

**Safety Defect and Noncompliance Report Guide for Equipment**  
**PART 573 Defect and Noncompliance Report<sup>(1)</sup>**

**07V-187**  
**(18 pages)**

On April 25, 2007, EZ Loader Custom Boat Trailers, Inc decided that a defect which relates to motor vehicle safety exists in items of motor vehicle equipment 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:

( response )April 25, 2007

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

(response )N/A

1. Identify the full corporate name of the fabricating manufacturer/brand name/trademark owner of the recalled item of equipment. If the recalled item of equipment is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

(response)

EZ Loader Custom Boat Trailers, Inc.

EZ Loader Customs

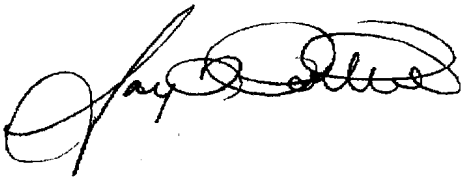
Identify the corporate official, by name and title, whom the agency should contact with respect to this recall.

( response) Gary L. Potter, Vice President

Telephone Number: 870 481 5138\_ Fax No.: 870 481 5146

Name and Title of Person who prepared this report.

(response)\_Gary L. Potter: Vice President



Signed:

1. Identify the Recalled Items of Equipment

2. Identify the Items of Equipment Involved in this Recall, *for each make and model or applicable item of equipment product line (provide illustrations or photographs as necessary to describe the item of equipment), provide.*

Generic name of the item:

(response) EZ Loader Custom Boat Trailer Swing-Tongue Option

Make: Model:

Glastron Boats: EXL 3000, EXL 3500, EXL 4000 models

Larson Boats, EXL 3000, EXL 3500, EXL 4000 models

Skeeter Boats: SX 180, SX 190, SX 200, WX 850, ZX 190, ZX 200, ZX 225, SK 20, SK21, SK22, ZX 250, SX 1790 ,ZX 1790

Crestliner: EXL 2500, EXL 3000, EXL 3500, EXL 4000

Imar EXL 3000, EXL 4000. TRST 4000

Azzure EXL 4000

Progator EXL 2500, CD 2900, CD 3400 PG 4000

Charger CG296, EXL4000, CG296T,CG395T,CG475T, S-28, CG496T

Starcraft EXL 3000, EXL 3500, EXL 4000

SeaSwirls EXL 3000, EXL 3500, EXL 4000

Lund EXL 4000

AlumaCraft EXL 2500, EXL 3000, EXL 4000,EXL2160

Mariah Boats TRST 3500,TRST4000,TRST 2500,WXL 4000

Kal Kustom KK4000

Legend Boats LE-199,LE-21,LE199T,LE195

Regal Boats EXL4000

Shoal Runner EXL2800, EXL 4000

Vectra TRST 2500, TRST 3500, S-23, EXL4000

Part Number: Size:

(response)

EZ Loader Part No. PA 3790

Tie Down Eng. Hardware Kit No. 10712EZ

Function: ( response) The trailer transports the boat from points “A” to point “B” and is then sometimes stored in a garage. In many cases the tongue of the boat is too long to fit in a normal garage, so a swing-tongue is added to cut the overall length of the trailer at the storage site. The swing-tongue swings to over 90 degree bend, and folds usually at the bow of the boat. The two parts of the swing-tongue, are connected by a hinge pin kit assembly. Kit that contains 1 hinge pin, 2 washers, 1 lock nut. Holding tongue to trailer along with another removable pin to allow tongue to swing.

Other information which characterizes/distinguishes the items of equipment to be recalled:

(response) Contains a “swing-tongue” assembly as opposed to a “fixed tongue”. The swing-tongue pivots around to allow the trailer to be stored in a smaller physical space.

Make: Model:

Part Number: Size:

Function:

Other information which characterizes/distinguishes the items of equipment to be recalled:

Make: Model:

Part Number: Size:

Function:

Model Years Involved:

Other information which characterizes/distinguishes the items of equipment to be recalled:

Make: Model:

Part Number: Size:

Function:

Other information which characterizes/distinguishes the items of equipment to be recalled:

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.

(response) 66% of total use this assembly

## II. Identifying the Recall Population

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

Number of Items: (response) 3,600 trailers

Model Year Potentially Involved: (response) 2006 – 2007

Total Number Potentially Affected by the Recall:

(response) 3,600 trailers

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

(response) 66%

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 items of equipment:

(response) Population determined by establishing the first recorded use of the product change from manufacturer dated 10/1/06 based on Tie Down Engineering Inc. change to Bill of Material requirements.

### 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.

(response) The Trailers under consideration utilize a "Swing-Tongue" assembly, in which the tongue of the trailer swings on a pivot to allow the trailer to be stored in a smaller area. The pivot bolt assembly consists of a pivot bolt, 2 flat washers, and a nyloc hex nut. If a flat washer is omitted in the assembly or the washer fails, the pivot bolt assembly may fall through the swing tongue assembly.

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

(response) Omission of the flat washer or failure of the flat washer, undersized pivot bolt head.

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

(response) If the pivot bolt assembly fails, the tongue is likely to swing open and collapse.

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

(response) Deterioration of pivot bolt assembly washer. Lack of washer. Swinging motion of tongue, rattling of the tongue assembly as the trailer is being pulled.

If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address. (response) Tie Down Engineering Inc. Atlanta, GA. USA

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

(response) Daniel L. McCranie: Vice President of Operations/CFO  
Chuck MacKarvich: President

#### IV. Provide the Chronology in Determining the Defect/Noncompliance

(response)

1. Skeeter Boats was notified by one of their staff professionals that he had a problem with the swing tongue whereas the trailer began to sway. Once he stopped the vehicle, he noticed the bolt had fell down through the hole allowing the swing tongue to fail.
2. Skeeter called EZ Loader Boat Trailers, reported to Margo Gross; sales coordinator, and she reported to Mike Crow, Engineering Manager and Dale Denton, Purchasing Manager.
3. They immediately, reviewed the product and noted the change to the pivot tongue assembly, which they were not aware of, and were later notified the change had been made by the manufacturing company as of 11/06.
4. Engineering Manager contacted Vice-president Gary Potter to inform him.
5. Vice President, Engineering, Purchasing and sales had conference call with President of Tie Down to determine what action should follow.
6. It was decided to file this report immediately and begin the process of a recall and replace the total pivot assembly including hinge pin, 2 washers and lock nut along with service bulletin stating how to fix the problem or

take to local dealer for repair.

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

7. 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.

(response)

4/10 Skeeter reported a problem with trailer swing tongue failure to boat on the road. Product was being sent to our engineering for evaluation. No damages and was treated as standard warranty claim.

4/17 Skeeter Boat informed EZ Loader Boat Trailers of second situation of swing tongue failure during towing operation. Some light damages to boat, but no injury.

4/17 EZ Loader informed Tie Down Engineering of the problem. Tie Down confirmed making a change to hinge pin. They immediately sent in replacement pins for all present products on hand to be replacing possible defective material.

4/19 EZ Loader immediately removed the assembly from existing inventory

4/23 Vice President Gary Potter along with advisement from his corporations decided to do a recall and confirm to Skeeter Boats. Called Tie Down and set up conference call for next day with President and owner of Tie Down.

4/23 EZ Loader did a search on this product and found there are 3600 produced from 10/1/06 to present.

4/23 EZ Loader begins to file report, get service bulletins produced, and letter announcing recall. Tie Down Engineering producing actual application and how to replace form. EZ Loader is setting up report process immediately. EZ Loader will place warning on web site immediately.

4/24 EZ Loader Management and Tie Down Engineering decided to confirm and file the recall.

8. 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.



(response) No testing was required, the problem was obvious on inspection

## V. Identify the Remedy

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

(response) Manufacturer will furnish a new kit containing larger bolt head, that can not slip through the drilled hole. The pivot bolt in the pivot-bolt assembly is replaced by a pivot bolt with a head size too large to move through the swing tongue assembly in the event of a washer failure or omission. This will be a simple change over from one hinge pin assembly to another by simply taking off one lock nut, removing the assembly, and replacing with new lock nut either by the consumer himself or by dealer.

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

(response)The head size of the remedy bolt is 1 1/16 inch diameter; the head size of the recalled bolt is 7/8" diameter.

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.

(response)The production remedy is identified to the recall remedy.

## VI. Identify the Recall Schedule

(response)

Week of 4/23: file recall, mail out pre-announcement to OEM's, mail out to dealers, get registration of boat/trailer owners from OEM boat companies.

Week of 4/30: wait for recall number from NHTSA, begin putting together 3600 mailers to boat owners with trailers that qualify.

Week of 5/7: mail out, with tracking 3600 recall do-it-yourself kits to boat owners and any field inventory with the ability to take to dealer if needed.

Report quarterly results

\* dates all subject to getting recall number within 1 week of filing.

### 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.*

Exhibit A. Letter from EZ Loader to Consumer

Exhibit B. Letter from EZ Loader to OEM Boat Customer

Exhibit C. Letter from EZ Loader to Dealers

Exhibit D. Service Bulletin from Tie Down Engineering on "how to fix/replace recalled kit.

**Note: These documents are to be submitted separately from those provided in accordance with Part 573.8 requirements.**

1. <sup>1</sup>Each 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) 366-5226  
or by FAX at (202) 366-7882.

The Privacy Act of 1974 - Public Law 93-579, As Amended: *This information is requested pursuant to the authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response maybe used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or statistical summary thereof, may be used in support of the agency's action.*



EZ Loader Custom Boat Trailers, Inc.  
PO Box 270 6533 Hwy. 126N  
Midway, AR. 7261  
(870) 481-5138 Fax: (870) 481-5146 1-800-553-7855

## Recall Notice

NHTSA Recall Number:

*Exh. A*

Mr. & or Ms. Customer  
8518 Customer Street  
Seattle WA 98950

Dear Mr. & or Ms. Customer,

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

EZ Loader Custom Boat Trailers, Inc., in conjunction with its supplier, Tie Down Engineering, has determined that a possible defect exists that relates to motor vehicle safety in certain 2006 or 2007 EZ Loader Custom Welded Trailers.

This defect has the potential to cause the "swing tongue" to fail and separate from the trailer while underway, which could result in a crash without prior warning.

Therefore, we are asking that the trailer not be operated until the enclosed hardware kit is installed. The installation of the hardware kit is a simple procedure, therefore, you may install it yourself, or if you prefer, you may take the hardware kit to your selling dealer for installation. EZ Loader will pay reasonable charges to the dealer for the installation of the kit.

The repair simply involves replacing the front hinge pin with the enclosed replacement hinge pin hardware kit and re-tighten per the simple instructional service bulletin from Tie Down Engineering, the manufacturer of that swing-tongue assembly.

In the event you would rather the dealer replace this item for you, EZ Loader will provide for the inspection and repairs at no cost to you. Letters have already been sent to all EZ Loader dealers advising of this possible problem and the authorization to repair at a predetermined fair market price.

Prior to towing the trailer to the dealer, please inspect the existing "hinge bolt" to determine that the washer that is installed between the surface of the tongue and the bolt head on the top of the tongue is installed and undamaged. If the washer is cracked or missing, do not tow the trailer until the new hardware is installed. Contact Jerry Lippold as noted below for assistance.

If you have any problems getting this replaced or questions you can contact EZ Loader by phone, Please call Jerry Leppold at extension 232 or Larry Barker at extension 239 @ 800 553-7855. Mr. Leppold or Mr. Barker will assist you in determining the most convenient manner for you to have your trailer repaired.

If you believe that EZ Loader has not provided a remedy for this defect in a reasonable amount of time and without charge to you, you may submit a complaint to the Administrator, National Highway Traffic Safety

Administration, 400 Seventh Street, SW., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this may cause you.



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PO Box 270 6533 Hwy. 126N  
Midway, AR. 7261  
(870) 481-5138 Fax: (870) 481-5146 1-800-553-7855

## Recall Notice

### NHTSA Recall Number:

Mr. & or Ms. Boat Builder  
8518 Boat Street  
Seattle WA 98950

B

Dear Mr. & or Ms. Boat Builder,

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

EZ Loader Custom Boat Trailers, Inc., in conjunction with its supplier, Tie Down Engineering, has determined that a possible defect exists that relates to motor vehicle safety in certain 2006 or 2007 EZ Loader Custom Welded Trailers starting in November of 2006 until most recently April 18, 2007. This includes any 4" tube constructed welded trailers with the Tie Down swing-tongue only. Not all applications will need to be changed. See instruction from Tie Down Engineering enclosed. In the event you have an EZ Loader Trailer in your facilities waiting to be sold, please following the enclosed directions for this simple repair.

This defect has the potential to cause the "swing tongue" to fail and separate from the trailer while underway, which could result in a crash without prior warning. Therefore, we are asking that the trailer not be operated until the enclosed hardware kit is installed. The installation of the hardware kit is a simple procedure. EZ Loader will pay reasonable charges to the dealer for the installation of the kit. EZ Loader will pay up and including \$25.00 for any change over which will take approximately 5 to 10 minutes total time. Please submit by filling out the enclosed postcard and returning to EZ Loader Custom Boat Trailers for payment.

The repair simply involves replacing the front hinge pin with the enclosed replacement hinge pin hardware kit and re-tighten per the simple instructional service bulletin from Tie Down Engineering, the manufacturer of that swing-tongue assembly.

**Prior to towing the trailer, please inspect the existing "hinge bolt" to determine that the washer that is installed between the surface of the tongue and the bolt head on the top of the tongue is installed and undamaged. If the washer is cracked or missing, do not tow the trailer until the new hardware is installed.**

If you have any problems getting this replaced or questions you can contact EZ Loader by phone, Please call Jerry Leppold at extension 232 or Larry Barker at extension 239 @ 800 553-7855. Mr. Leppold or Mr. Barker will assist you in determining the most convenient manner for you to have your trailer repaired.

If you believe that EZ Loader has not provided a remedy for this defect in a reasonable amount of time and without charge to you, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this may cause you.



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PO Box 270 6533 Hwy. 126N  
Midway, AR. 7261  
(870) 481-5138 Fax: (870) 481-5146 1-800-553-7855

## Recall Notice

### NHTSA Recall Number:

Mr. & or Ms. Dealer  
8518 Dealer Street  
Seattle WA 98950

Exh. C

Dear Mr. & or Ms. Dealer,

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

EZ Loader Custom Boat Trailers, Inc., in conjunction with its supplier, Tie Down Engineering, has determined that a possible defect exists that relates to motor vehicle safety in certain 2006 or 2007 EZ Loader Custom Welded Trailers starting in November of 2006 until most recently April 18, 2007. This includes any 4" tube constructed welded trailers with the Tie Down swing-tongue only. Not all applications will need to be changed. See instruction from Tie Down Engineering enclosed. In the event you have an EZ Loader Trailer in your dealership waiting to be sold, please following the enclosed directions for this simple repair.

This defect has the potential to cause the "swing tongue" to fail and separate from the trailer while underway, which could result in a crash without prior warning. Therefore, we are asking that the trailer not be operated until the enclosed hardware kit is installed. The installation of the hardware kit is a simple procedure. EZ Loader will pay reasonable charges to the dealer for the installation of the kit. EZ Loader will pay up and including \$25.00 for any change over which will take approximately 5 to 10 minutes total time. Please submit by filling out the enclosed postcard and returning to EZ Loader Custom Boat Trailers for payment.

The repair simply involves replacing the front hinge pin with the enclosed replacement hinge pin hardware kit and re-tighten per the simple instructional service bulletin from Tie Down Engineering, the manufacturer of that swing-tongue assembly.

Prior to towing the trailer, please inspect the existing "hinge bolt" to determine that the washer that is installed between the surface of the tongue and the bolt head on the top of the tongue is installed and undamaged. If the washer is cracked or missing, do not tow the trailer until the new hardware is installed. Contact Jerry Lippold as noted below for assistance.

If you have any problems getting this replaced or questions you can contact EZ Loader by phone, Please call Jerry Leppold at extension 232 or Larry Barker at extension 239 @ 800 553-7855. Mr. Leppold or Mr. Barker will assist you in determining the most convenient manner for you to have your trailer repaired.

If you believe that EZ Loader has not provided a remedy for this defect in a reasonable amount of time and without charge to you, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

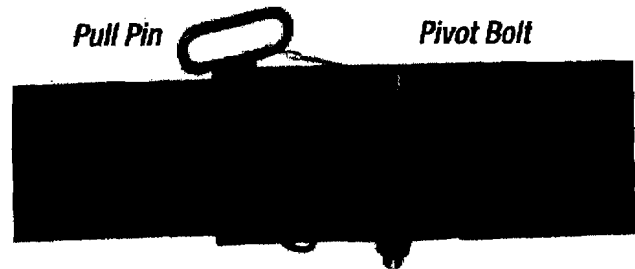
We apologize for any inconvenience this may cause you.



# Technical Service Bulletin

## Dear E-Z Loader Trailer Owner:

Your E-Z Loader trailer is equipped with a convenient Swing Away Tongue to reduce overall trailer length enabling your boat and trailer to be stored in a garage with less depth than the towing length of the trailer. The Swing Away Tongue consists of two pieces of nesting tube held together by a 5/8 inch x 5.75 inch Pivot Bolt Assembly with a grease fitting and a Removable Pull Pin (See Photo Right).



There are two possible configurations for the Pivot Bolt Assembly. The Pivot Bolt will have a head diameter of 1-1/6 inches or a head diameter of 7/8 inches that requires a 5/8 inch flat washer. If the washer is not included in the assembly of the 7/8 inch diameter head or if the washer fails, the entire Pivot Bolt Assembly could pass through the swing tongue creating a hazardous situation. To ensure that this cannot occur we recommend that all small head 7/8 inch Pivot Bolt Assemblies (Photos A & B) be replaced with the large head (1-1/16 inch) Pivot Bolt Assembly. Enclosed is a Large Head Pivot Bolt Assembly. This includes one Large Head Pivot Bolt, two 5/8" flat washers and one 5/8" hex nylock nut.

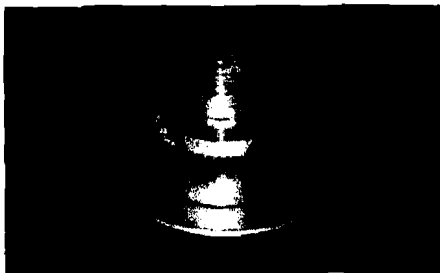


Photo A  
7/8" Bolt assembly  
with washer

Replace this bolt assembly



Photo B  
7/8" Bolt assembly  
without washer

Replace this bolt assembly

The procedure to replace the Pivot Bolt Assembly is simple (see accompanying step by step photographs).

**Step 1:** The trailer should be positioned with no load on the tongue (not attached to a towing vehicle) and properly chocked to ensure the trailer will not roll.

**Step 2:** Inspect your trailer and determine if the Pivot Bolt Assembly has the large (1-1/16 inch, See Right Photo) diameter head or the small (7/8 inch, See Right) diameter head with washer. If your trailer has the large (1-1/16 inch, Photo C) diameter head Pivot Bolt no further action is required.

Photo C



1-1/16" Bolt

7/8" Bolt

**Step 3:** Remove the 5/8" nylock nut and flat washer from the Pivot Bolt Assembly beneath the Swing Away Tongue Assembly.

**Step 4:** Pull the Pivot Bolt up and through the Swing Away Tongue Assembly. Discard the bolt, nut and washers.

**Step 5:** Using the replacement Pivot Bolt Assembly components slide one 5/8" flat washer onto the Pivot Bolt and insert the Pivot Bolt through the Swing Away Tongue Assembly (Photo D).

**Step 6:** Place a 5/8" flat washer onto the Pivot Bolt beneath the Swing Away Tongue Assembly and install a 5/8" nylock nut. Tighten the assembly until it is tight against the swing Away Tongue Housing (Photo E).

If you are unable to replace the Pivot Bolt Assembly or if you are not comfortable replacing the Pivot Bolt Assembly, please contact your nearest EZ Loader dealer.

