM0016

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.

Lynnae Sanders
Compliance Officer / Administrative Assistant

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): <u>Trailstar</u>	Model Years Involved: <u>2001</u>	Model(s): <u>K 21 VSA</u>
<u>Trailstar</u>	<u>2002</u>	<u>K 21 VSA</u>
<u>Trailstar</u>	<u>2003</u>	<u>K 21 VSA</u>
<u>Trailstar</u>	<u>2003</u>	<u>K 21 VSA</u>
<u>Trailstar</u>	<u>2004</u>	<u>K 21 VSA</u>

Production Dates: Beginning: 09/08/2000 Ending: 02/28/2004

VIN Range: Beginning: 4TM1ACJ171B001063 Ending: 4TM1ACJ1X4B001059

Vehicle Type: Trailer Bodystyle: Boat

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

Trailers warranty registered with boat & equipment potentially exceeding GVWR of trailer.

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.

%

II. Identify the Recall Population

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

<u>Model</u>	<u>Year</u>	<u>Number of Vehicles Potentially Involved</u>
<u>TRAILSTAR K21V SA</u>	<u>2001-2004</u>	<u>50</u>

Total Number Potentially Affected by the Recall:

50

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: 100%

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:

CONSUMER REPORTED UNUSUAL WEAR OF TIRES IT WAS DETERMINED AFTER EVALUATION THAT UNUSUAL WEAR WAS CAUSED BY EXCEEDING THE GVWR OF THE TRAILER. IT WAS FURTHER DETERMINED THAT THE COMBINATION OF CERTAIN BOAT MODELS WITH THIS TRAILER MODEL WAS INAPPROPRIATE DUE TO THE REASONABLE EXPECTATION THAT CONSUMER ADDITIONS SUCH AS ENGINES, TROLLING MOTORS, AND OTHER PERSONAL EQUIPMENT TO THE BOAT WOULD CREATE AN OVER-CAPACITY CONDITION. ALL TRAILER WARRANTY REGISTRATIONS WERE RESEARCHED TO DETERMINE WHETHER THEY WERE RIGGED TO THE BOAT MODELS DETERMINED TO BE BEYOND THE RESONALBE CAPACITY. ALL DATES OF MANUAFATURE OF THIS TRAILER MODEL HAVE BEEN INCLUDED UP UNTIL THE CORRECTION DATE IN PRODUCTION

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.

No defect exists in the quality of the trailer, or it's components. The combination of the added weight to the trailer as commonly used by the consumer with this boat package creates a concern.

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

There is not a large enough buffer between the GVWR and the combined weight of the trailer and boat to allow for consumer accessories.

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

Left uncorrected this condition will cause unusual wear to the tire and could cause a sudden loss of tire pressure while in operation.

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

Consumer may notice low clearance between trailer fender and tire. Consumer may notice excess wear of tire tread.

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

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

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. . Consumer contact of excess wear of tires occurred on April 26, 2004. June 10, 2004 our company discontinued offer the single axle trailer rated for 2990 pounds for the Kenner 21V-200 and 2100 Vision the trailer was replaced with one rated for 4200 pounds. Previously sold units identified in computer records. August 15, 2004 field update procedure created for notification to consumers. August 30, 2004 NHSTA consulted regarding recall status with regard to trailer is not defective.

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.

N/A

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.

Increase GVWR of existing trailer. Verify the affected models through Tracnet by individual serial number. A Trailer conversion Kit must be ordered via Tracnet.

Conversion kits will be shipped at no charge, freight pre-paid by UPS Ground.

REPAIR PROCEDURE: Place a floor jack under the trailer frame at the center of the cross-member. This will allow both sides of the trailer to be raised at the same time.

Raise the frame high enough to take pressure off the tires. Place jack stands in front of

each tire for added stability and safety. Place a jack stand under the front cross-member. Jack the front up to make the trailer even with the back. Remove both tires/wheels. Remove both spring hangers/shackles on both sides of the trailer. A hammer can be used to knock the spring hangers/shackles loose, if necessary. Remove the axle from the trailer. Place the new axle in place. Insert the bolts into the spring hanger/shackle on both sides of the trailer. Place the nuts on the bolts and tighten. Do not over tighten. There should be three threads of the bolts showing through the nut. The spring hangers/shackles should be snug but not so tight that it will not move. Place the tires/wheels back on the new axle and secure. Replace certification tag. File warranty claim for labor with Tracker Marine Group.

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

No defect exists in the quality of the trailer, or it's components. The combination of the added weight to the trailer as commonly used by the consumer with this boat package creates a concern.

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.

The production remedy is identical to the recall remedy. Tracker Marine Group discontinued offer the single axle trailer rated for 2990 pounds for the Kenner 21V-200 and 2100 Vision the trailer was replaced with one rated for 4200 pounds.

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.

- **SEPT 16 TO NHSTA**

- SEPT 17 TO FIRST NOTIFICATION INTERNAL.
- SEPT 20-23 POST TO TRACNET AND MAIL TO AFFECTED DEALERSHIPS
- SEPT 23-24 CERTIFIED MAIL TO CONSUMERS.
- QUARTARLY REPORTS TO NHSTA AS REQUIRED.

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.



September 17, 2004

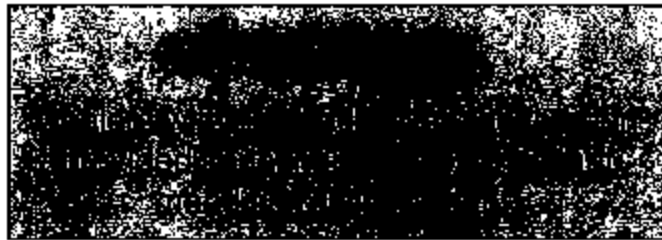
Recall Notification

Recall Number: TM0016

Condition: Trailer/boat combo may exceed Gross Vehicle Weight Rating

Models Affected: 2001 Kenner 21V-200 trailer, 2001 Kenner 21VT-200 trailer, 2002 Kenner 21V-200 trailer, 2002 Kenner 21VT-200 trailer, 2003 Kenner 21V-200 trailer, 2003 Kenner 21VT-200 trailer, 2003 Kenner V2100 trailer, 2004 Kenner 21V-200 trailer, 2004 Kenner 21VT-200 trailer.

The affected models are non-brake single axle.



Parts Needed: Part # 115248 Trailer conversion kit, 4200 #, non-brake

Non-brake axle

Springs

Spindles

Beam

4200 lb. Hub

15" tire and wheel assembly

New Serial Number Tag

New Serial Number Tag Procedure:



Labor Code & Time: A53 / 1 Hour

DESCRIPTION OF PROBLEM:

It has been determined that the above noted trailer's GVWR (Gross Vehicle Weight Rating) of 2990 lbs. is inadequate for use with some Kenner models.

VERIFICATION PROCESS:

Dealers with affected models have been provided serial numbers of units that need to be updated. Dealer may also use "Bulletin Inquiry" on Tracnet to verify if unit is affected by individual serial number:

- Obtain the serial number off of the trailer tag.
- Log onto 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 required.
- If service bulletin(s) have been issued to the trailer serial number, a link to the specific bulletin(s) will be provided at inquiry time.
- Follow directions of bulletin.

CUSTOMER NOTIFICATION:

All warranty registered trailer owners of the above mentioned models have been notified of this recall via certified letter. Each consumer will be directed to their nearest Kenner dealer for this conversion. 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.

CORRECTIVE ACTION:

Note: Read ALL instructions before beginning installation

PARTS ORDERING:

1. A Trailer Conversion Kit (part # 115248) must be ordered via Tracnet for any affected trailer currently in your inventory requiring corrective action. Conversion Kits will be shipped at no charge, freight pre-paid.

REPAIR PROCEDURE:

1. Place a floor jack under the trailer frame at the center of the rear cross-member. This will allow both sides of the trailer to be raised at the same time. Raise the frame high enough to take pressure off the tires.



2. Place jack stands in front of each tire for added stability and safety.



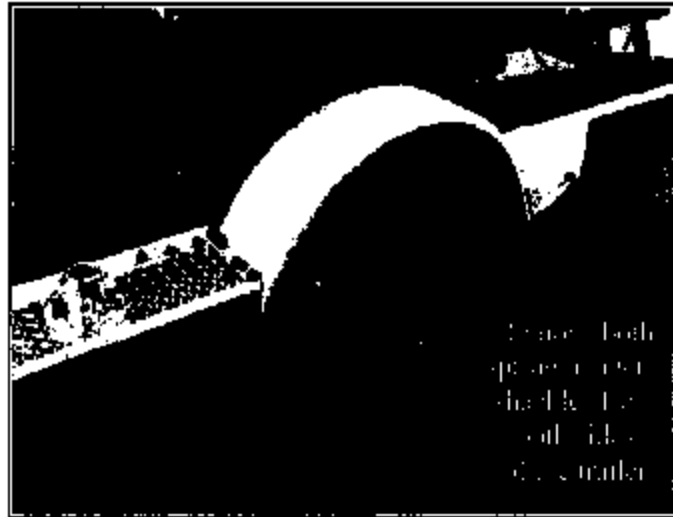
3. Place a jack stand under the front cross-member. Jack the front up to make the trailer even with the back.



4. Remove both tires/wheels.



5. Remove both spring hangers/shackles on both sides of the trailer. A hammer can be used to knock the spring hangers/shackles loose, if necessary.



6. Remove the axle from the trailer.
7. Place the new axle in place.
8. Insert the bolts into the spring hanger/shackle on both sides of the trailer.

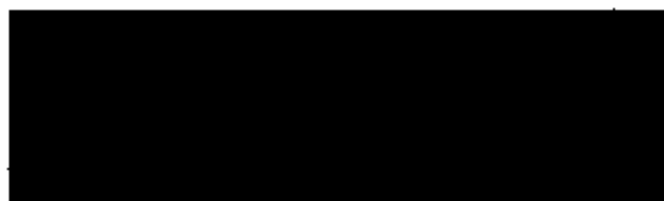
Place the nuts on the bolts and tighten. **DO NOT OVER TIGHTEN.** There should be three threads of the bolt showing through the nut. The spring hangers/shackles should be snug but not so tight that it will not move.

9. Place the tires/wheels back on the new axle and secure.



10. Remove the Serial Number Tag from the trailer and place old tag into a plastic bag.
11. After tag removal, clean tag area in preparation for installation of new tag.
12. Place new serial number tag onto the trailer where the old tag was located.
13. Send old tag to:

Tracker Marine Group
Attention: Lynnae Sanders
2500 E. Kearney Street
Springfield, MO 65803



14. 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 recall, please contact your Warranty/Tech Representative at the "Dealer-Only" toll-free phone # 866-378-2529.

TRAILSTAR 