

John Colvin

From: John Colvin
Sent: Thursday, December 22, 2011 11:34 AM
To: Buddy Bridgers; Richard Black; Randall G. Bloomer
Subject: FW: Dexter Axle Recall
Attachments: customer notification .pdf

From: Bob Farmer [mailto:bfarmer@swcompanies.net]
Sent: Thursday, December 22, 2011 11:30 AM
To: John Colvin
Subject: Dexter Axle Recall

Hello John,

Dexter is having a recall on the Electric/Hydraulic actuators (K71-651-00) that they shipped to us on certain serial numbers that were shipped to us between Sept. 2011 and Dec. 2011. Please see the attached document for information on those serial numbers. We show in our records to have shipped you thirty six of these since September. We do not know how many we may have shipped with serial numbers in the recall. If there is any you can check your inventory and your Dealers to see if there is any that may be affected you can either call us or the number on the flier.

Dexter has assured us that and cost to make repairs will be covered by the recall campaign. Please do not hesitate to call me if you have any questions.

Best regards,
Bob



Bob Farmer
Southwest Companies, LTD.
343 Gembler Rd.
San Antonio, TX 78219
210.247.2161 ph
210.247.2154 fx

www.swcompanies.net

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

Dear Valued Customer,

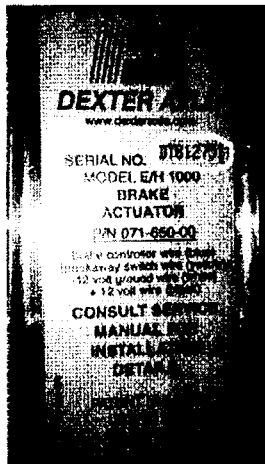
12/20/11

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 NTHSA of this issue and will be providing further details on a recall campaign.

Carlos Robles
Director of Quality
Dexter Axle Company

John Colvin

From: John Colvin
Sent: Thursday, December 22, 2011 6:20 PM
To: 'john@durhamtrailers.com'
Subject: Dexter Actuators

John,

These trailers need to have the actuators replaced.

919	Inv #7	Outlaw	Bloomer will install at Outlaw.
939	inv #9	Outlaw	Bloomer will install at Outlaw.
938	kearney	Bloomer	Bloomer will install at plant.
942	Bolin	Outlaw	Bloomer will install at Outlaw.
953	Monterra	Outlaw	Bloomer will install at Outlaw.
956	inv #10	Bloomer	Bloomer will install at plant.
951	PDI Diesel #3	Bloomer	Bloomer will install at plant
957	Hull	Bloomer	Bloomer will install at plant
944	Earnhart	Bloomer	Bloomer will install at plant

949 Sweetwater Durham Unit is being shipped to Durham, Durham install per Taylor.

Dexter is shipping out the actuators to arrive around 1/4/11. They are paying freight for return shipment of defective actuator and labor cost to install. If the shipment date changes or trailers move from listed location, additional arrangements will need to be made. I have asked for help from Outlaw to let us know when one of these trailers are going to be picked up and I ask for your help to keep me informed also.

Thanks and have a great holiday.

John Colvin

From: John Colvin
Sent: Thursday, December 22, 2011 6:27 PM
To: 'kevin@wildfiretrailers.com'
Cc: Buddy Bridgers; Randall G. Bloomer
Subject: Dexter Actuator

Kevin,

These trailers need to have the actuators replaced.

941	Lopez	Outlaw	Bloomer will install at Outlaw
947	Williams	Outlaw	Bloomer will install at Outlaw

Dexter is shipping out the actuators to arrive around 1/4/11. They are paying freight for return shipment of defective actuator and labor cost to install. If the shipment date changes or trailers move from listed location, additional arrangements will need to be made. I have asked for help from Outlaw to let us know when one of these trailers are going to be picked up and I ask for your help to keep me informed also.

Thanks and have a great holiday.

John Colvin

From: John Colvin
Sent: Thursday, December 22, 2011 6:37 PM
To: Buddy Bridgers; Randall G. Bloomer
Subject: FW: Dexter Axles

From: John Colvin
Sent: Thursday, December 22, 2011 6:36 PM
To: 'Josh Motley'
Subject: Dexter Axles

Josh,

These trailers need to have the actuators replaced.

917	Sereni	Bloomer	Bloomer will install at plant
940	Brooks	Bloomer	Bloomer will install at Plant
935	NFR #2	Outlaw	Bloomer will install at Outlaw
950	Inv#5	Bloomer	Bloomer will install at plant
948	Saint Lukes	Bloomer	Bloomer will install at plant

934 Inv#4 Greatwest Unit is being shipped to Greatwest. Greatwest can install or we can locate a shop that will install new unit.

Dexter is shipping out the actuators to arrive around 1/4/11. They are paying freight for return shipment of defective actuator and labor cost to install. If the shipment date changes or trailers move from listed location, additional arrangements will need to be made. I have asked for help from Outlaw to let us know when one of these trailers are going to be picked up and I ask for your help to keep me informed also.

Thanks and have a great holliday.

John Colvin

From: John Colvin
Sent: Thursday, December 22, 2011 6:50 PM
To: 'Bubba Paschal'
Cc: Randall G. Bloomer; Buddy Bridgers
Subject: Dexter axles

Bubba,

These trailers need to have the actuators replaced.

937 Chick Salado Mr. Chick has been notified and when actuators arrive Bloomer will install a new unit.

943 Marcrum ? I do not have Marcrum's number. I wanted to call them to let them know of the situation and see what the best way is to get them a new unit installed. I have arranged for the new unit to be shipped to our plant because the holidays would have extended the shipment date another week if I waited. The main goal of reaching them is to make them aware so they can avoid a possible accident.

Dexter is shipping out the actuators to arrive around 1/4/11. They are paying freight for return shipment of defective actuator and labor cost to install. If the shipment date changes, additional arrangements may be needed.

Thanks and have a great holliday.

REPLACEMENT OF BAD DEXTER ACTUATORS

NOTICE 12/22/11

TRAILER #	DEALER	CUSTOMER	LOCATION OF TRAILER	BAD DEXTER #	REPLACED #
11919	DURHAM	INV #7	OUTLAW CONVERSIONS	DTS14020	TSR14955
11939	DURHAM	INV #9	OUTLAW CONVERSIONS	DTS14036	TSR14947
11938	DURHAM	KEARNEY	BLOOMER SHOP	DTS14039	TSR14906
11942	DURHAM	BOLIN	OUTLAW CONVERSIONS	DTS140210	TSR14957
11949	DURHAM	SWEETWATER	DURHAM DEALERSHIP	DTS14187	TSR14842
11953	DURHAM	MONTERRA	OUTLAW CONVERSIONS	DTS14154	TSR14939
11956	DURHAM	INV#10	BLOOMER SHOP	DTS14432	TSR14898
11951	DURHAM	PDI DIESEL #3	BLOOMER SHOP	DTS14428	DTS11660
11957	DURHAM	HULL	BLOOMER SHOP	DTS14455	TSR14821
11944	DURHAM	EARNHART	BLOOMER SHOP	DTS14203	TSR14874
11941	WILDFIRE	LOPEZ	OUTLAW CONVERSIONS	DTS14024	TSR14881
11947	WILDFIRE	WILLIAMS	OUTLAW CONVERSIONS	DTS12257	TSR14871
11917	GREATWEST	SERENI	BLOOMER SHOP	DTS14035	TSR14888
11940	GREATWEST	BROOKS	BLOOMER SHOP	DTS14453	TSR14891
11934	GREATWEST	INV #4	GREATWEST DEALERSHIP	DTS13875	TSR14848
11935	GREATWEST	NFR #2	OUTLAW CONVERSIONS	DTS13925	TSR14964
11950	GREATWEST	INV #5	BLOOMER SHOP	DTS14356	TSR14897
11948	GREATWEST	SAINT LUKES	BLOOMER SHOP	DTS14439	TSR14904
11960	GREATWEST	SIMMONS	BLOOMER SHOP	DTS14558	TSR14878
11943	P&P	MARCRUM	COMPASS CONVERSIONS	DTS14031	TSR14806
11937	P&P	CHICK #3	CUSTOMER	DTS13877	TSR14820
11945	BLOOMER	PDI DIESEL #3	CUSTOMER	DTS14029	TR14832
11946	BLOOMER	GENTRY #2	CUSTOMER	DTS14034	

CUSTOMER CONFIRMED RECALLED ACTUATOR HAS BEEN REPLACED. WILL GET SERIAL NUMBER NEXT TIME HE USES HIS TRAILER