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By Recall Management Division at 9:02 am, Mar 22, 2012

Safety Defect and Noncompliance Report Guide for Vehicles  
**PART 573 Defect and Noncompliance Responsibility and Reports<sup>1</sup>**

On 12-20, 2011, 4-Star Trailers, Inc. [MFR] decided that (a defect which relates to motor vehicle safety)(a noncompliance with Federal Motor Vehicle Safety Standard No. 573 ) 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 Responsibility and Reports.**

Date this report was prepared: 3/20/2012

Furnish the manufacturer's identification code for this recall (if applicable): 11E-057

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.

4-Star Trailers, Inc.

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

Randy McArthur

Sales & Warranty Manager

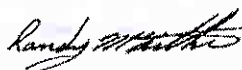
Telephone Number: 1-800-848-3095 ext 140. Fax No.: 405-324-8423

Name and Title of Person who prepared this report.

Randy McArthur

Sales & Warranty Manager

Signed:



<sup>1</sup> Each manufacturer must furnish a report, to the Associate Administrator for Enforcement, for each defect or noncompliance condition which relates to motor vehicle safety.

This guide was developed from 49 CFR Part 573, "Defect and Noncompliance Responsibility and Reports" and also outlines information currently requested. Any questions, please consult the complete Part 573 or contact Jennifer Timian at (202) 366-0209, by FAX at (202) 366-7882, or by E-Mail to [RMD.ODI@dot.gov](mailto:RMD.ODI@dot.gov).

**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): 4-Star Model Years Involved: 2012 Model(s): Polo Trailer

Production Dates: Beginning: 11-10-2011 Ending: 11-10-2011

VIN Range: Beginning: 4FKWG332XC0 Ending: 4FKWG332XC0

Vehicle Type: Gooseneck Bodystyle: Horse Trailer

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

Manufactured with electric/hydraulic brakes

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Make(s): 4-Star Model Years Involved: 2012 Model(s): 4-Horse L.O.

Production Dates: Beginning: 10-20-2011 Ending: 10-20-2011

VIN Range: Beginning: 4FKPG3224C0 Ending: 4FKPG3224C0

Vehicle Type: Gooseneck Bodystyle: 4-Horse Slant Load L.O.

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

Manufactured with electric/hydraulic brakes

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Make(s): 4-Star Model Years Involved: 2012 Model(s): 4-Horse Bumper Pull

Production Dates: Beginning: 12-15-2011 Ending: 12-15-2011

VIN Range: Beginning: 4FKPB1925C0 Ending: 4FKPB1925C0

Vehicle Type: Bumper Pull Bodystyle: 4-Horse Slant Load

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

Manufactured with electric/hydraulic brakes.

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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 Vehicles equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Vehicles of all Vehicles manufactured during that time period.

**II. Identify the Recall Population**

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

<b>Model</b>	<b>Year</b>	<b>Number of Vehicles Potentially Involved</b>
<i>Polo</i>	<i>2012</i>	<i>1</i>
<i>4-Horse Slant Load L.O.</i>	<i>2012</i>	<i>1</i>
<i>4-Horse Slant Load Bumper Pull</i>	<i>2012</i>	<i>1</i>

Total Number Potentially Affected by the Recall: 3

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:

1. Identified by using information supplied to 4-Star Trailers by Dexter Axle Company.
2. Dexter Axle Company identified electric/hydraulic brake units w/serial # DTS 11903 to DTS 12759 & DTS 13805 to DTS 14751.
3. Selected by a data base search of units produced September 2011 through December 2011 of the trailers that received electric/hydraulic brake units, Dates of search supplied to 4-Star trailers by Dexter Axle Company.

**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.**

*Dexter Axle advises that the hydraulic pump used in there electric/hydraulic brake actuator had not been properly heat treated, Generally these pumps are located on the front of the trailers & they are sold as an option.*

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

*It is reported to us that this condition can cause premature wear of some critical components in these pumps which can render the unit inoperable.*

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

*The electric/hydraulic brake actuator provides braking power to the trailer brakes. Failure of this actuator can result in the loss of braking effort by the trailer.*

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

*Unknown*

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

*Dexter Axle*

*P.O. Box 250*

*Elkhart, Indiana 46515*

*Phone # 574-295-7888*

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

*Brett Campbell, Sales Engineer*

**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.

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.

12-20-2011 Notification by letter from Dexter Axle stating a potential defect. Also stated Dexter Axle was concurrently notifying NHTSA and would be providing 4-Star with further detail on a campaign recall. 4-Star Trailers were never notified of any further details concerning the details of the campaign.

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**V. Identify the Remedy**

8. A description of the manufacturer's program for remedying the defect or noncompliance. This program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of the manufacturer's notification of owners, purchasers and dealers, in accordance with §573.13 of this part. A manufacturer's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by §573.13 that is not in a general reimbursement plan shall be submitted in the manufacturer's report to NHTSA under this section. If a manufacturer submits one or more general reimbursement plans, the manufacturer shall update each plan every two years, in accordance with §573.13. The manufacturer's remedy program and reimbursement plans will be available for inspection by the public at NHTSA headquarters.

12-20-2011 received notification letter from Dexter stating they were entering into a voluntary recall campaign. The remedy will consist of recovery and replacement of the potentially defective units, Dexter has contacted distributors, dealers and O.E.M's & immediately replace units remaining in inventories. For units all ready installed & sold to consumers we were asked to supply names & contact information (which we did) and Dexter Axle was to contact the consumer by mail and direct them to contact Dexter Axle with the serial number of the units, they are to direct the consumer to the nearest service center to have the unit replaced at no charge.

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

Notify dealers and they're customers that purchased the units by certified mail with a letter  
(see attached) directing the consumer to contact Dexter Axle for replacement of the unit  
at no charge. The recall condition could result in trailer brake failure. The remedy is to replace  
the e/h brake unit to avoid potential lost of the trailer brakes.

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

Dexter has contacted distributors, dealers and O.E.M's & immediately replace  
units remaining in inventories. For units all ready installed & sold to consumers we were asked  
to supply names & contact information (which we did) and Dexter Axle was to contact the  
consumer by mail and direct them to contact Dexter Axle with the serial number of the units, they  
are to direct the consumer to the nearest service center to have the unit replaced at no charge.

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.

22 units were replace/repared on our production line. Dexter Axle supplied new units at no  
cost for the replacement of the units.

#### VI. Identify the Recall Schedule

10. 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.

Upon NHTSA's approval of our owner & dealer notification letters, 4-Star Trailers will  
immediately mail (certified return receipt) these notification letters out to the consumer.  
4-Star Trailers has already contacted the dealers by phone the ones this effects about the recall.

## VII. Furnish Recall Communications

11. 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) or by E-Mail to RMD.ODI@dot.gov for review prior to mailing.*

Note that these documents are to be submitted separately from those provided in accordance with Part 579.5 requirements.

*(See Attached)*



A Company

**RECEIVED**

By Recall Management Division at 11:57 am, Jan 04, 2012

December 20, 2011

Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
1200 New Jersey Ave. S W  
Washington, D.C. 20590

Dear Sir or Madam:

Dexter Axle Company has determined that a condition, potentially involving motor vehicle safety, may exist in vehicles produced by various trailer manufacturers beginning September, 2011 through December 19, 2011.

Dexter Axle was notified by the supplier of the hydraulic pump used in our electric/hydraulic brake actuator that a quantity of these pumps had not been properly heat treated. This condition can cause premature wear of some critical components in these pumps which can render the unit inoperable. The electric/hydraulic brake actuator provides braking power to the trailer brakes. Failure of this actuator can result in the loss of braking effort by the trailer.

Each of these electric/hydraulic actuators carries a unique serial number. We have identified a range of serial numbers which may contain the defective pumps. We have begun notifying the recipients of these units. The total number of units to be inspected and/or recovered is one thousand seven hundred and thirteen (1,713).

Accordingly, Dexter Axle is entering into a voluntary recall campaign. The remedy will consist of recovery and replacement of potentially defective units. We will contact those distributors, dealers and OEM's to which the suspect units were sold and immediately replace those remaining in their inventories. For units that have been installed on trailers and sold to consumers, we will ask the vehicle manufacturers to provide the name and contact information. We will then notify the consumer by mail and direct them to contact Dexter Axle with the serial number of their unit. If the serial number reported is one of the suspect units, they will be directed to the nearest service center to have the unit replaced at no charge.

Please provide Dexter Axle with a written acknowledgement of this letter and the campaign number assigned. If additional information is needed, I can be contacted by phone at 1-574-296-7280 or E-mail to [bdunlap@dexteraxle.com](mailto:bdunlap@dexteraxle.com).

Sincerely,

William L. Dunlap  
Sr. Vice President of Engineering  
Dexter Axle Company

attachments:

- List of original recipients
- Letter to original recipients

P.O. Box 250 • Elkhart, Indiana 46515 • Phone: (574) 295-7888 • Fax: (574) 295-8666 • [www.dexteraxle.com](http://www.dexteraxle.com)



Dexter Axle • Dexter Door • Ventline

**Re.: Electric/Hydraulic (E/H) Actuator Recall**

Dear Valued Customer,

12/20/11

Dexter Axle has been informed by its E/H actuator pump supplier that there is a potential defect with product shipped from September 2011 through December 2011. Our records indicate that we shipped you product during this time period.

Effective immediately, all E/H actuators (K71-650-00 and K71-651-00) should be placed on hold and serial numbers inspected. The serial numbers in question are:

- K71-650-00 (E/H 1000 psi) – serial # DTS11903 to DTS12759
- K71-651-00 (E/H 1600 psi) – serial # DTS13805 to DTS14751

The kit box should be opened and serial number of the unit inspected. The serial number can be found on the E/H actuator label.



Any actuators within this serial number range should be sent back to Dexter Axle. Please contact our Albion, IN order entry department at (260) 636-5311 to arrange the return of the product directly to the Albion plant.

Dexter is concurrently notifying NHTSA of this issue and will be providing further details on a recall campaign.

Carlos Robles  
Director of Quality  
Dexter Axle Company

Dexter Brake Unit Recall  
 Trailer Identified with Units  
 NHTSA Recall # 11E-057

3/20/2012

1	32242	Granton	Has Unit	Corrected at 4-Star
2	32245	Hodges	Has Unit	Corrected at 4-Star
3	32270	Hodges	Has Unit	Corrected at 4-Star
4	32282	Hodges	Has Unit	Corrected at 4-Star
5	32278	SW Tris	Has Unit	Corrected at 4-Star
6	32194	Altmeyer	Has Unit	Corrected at 4-Star
7	32231	Arena	Has Unit	Corrected at 4-Star
8	32208	Murphy	Has Unit	Corrected at 4-Star
9	32299	Arena	Has Unit	Corrected at 4-Star
10	32217	Altmeyer	Has Unit	Corrected at 4-Star
11	32224	TOA	Has Unit	Corrected at 4-Star
12	32206	CS	Has Unit	Corrected at 4-Star
13	32220	Gulf Coast	Has Unit	Corrected
14	32094	LA	Has Unit	Corrected
15	32150	Hodges	Has Unit	Corrected per Hodges
16	32161	Hodges	Has Unit	Corrected per Hodges
17	32203	Arena	Has Unit	Corrected
18	32198	Gulf Coast	Has Unit	Corrected
19	32167	Gulf Coast	Has Unit	Corrected
20	32102	Hodges	Has Unit	Corrected
21	32148	Hodges	Has Unit	Corrected
22	31973	Hodges	Has Unit	Corrected

1	32207	Altmeyer	Has Unit	Not Corrected
2	32142	HTS	Has Unit	Not Corrected
3	32186	Murdock	Has Unit	Not Corrected

1	32229	Arena	Does not have unit
2	31972	LA	Does not have unit

25 Total Units