



U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

*Year  
make*

**MAR 26 2012**

1200 New Jersey Avenue SE  
Washington, DC 20590

**Via USPS Certified Mail**

Mr. David Nichols  
Custom Built Trailers  
6615 FM 1567 E  
Sulphur Springs, TX 75482

NVS-215aa

EQ12-003

11E-057

Re: Safety Recall 11E-057

Dear Mr. Nichols:

The Office of Defects Investigation (ODI), Recall Management Division (RMD) is conducting an equipment query (EQ) investigation in relation to certain Dexter Axle Company (Dexter) electric/hydraulic (e/h) brake actuator pumps that the manufacturer has decided contain a safety related defect that could cause a vehicle crash. This investigation has been assigned the identification EQ12-003.

The purpose of this letter is to make you aware of a potential safety problem in vehicles that you manufactured and to remind you of your responsibilities under Federal law.

In a letter dated December 20, 2011, Dexter notified the NHTSA that it had decided a defect exists in certain e/h brake actuator pumps sold for use on various trailers. Some of these pumps may have 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 e/h brake actuator provides braking power to the trailer brakes. Failure of the actuator can result in the loss of braking effort by the trailer, increasing the risk of a crash. NHTSA assigned recall number 11E-057 to this matter. A copy of the respective notification is enclosed for your information.

An equipment distributor, McKelvey Enterprises, reported to NHTSA that it sold 3 of these defective units to Custom Built Trailers (your company) for possible installation into new motor vehicles, including trailer applications.

Pursuant to Federal law, manufacturers of motor vehicles sold, offered for sale, delivered, or imported into the United States must notify NHTSA, within five (5) business days, when they first learn a safety defect or a noncompliance with a Federal Motor Vehicle Safety Standard exists in one of their vehicles. In the case of a defect or noncompliance in original equipment installed in the vehicles of more than one manufacturer, notification to NHTSA must be made by the original equipment manufacturer as to the equipment item, and by each vehicle manufacturer as to those vehicles it manufactured in which the defective equipment





11E-057  
(16 pages)

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,

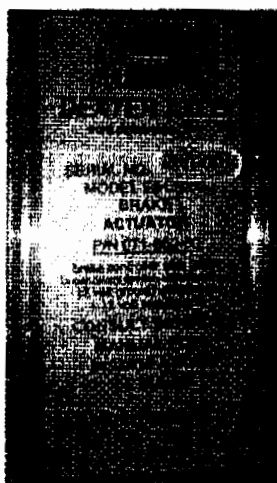
12/20/11

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