

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

07V-174
(9 pages)

On or about January 2, 2007, RELIANCE TRAILER CO., 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 Prepared: **February, 14, 2007**

MFG. ID:

Reliance Trailer Co. LLC

Stephen R. Rutherford
General Manager, Spokane

Signed: _____

Date: _____

Bus: (509) 455-8650
Bus: (888) 475-6800
FAX: (509) 747-4811

Report Prepared By:

John C. Clumpner
Project Manager

Signed: _____

Date: _____

RECEIVED

2007 MAR -22 A 10:30

DEFECTS INVESTIGATION
RECALL MGMT DIV.

February 14, 2007

Associate Administrator for Safety Assurance

The Reliance Trailer models below are affected in our safety recall. But in a nutshell, all transfer trailer chassis' built between February 1, 2005 and January 7, 2007 may be affected. The affected units fall in the VIN range of 054754 to 084006, model years 2005, 2006, 2007 and the first two units of 2008. There is a total of 508 units in this range in which an estimated 75% may need attention. To date (02/20/07), 105 units have either had the bolts replaced and/or had the bolts tightened.

MODEL #	MODEL DESCRIPTION
2TROIF-20	2 AXLE TRANSFER ROLL OFF, I BEAM FRAME, 20' LONG
2TROIF-21	2 AXLE TRANSFER ROLL OFF, I BEAM FRAME, 21' LONG
2TROHD-21	2 AXLE TRANSFER ROLL OFF, HEAVY DUTY CHANNEL FRAME, 20' LONG
2TROHD-22R	2 AXLE REAR TRANSFER ROLL OFF, HEAVY DUTY CHANNEL FRAME, 22' LONG Rear Trailer of a set of "Triples"
3TROHD-24F	3 AXLE (1+2) TRANSFER ROLL OFF, I BEAM FRAME, 24' LONG Front Trailer of a set of "Triples"
3TROIF-29	3 AXLE (1+2) TRANSFER ROLL OFF, I BEAM FRAME, 29' LONG
3TROIF-25'2	3 AXLE (1+2) TRANSFER ROLL OFF, I BEAM FRAME, 25'2" LONG
4TROIF-29'8	4 AXLE (1+3) TRANSFER ROLL OFF, I BEAM FRAME, 29'8" LONG
5TROIF-29	5 AXLE (2+3) TRANSFER ROLL OFF, I BEAM FRAME, 29' LONG

The inclusive dates of manufacture were in part determined by pulling up the records of receipt of the proper bolts verses the absence of receipt of these bolts. By comparing this information with our schedule of the same period we were able to determine when we exhausted our supply of the proper bolts and which units being built were affected. This put us into a time frame of the 2nd half of February of 2005. To assure that no trailers were missed, it was decided to make the recall retroactive to February 1, 2005. The end of the recall campaign coincides with the first week in January of 2007. We received the first notice of this problem via a warranty claim. We immediately checked every assembled transfer trailer chassis on the premises of our manufacturing facility and found several trailers with improperly tightened bolts and/or incorrect bolts installed in the drawbar hinge assemblies.

Because of the parts involved, it was easy to ascertain the models involved. A data search was done from two different perspectives: (1) Searching VIA "Where Used" on the proper bolt stock code and (2) searching by the abbreviation in the description of the "End User Name". Two lists were obtained, then compared and all non-pertinent information purged. This left us with one list that was then reviewed numerous times and updated as we progressed. The QC Data file was then compared with our list and we found another twenty four (24) units that were being built within the first few weeks of the determined recall campaign. These units were then added to the list.

The hinge assembly in question consists of primarily Reliance Trailer castings, an outsourced rubber bushing and the outsourced bolts, lock washers and lock nuts. Reliance Trailer Co. is the exclusive user of this type of hinge assembly. Therefore, we are the only manufacturer affected by this safety recall. And we use this particular hinge assembly exclusively on our transfer trailer chassis'.

Upon receipt of the warranty claim in early January of this year, we also looked at our assembly process involving these hinge assemblies. New procedures were enacted to ensure the proper bolts were used and the proper tightening procedures were followed during assembly. The field remedy in our recall campaign duplicates this process.

At this time we have already prepared spreadsheets with the pertinent information (Serial #s, Model #s, Customer Names, Delivery Dates) to be mailed to our Dealers/Distributors. We are also in the process of traveling to customer locations and performing the necessary maintenance. Our salesmen have been alerted to the situation and are cooperating in alerting our customers and in some cases, performing the necessary maintenance themselves. The biggest problem we may have is actually getting addresses on all of our end users (customers). We will be enlisting the help of our Dealers/Distributors in this endeavor.

Sincerely,

John C. Clumpner
Project Manager

February 14, 2007

To a valued Reliance customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Act.

Reliance Trailers has determined that a defect which relates to motor vehicle safety exists in some of our transfer trailer chassis'. The drawbar hinge assemblies at the front of the turntable may have been either incorrectly assembled or improperly tightened during assembly. One or both of these conditions may exist with your Reliance transfer trailer chassis.

Transfer chassis' that were exposed to this potential problem were manufactured between February 1, 2005 and January 21, 2007, and have VIN numbers (last six digits) between 054022 and 084112. It is our belief that you may be operating a chassis manufactured within this time frame and VIN sequence.

Specifically, if a standard 3/4"x3" USS bolt was installed in one or both of the drawbar hinge assemblies, the shoulder on the bolt will not allow the flange to be properly drawn up against the bushing. (The shoulder on the bolt will bottom out internally on the tapered hinge pin before the bushing inside the hinge assembly is compressed.) This situation may allow the bolt to back out of the tapered hinge, allowing the pin to work out of the hinge assembly, potentially compromising the connection between the trailer drawbar and the trailer.

We are therefore recommending an **immediate** inspection of your trailers and replacement and or tightening of the bolt in the drawbar hinge assemblies. Enclosed is a drawing of the assemblies and the bolts involved in these assemblies and two (2) of the correct bolts (with lock washers) to be used.

Further, we at Reliance want to make this procedure as simple as possible. This inspection/repair needs to be done immediately, but whether it is performed in your shop or taken to another facility, will depend on what is most convenient for you. Additionally, it is essential that we be notified of your inspection, results, and corrective action taken, if any, for all trailers in your possession. For your convenience in reporting, we have enclosed a stamped and addressed return envelope.

We regret any inconvenience which this action may cause you. After contacting your Reliance representative, if you are still not able to have this safety defect remedied without charge and in a reasonable time, you may wish to write the Administer, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590 or call 1-888-DASH-2-DOT (888-327-4236).
(Washington, DC residents use 1-202-366-013).

For more information, please contact any of the following Reliance service centers for assistance.

Brian Rheingans: Warranty Manager
(888) 475-6800 Ext: 340
Reliance Trailer Co. LLC
3025 S. Geiger Blvd.
Spokane, WA 99224

Harry Baird
(425) 483-9863 or (425) 870-1744 (cell)
OSW Equipment & Repair, Inc
21831 76th Drive SE
Woodinville, WA 98072

Dave Gradek: Customer Service Manager
(800) 339-7911 or (707) 795-0081
Redwood Reliance Sales Co.
7911 Redwood Drive
Cotati, CA 94931

Tom Mallon
(253) 826-0795 or (206) 383-0788 (cell)
South End Equipment & Repair
931 Valentine Ave
Pacific, WA 98047

Dennis Bermers: General Manager
(800) 367-5152 or (707) 443-7073
Reliance Peterbilt
2660 Jacobs Ave
Eureka, CA 95501

Eric Stublaski: General Manager
(602) 352-0039
Southwest Reliance Trailer Sales, LLC
842 S. 59th Ave.
Phoenix, AZ 85043

February 14, 2007

To all Reliance Dealers/Distributors:

Reliance Trailers has determined that a defect which relates to motor vehicle safety exists in some of our transfer trailer chassis'. The drawbar hinge assemblies at the front of the turntable may have been either incorrectly assembled or improperly tightened during assembly. One or both of these conditions may exist with the below referenced Reliance transfer trailer chassis'.

Transfer chassis' that were exposed to this potential problem were manufactured between February 1, 2005 and January 21, 2007, and have VIN numbers (last six digits) between 054022 and 084112.

Specifically, if a standard 3/4"x3" USS bolt was installed in one or both of the drawbar hinge assemblies, the shoulder on the bolt will not allow the flange to be properly drawn up against the bushing. (The shoulder on the bolt will bottom out internally on the tapered hinge pin before the bushing inside the hinge assembly is compressed.) This situation may allow the bolt to back out of the tapered hinge, allowing the pin to work out of the hinge assembly, potentially compromising the connection between the trailer drawbar and the trailer.

We are therefore recommending to our customers an **immediate** inspection of their trailers and replacement and or tightening of the bolt in the drawbar hinge assemblies. Enclosed is a drawing of the assemblies and instructions for tightening and or replacing the affected bolts. Under normal conditions, we would anticipate this inspection and repair to take less than one half hour.

As stated in the letter to our customer, we want to make this procedure as simple as possible. For that purpose we are encouraging all parties involved, to do their utmost to get the job done as quickly and as painlessly as possible. Additionally, it is essential that we be notified of the inspection results and corrective action taken so that we may follow up with NHTSA requirements.

As per our customer letter, we are shipping (2) 3/4"x3" USS Full Thread Grade 8 bolts with 3/4" lockwashers. Per your request, we will ship a quantity of bolts for you to have on hand in case a customer unexpectedly arrives at your facility for this recall.

For more information, please contact any of the following Reliance service centers for assistance.

Brian Rheingans: Warranty Manager
(888) 475-6800 Ext: 340
Reliance Trailer Co. LLC
3025 S. Geiger Blvd.
Spokane, WA 99224

Harry Baird
(425) 483-9863 or (425) 870-1744 (cell)
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Reliance Peterbilt
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Eureka, CA 95501

Eric Stublaski: General Manager
(602) 352-0039
Southwest Reliance Trailer Sales, LLC
842 S. 59th Ave.
Phoenix, AZ 85043

REQUIRED Information

Date Performed: _____

VIN; (Last 6 Digits of Serial #:) _____

Action Taken (Please check all that apply)

☐ Removed & inspected bolts

☐ Tightened existing full thread bolts

☐ Replaced bolts & lockwashers with supplied full thread bolts & lockwashers

☐ Replaced bolts with 3/4" x 3" USS Grade 8 Full Thread bolts (Customer Supplied)

☐ Tightened bolts to specifications using torque wrench

REQUESTED Information

Owner _____

Phone (____) _____

Company _____

Phone (____) _____

E-mail _____

Mailing Address _____

Street or PO Box

State

ZIP

Shipping Address _____

Street

State

ZIP

Please return this response sheet in the prepaid, addressed envelope.

Reliance Trailer Co. LLC

3025 S. Geiger, Blvd.

Spokane, WA. 99224

Att: Warranty Manager

(See Page 2 of the Drawings Tab)

TIGHTENING PROCEDURES FOR RELIANCE DRAWBAR HINGE ASSEMBLIES

Insure that the **correct bolts*** with lockwasher are started in each tapered hinge pin of the drawbar hinge assembly. Loosen the 1/2" X 4" vertical bolt assembly adjacent to each

3/4" bolt. Alternately tighten each 3/4" bolt to **120 ft-lbs of torque**, assuring that

drawbar housings at end of drawbar remain centered in hinge castings at front of trailer.

Test springs for desired rotational stiffness. If a stiffer hinge is desired, tighten 3/4" bolts in

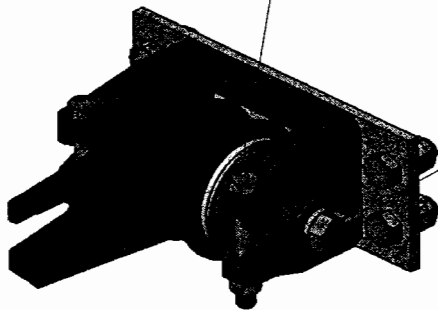
10 to 20ft-lb increments. **DO NOT EXCEED 160 ft-lbs of torque.** Once tightened to the

desired stiffness, there should be equal protrusions of bushing on both sides of the drawbar

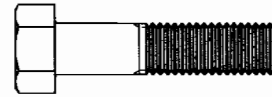
housings. Retighten the 1/2" X 4" bolts that were previously loosened.

* **3/4" x 3", USS, Grade 8, full thread bolt**

LOOSEN THIS BOLT AS PER
TIGHTENING PROCEDURE



INCORRECT



SHOULDER STYLE BOLT

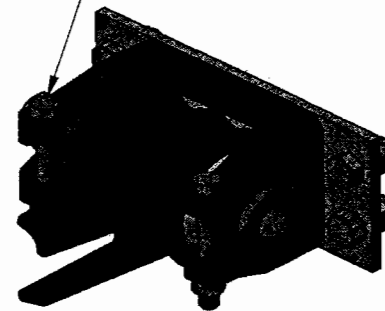
CORRECT



FULL THREAD STYLE

INSPECT THIS BOLT ON
BOTH ASSEMBLIES

LOOSEN THIS BOLT AS PER
TIGHTENING PROCEDURE

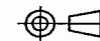


INSPECT DRAWBAR HINGE ASSEMBLY TO ENSURE RETAINER BOLTS ARE 3/4" X 3" GRADE 8 **FULL THREAD** BOLTS. IF BOLTS HAVE SHOULDER AS SHOWN IN DETAIL, REPLACE WITH FULL THREAD STYLE, AND REPLACE 3/4" LOCK WASHER. SEE PAGE TWO OF THIS DRAWING FOR BOLT TIGHTENING PROCEDURE

DRAWING IS NOT TO SCALE - DIMENSIONS ARE IN INCHES UNLESS NOTED. ALL CUT AREAS MUST BE SMOOTH AND FREE OF NICKS AND GOUGES. FINISHED PIECES MUST BE STRAIGHT, TRUE AND WITHOUT TWIST THRU-OUT ENTIRE LENGTH. FORMING CRACKS NOT ACCEPTABLE.

THIS DRAWING IS FURNISHED AS A COURTESY AND REMAINS THE PROPERTY OF RELIANCE TRAILER MANUFACTURING. NO INFORMATION GIVEN HEREIN MAY BE USED OR COPIED WITHOUT THE WRITTEN PERMISSION OF RELIANCE TRAILER MFG.

THIRD ANGLE



UNLESS NOTED TOLERANCES ARE:
FRACTIONS: $\pm 1/16"$, ANGLES: $\pm 1^\circ$
.XXX - $\pm .010$, .XX - $\pm .030$, .X - $\pm .050$

DRAWN:
MARK M.

RAW MAT:

CUT SIZE:

FT/LF:

DATE:

1/16/07

RAW MAT CODE:

DWG REF #S:

(A)

CHECKED:

ROUTER:

STATION STORE:

WT. REF:

Reliance
HEAVY DUTY TRAILERS

RELIANCE TRAILER CO., LLC
3025 S. GEIGER BLVD SPOKANE, WA 99224

DESCRIPTION:

DRAWBAR HINGE BOLTS

DWG NO:

SHEET: 1 OF 2

DRAWBAR HINGE BOLTS

TIGHTENING PROCEDURE FOR RELIANCE DRAWBAR HINGE ASSEMBLIES

1. Insure that correct bolts with lockwasher are started into each tapered hinge pin.
2. Loosen the 1/2" x 4" vertical bolt assembly adjacent to each 3/4" bolt.
3. Alternately tighten each 3/4" bolt to 120 ft. lbs. of torque, assuring that the drawbar housings at end of drawbar remain centered in hinge castings at front of trailer.
4. Test springs for desired rotational stiffness. If a stiffer hinge is desired, tighten 3/4" bolts in 10 to 20 ft. lbs. increments.
DO NOT EXCEED 160 FT. LBS. OF TORQUE. Once tightened to desired stiffness, there should be equal proportions of bushings on both sides of the drawbar housings.
5. Retighten the 1/2" x 4" vertical bolts, previously loosened.

DRAWING IS NOT TO SCALE - DIMENSIONS ARE IN INCHES UNLESS NOTED. ALL CUT AREAS MUST BE SMOOTH AND FREE OF NICKS AND GOUGES. FINISHED PIECES MUST BE STRAIGHT, TRUE AND WITHOUT TWIST THRU-OUT ENTIRE LENGTH. FORMING CRACKS NOT ACCEPTABLE.				THIS DRAWING IS FURNISHED AS A COURTESY AND REMAINS THE PROPERTY OF RELIANCE TRAILER MANUFACTURING. NO INFORMATION GIVEN HEREIN MAY BE USED OR COPIED WITHOUT THE WRITTEN PERMISSION OF RELIANCE TRAILER MFG.		THIRD ANGLE 	UNLESS NOTED TOLERANCES ARE: FRACTIONS: $\pm 1/16"$, ANGLES: $\pm 1^\circ$.XXX - $\pm .010$, .XX - $\pm .030$, .X - $\pm .050$
DRAWN:	RAW MAT:	CUT SIZE:	FT/LF:	 RELIANCE TRAILER MANUFACTURING 3025 S. GEIGER BLVD. SPOKANE, WA 99224			
DATE:	RAW MAT CODE:	DWG REF #'S:	(A)				
CHECKED:	ROUTER:	STATION STORE:	WT. REF:				
				DESCRIPTION:			
				DWG NO:		SHEET: 2 OF 2	
				DRAWBAR HINGE BOLTS			