

February 27, 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 505 units in this range in which an estimated 75% may need attention. To date (02/27/07), 113 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