



6740 Highway 30

Anderson, TX 77830

Phone: (936) 873-2600 | Fax: (936) 873-9994 | [Lena.Edwards@nov.com](mailto:Lena.Edwards@nov.com)

## IMPORTANT SAFETY RECALL

Recall Campaign: 13V-455

Subject: 2011-2012 NOV Rolligon – Rear Trailer Suspension Missing Weld  
2011-2012 NOV Rolligon – Specific Trailers Manufactured by vendor, Fusion Services  
PLEASE READ IMMEDIATELY

Dear NOV Rolligon Equipment Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. NOV Rolligon has determined that a defect which relates to motor vehicle safety exists in some 2011-2012 NOV Rolligon trailers. This Safety Recall is isolated to trailers manufactured by a specific NOV Rolligon vendor. Our records indicate that you have purchased a potentially affected vehicle, including serial numbers SF11-7141A VIN#1R9S0442XBA494047, SF11-7141B VIN#1R9S04421BA494048, SF11-7141C VIN# 1R9S04423BA494049, SF11-7141D VIN# 1R9S0442XBA494050. ***This is a follow-up letter to the initial letter submitted 9-27-13 to comply with new NHTSA requirements.***

### ***The reason for this recall:***

NOV Rolligon has determined that one of the four required welds in the rear trailer suspension attaching the hanger to the trailer beam is potentially missing. The missing weld could lead to additional stress on the existing welds causing cracks, which could ultimately lead to separation of the hanger to the trailer flange surface. The likelihood of this heightens if a direct hit or impact to the unit occurs out of the ordinary, resulting in additional strains to the welds. Potential consequences of this could lead to vehicle crash, serious injury, or property damage.

### ***What NOV Rolligon will do:***

Repairs will be made by NOV Rolligon at no cost to you. Estimated repair time is 8 hours per trailer; however, it may take longer due to service and/or subcontractor availability and scheduling requirements.

Arrangement for repair services is available beginning October 28, 2013 through NOV Rolligon.

### ***What you should do:***

Please have someone from your team inspect the units in question using the attached Rear Trailer Suspension - Inspection and Repair Guideline. Once inspection is completed, a copy of the finished report shall be e-mailed to NOV Rolligon at the following e-mail address: [lena.edwards@nov.com](mailto:lena.edwards@nov.com). If determination is made that any of the four welds are missing, remove the unit from service.

Please contact Lena Edwards at 936-873-2600 to schedule or arrange for repair of your vehicle. Do not attempt repairs yourself. Repairs must be completed by NOV Rolligon and / or subcontractors qualified by NOV Rolligon.

### ***If you have questions or if you need more information:***

While the NOV Rolligon facility is in the best position to answer your questions, if you have any questions that cannot be addressed, need assistance, or are having difficulty obtaining the recall repair outlined in this letter, please contact NOV Rolligon at 936-873-2600.

This notice was mailed to you according to our most current registration information. If you no longer own your NOV Rolligon vehicle, please contact me directly. NOV Rolligon cannot change ownership information without identification. Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.



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If you have paid to have the defect repaired before receiving this letter, you may be eligible to receive reimbursement. Reimbursement may be obtained through following instructions in the enclosure letter.

If you believe that NOV Rolligon has failed to remedy this defect without charge or is unable to do so within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, Washington, DC 20590, or by calling the agency's toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or on the web at <http://www.safercar.gov>.

Please accept our apologies for any inconvenience this may cause you. Your safety and continued satisfaction with your NOV Rolligon equipment is our primary concern. Thank you for your prompt attention to this matter.

Sincerely,  
Lena Edwards  
QHSE Manager



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## ENCLOSURE LETTER FOR REIMBURSEMENT

***Serial numbers eligible for reimbursement:***

NOV Rolligon has determined that one of the four required welds in the rear trailer suspension attaching the hanger to the trailer beam is potentially missing in purchased equipment as follows:

SF11-7141A VIN#1R9S0442XBA494047, SF11-7141B VIN#1R9504421BA494048, SF11-7141C VIN# 1R9S04423BA494049, SF11-7141D VIN# 1R9S0442XBA494050.

***Reimbursement program:***

A program has been established for reimbursing owners who have paid to have the missing welds added.

The repair must have occurred prior to October 28, 2013.

Reimbursement will be limited to 8hrs per vehicle for the repair work completed, and 8 hrs per group of vehicles for re-inspection of the repaired areas.

The attached Rear Trailer Suspension - Inspection and Repair Guideline, and applicable invoices must be completed and submitted to NOV Rolligon to be eligible for reimbursement.

Claim for reimbursement must be submitted to Lena Edwards at [lana.edwards@nov.com](mailto:lana.edwards@nov.com) or to

NOV Rolligon  
Attention: Lena Edwards  
6740 Hwy 30  
Anderson, TX 77830