



Sample
Dealer
Packet
Mailed out
7/26/07

850 I-30 East
Mt. Pleasant, TX 75455
Phone (903) 575-0300
Fax (903) 577-8858

12400 W. I-20 East
Odessa, TX 79765
Phone (432) 563-0300

July 25, 2007

101 Trailer Sales
4400 Hwy. 101
Aromas, CA 95004-9641

Attn: Brad Nelson

SAFETY RECALL NOTICE

To: All Big Tex Trailer Manufacturing, Inc. (Big Tex) Dealers

Subject: Safety Recall Campaign No. 07V-304

Involving: Big Tex Trailer Manufacturing, Inc. Model 10CC and 14CC Trailers

Big Tex Trailer Manufacturing, Inc. (Big Tex), has determined that a defect, which relates to motor vehicle safety, exists in certain 2007 Big Tex Model 10CC and 14CC flatbed utility trailers. This defect involves what has been determined to be a potentially insufficient weld of the ramp hanger pockets that store the ramps when not in use on the left and right underside of the trailer bed. If the weld is insufficient, it could cause the ramp hanger pocket to detach, dropping the ramp to the ground or roadway. A failure of the ramp hanger pockets could result in accidental damage to include personal injury, property damage or both.

Notices will be sent to all identified owners of the trailers affected. A sample copy of the Owner Notification Letter is attached. **Dealers should immediately notify Big Tex of the name and address of each person or entity to whom the Dealer has sold or delivered one of the affected trailers.** The 2007 Models and VIN ranges of the potentially affected trailers are as follows:

Model

VIN Range:

Model 10 CC:	Beginning: 1H50143	Ending: 1H50172
	Beginning: 1H50735	Ending: 1H50764
	Beginning: 1H55426	Ending: 1H55445
	Beginning: 1H59394	Ending: 1H59406
	Beginning: 1H65839	Ending: 1H65878
	Beginning: 1H69695	Ending: 1H69714

Model 14CC:	Beginning: 1351528	Ending: 1351587
	Beginning: 1355043	Ending: 1355062
	Beginning: 1364552	Ending: 1364586
	Beginning: 1367612	Ending: 1367636
	Beginning: 1367598	Ending: 1367608
	Beginning: 1369715	Ending: 1369734

Important: Some of the involved trailers may still be in your inventory. Attached is a listing of the affected trailers identified by VIN that our records indicate were shipped to you. Please verify purchaser information for each trailer and provide that information to Big Tex Trailer Manufacturing, Inc. as soon as possible. The requested information should be directed to Big Tex Trailer Manufacturing, Inc., ATTN: Warranty, 850 I-30 East, Mount Pleasant, Texas 75455 or warranty@bigtextrailers.com. Federal law requires you to complete the recall service on trailers still in your inventory before retail delivery.

Repair affected trailers as they are brought into your dealership. Contact Big Tex warranty department should you have any questions regarding the repair at **1-800-594-5637**. Repairs should be perfected by bolting the two (2) "HAT BRACKETS" (one under each hanger pocket) to the underside of each affected trailer to hold the ramp pockets in place. This procedure will override any insufficiency that might exist in the welds which secure the ramp hanger pockets to the underside of the trailer. Instructions and photographs explaining and depicting the required repair are attached as Exhibit "A".

Customers are being provided with an Owner Notification Form, which they have been requested to bring to you at the time they have their trailer repaired. Upon completion of the necessary repair, you are required to return the completed Owner Notification Form to Big Tex Trailer Manufacturing, Inc. and upon receipt of the completed Owner Notification Form, you will be reimbursed \$100.00 for the repairs performed. Big Tex estimates it will take approximately an hour and a half to complete the necessary repairs.

If you have questions concerning this recall, call the Big Tex Warranty department at **1-800-594-5637** or at 903-575-0300.

Your immediate assistance in this important effort is appreciated.

Big Tex Trailer Manufacturing, Inc.

Encl: Listing of affected trailers shipped to you
Instructions for Repair
Sample copy of Owner Notification Letter
Sample copy of Owner Notification Form

Model	SerialNum	Invoice Date	Document #	Sold Yes/No	Purchaser Name	Address
10CC-18	16VCX182871H50150	12/12/2006	D0092154		Name	
					Address	
					City, State, Zip	



850 I-30 East
Mt. Pleasant, TX 75455
Phone (903) 575-0300
Fax (903) 577-8858

12400 W. I-20 East
Odessa, TX 79765
Phone (432) 563-0300

Date: _____

SAFETY RECALL NOTICE

Safety Recall Number: 07V-304

Dear Big Tex Trailer Manufacturing, Inc. Trailer Owner:

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

Big Tex Trailer Manufacturing, Inc. (Big Tex), has decided that a defect, which relates to motor vehicle safety, exists in certain 2007 Big Tex Model 10CC and 14CC flatbed utility trailers. This defect involves what has been decided to be a potentially insufficient weld of the ramp hanger pockets that store the ramps when not in use on the left and right underside of the trailer bed. If the weld is insufficient, it could cause the ramp hanger pocket to detach, dropping the ramp to the ground or roadway. A failure of the ramp hanger pockets could result in accidental damage to include personal injury, property damage or both.

Your trailer has been identified as included in this recall. **Immediately remove the ramps and call Big Tex Warranty, Mt. Pleasant, Texas at 1-800-594-5637 immediately, so Big Tex can schedule the necessary repair.** You are advised not to operate the trailer with the ramps stored in the ramp hanger pockets until you have taken the trailer in for the necessary repair.

Dealers will inspect and add two 'hat brackets' (one under each hanger pocket) by bolting the hat bracket to the underside of each affected trailer to further secure the ramp pockets.

The work will take approximately an hour to an hour and a half to complete. However, additional time may be required depending on how dealer appointments are scheduled

and processed. To make the appointment to schedule the necessary repair, **which will be performed at no charge to you**, please do the following:

1. Call Big Tex Trailer Manufacturing, Inc. in Mt. Pleasant, Texas **toll free at 1-800-594-5637** or on our regular phone number at (903) 575-0300, for the location of your closest Big Tex dealer or authorized representative who will perform the repair. You should call the same number if you have any problem obtaining the needed repair. **DO NOT USE** your trailer with the ramps stored in the ramp hanger pockets until after the necessary repairs have been completed.

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information contact Big Tex Trailers at 1-800-594-5637.

Take the enclosed Owner Notification Form with you at the time of your appointment and give it to your dealer or authorized representative. Upon completion of the necessary repairs, the dealer or Big Tex authorized representative will return the form to Big Tex Trailer Manufacturing, Inc.

If you believe that Big Tex Trailer Manufacturing, Inc. has failed or is unable to remedy the defect without charge to you within a reasonable time, you may submit a complaint to:

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
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](http://www.safercar.gov)

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We regret any inconvenience which this action may cause you. This program is being carried out to ensure your safety.

Your prompt attention to this important matter is appreciated.

Sincerely,

Stan Garrett, Controller
Big Tex Trailer Manufacturing, Inc.

Encl: Owner Notification Form

Exhibit A

Instructions for Repair for 10CC and 14CC Big Tex Trailers

Parts List: (See Figure 1 below – HAT BRACKET REPAIR KITS – TOOLS NOT INCLUDED)

- 2- 18 ½" inside dimension "Hat Brackets"
- 4- 3/8" X 6" Carriage Bolt
- 4- 9/16" Standard Nuts
- 4- 9/16" Lock Washer
- 4- 9/16" Nylon Lock Nuts
- 4- 9/16" Flat Washer

Tools Needed:

- Drill with 3/8" drill bit
- 9/16" wrench
- 9/16" deep socket with ratchet
- Hammer
- Tape Measure
- Pencil

Installation instructions:

1. First, locate the 3rd cross member from the rear of the trailer – then measure 6" from the outside frame of the trailer and mark in the center of the cross member -- then measure 28 ½" from the outside frame of the trailer and again mark in the center of the cross member – then, from the top side of the trailer floor, drill down through the wood floor and the center of the 3rd cross member from the rear of the trailer at both marks. (See Figures 2 -- 6 below).
2. Insert 2 of the 3/8" carriage bolts from the top into the holes drilled through the floor of the trailer and cross member -- tap the bolts with a hammer to set the carriage bolts into the wood. (See Figures 7 and 8).
3. Take 2 of the standard 9/16" nuts and lock washers and screw them onto the carriage bolts from the underside of the cross member -- tighten them all the way up to the bottom of the cross member to secure the carriage bolt. (See Figure 9 and 10 below).
4. Slide the hat bracket onto the carriage bolts and secure with the flat washer and the 9/16" nylon lock nuts. Tighten until bracket is secure against the bottom of the ramp pocket and at least 1" of thread is below the lock nut. (See Figures 11 – 12 below)
5. Repeat steps 1-4 on the opposite side of the trailer to secure the other ramp hanger pocket.

FIGURE 1

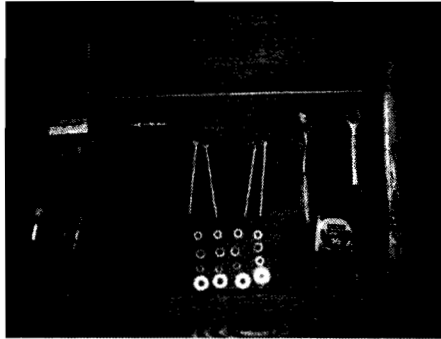
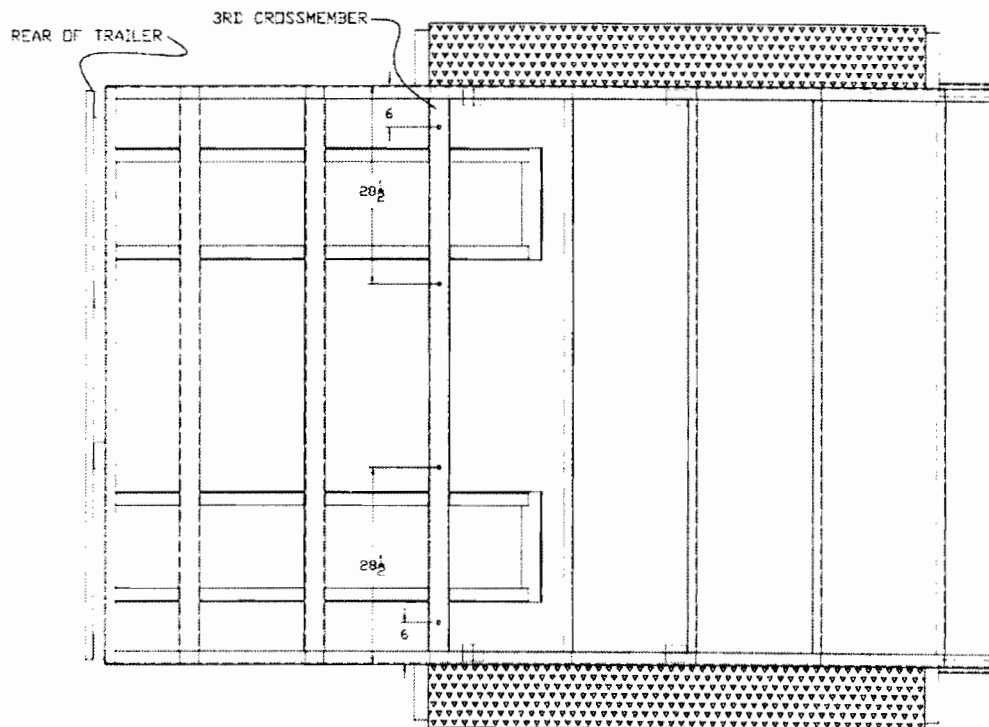


FIGURE 2



Top View of Trailer
Illustrating locations where four (4) holes need to be drilled through trailer floor and
centers of 3rd cross member.

FIGURE 3



FIGURE 4

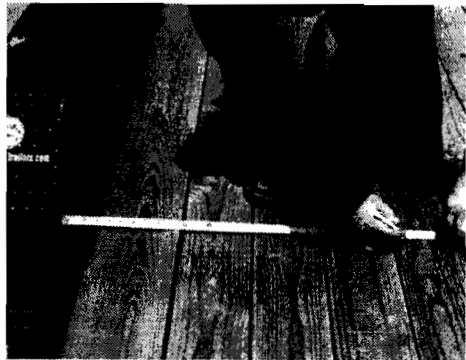


FIGURE 5

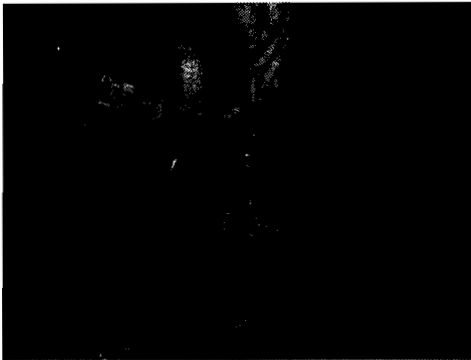


FIGURE 6



FIGURE 7



FIGURE 8



FIGURE 9



FIGURE 10

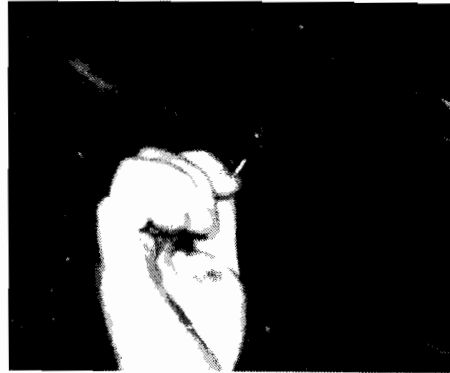


FIGURE 11

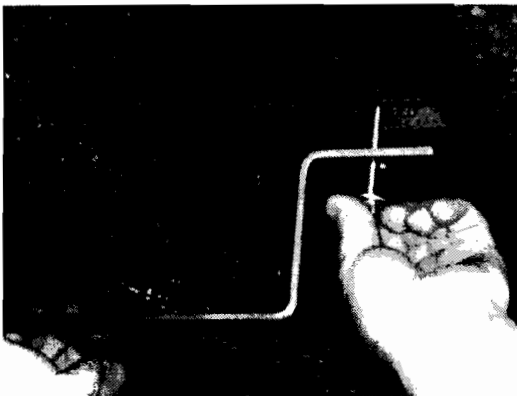


FIGURE 12





OWNER NOTIFICATION FORM
SAFETY RECALL NO. 07V-304

**2007 MODEL 10CC AND 14CC FLATBED UTILITY
TRAILERS**

**POTENTIAL INSUFFICIENT WELDS TO SECURE RAMP
HANGER POCKETS**

This form should be presented to the Big Tex authorized Dealer or representative to whom you are directed when you call Big Tex **toll free at 1-800-594-5637**.

Upon completion of the necessary repairs, the Big Tex Dealer or authorized representative must mail this form to the address below in order to receive reimbursement for the necessary repair:

Big Tex Trailer Manufacturing, Inc.
850 I-30 East
Mount Pleasant, Texas 75455
ATTN: Warranty (Safety Recall)

Please include the following information:

- a. Model of Trailer: _____
- b. VIN: _____
- c. Date Repair Completed: _____
- d. Name, address and telephone number of person bringing trailer in for repair:

Name: _____
Address: _____
City: _____
State and Zip Code: _____
Telephone Number: _____

Step by Step Instructions

Dear Big Tex Dealer,

After reading the **SAFETY RECALL NOTICE** in its entirety, please complete the following steps. This is an abbreviated version of the instructions outlined in paragraph form in the recall notice. Hopefully, this will simplify the procedures and eliminate mistakes. This document is designed to complement the recall notice, not replace it.

1. Read the **SAFETY RECALL NOTICE**
2. Using the attached VIN Number List provided, determine if the trailer(s) in question are still in your inventory or if it/they have been sold.
3. If the trailer(s) have been **sold** please fill out the VIN Number List entirely including the customer's name, address and telephone number. Please write clearly and legibly. If the trailer(s) are **still in inventory**, please note it on the VIN Number List and pull the trailer(s) out of sellable inventory and do not allow it/them to be sold until repaired.
Note: Please do not call the customer. We (Big Tex) are required to contact the customer and issue them a recall number before they come to your yard for repairs.
4. When you have completed the VIN Number List, please fax it to (903)575-5218. Attention: Barry Jones

At this point, Big Tex will contact these customers (using the VIN Number List provided by you) via mail and instruct them to call our Warranty Department for further instructions. Our Warranty Department will give them a recall number and direct them to the closest dealer for repairs. The customer will then bring the trailer to your shop for repairs along with an Owner Notification Form they will have received in their packet.

5. Please perform the repairs using the provided repair kits according to the instructions provided in your **Safety Recall Notice** packet.
6. After the repairs have been completed, take the Owner Notification Form brought in by the customer and return it to our Warranty Department. We will then check the trailer as repaired and pay you for the repair.
7. If the trailer is still in your inventory, please complete the necessary repairs and submit your claim using our standard warranty form.

Repair Kits:

Repair kits are going to be mailed to each dealer on July 30 (see enclosed **Safety Recall Notice** for details on the repair kit). If you need additional repair kits, please call our Warranty Department and additional kits will be mailed to you, (it is possible that you may repair more trailers than you sold if customers purchased their trailers far from where they now live). Dealers that have sold multiple units will receive half as many kits as trailers sold to start with, because, we know that not all customers will respond. Again, contact our Warranty Department if it looks like you are going to run out of kits and we will expedite more to you.