



1303 North 13th Street • Humboldt, Iowa 50548 USA
Ph. (515) 332-3117 • Fax (515) 332-5092
e-mail: jet@jetcompany.com • www.jetcompany.com



October 13, 2014

Dealer
Address
city etc

IMPORTANT SAFETY RECALL

SAFETY RECALL NOTICE – NHTSA CAMPAIGN NUMBER 14V-538, 14E-024

This notice applies: Side Dump Trailers with SAF-HOLLAND, Inc. CBX Series Suspensions
starting with SAF-HOLLAND serial # 51133250103 through 51133250144.

Dear Dealer :

A list is included of the suspect trailers that Jet Company sold to you. This list confirms the serial numbers of the trailers you purchased and identifies the retail owner that purchased this trailer. If there is no name following the serial number we did not receive the warranty sheet from you identifying the retail owner. You are required to supply this information to us within ten (10) days so we can properly notify the retail owner of a possible safety defect.

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

Please contact Jet Company with any questions or concerns. Your Jet Company contact will be Sandy Loney. You may contact her at 515-332-3117 or sandy.loney@jetcompany.com.

The following letter is a copy that has been sent out to each customer we have on file.

Jet Company

Sandy Loney
Safety Coordinator

MANUFACTURERS OF:

Wire Rollers • Roll Tarps • Electric Roll Tarps • Grain Trailers (steel and aluminum) • Pup Trailers
Flatbed Trailers • Dropdeck Trailers • Tag Trailers • Side Dump Trailers • Detachable Gooseneck Trailers



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You have no recorded trailers that fall into the SAF-HOLLAND, Inc. CBX Series Suspensions recall.

Below is the list of the trailers you sold without warranty information completed. Warranty sheets are inclosed.

*****PLEASE SUBMIT WARRANTY PAPERWORK WITHIN TEN (10) DAYS*****

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

Please contact Jet Company with any questions or concerns. Your Jet Company contact will be Sandy Loney. You may contact her at 515-332-3117 or sandy.loney@jetcompany.com.

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Owner
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This notice applies: Side Dump Trailers with SAF-HOLLAND, Inc. CBX Series Suspensions starting with SAF-HOLLAND serial # 51133250103 through 51133250144.
 Model Year: 2014

This affects your trailer with VIN: 17 digit #
 Axle numbers: Axle #1 Serial # 11 digit
 Axle #2 Serial # 11 digit
 Axle #3 Serial # 11 digit

Dear Side Dump Trailer (SD) Owner :

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

REASON FOR THIS RECALL

Jet Company, Inc. has decided, based on information provided by SAF Holland, that a defect which relates to motor vehicle safety exists in certain 2014 Jet Company Trailers equipped with the SAF-HOLLAND, Inc. CBX Series Suspensions. This notice is to inform you that on August 28, 2014 Jet Company, Inc. notified NHTSA that it would institute a recall on Jet Company, Inc. trailers that included SAF-HOLLAND, Inc. CBX Series Suspensions.

Description of Defect:

Trailers equipped with SAF-HOLLAND, Inc. CBX Series Suspensions are defective, resulting from possible pivot bolt cracks of the suspension pivot bolt at the interface between the bolt head and the body of the bolt. The presence of a crack could result in separation of the bolt head and failure of a pivot bolt on one side of the axle/suspension assembly, resulting in the trailer becoming misaligned behind the tractor, increasing the risk of crash. If the trailer suspension is equipped with a SAF-HOLLAND, Inc. Posilift Air Lift Kit, making the axle a lift axle, the pivot bolts were modified to a different bolt and is not subject to this recall.

WHAT WE WILL DO

Once the VIN # & Serial # is verified, Jet Company will send replacement pivot bolts for all affected SAF-HOLLAND, Inc. CBX Series Suspensions to have a service location replace.

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WHAT YOU SHOULD DO

Please call or email Jet Company with the serial number of your trailer (17 digit VIN #) and the SAF Holland serial number of all the axles (11 digit #) to verify that you are an owner of a suspect trailer. Also indicate if any of the axles has a Posilift Air Lift Kit installed. Included is a sheet that explains where to locate the serial on each axle. **If you have sold this trailer, please provide Jet Company with appropriate contact information regarding the subsequent owner's name and address, so we can properly notify the subsequent owner of a possible defect.**

The SAF-HOLLAND warranty department can be contacted to obtain the information of a service location in your area and how to return the defective pivot bolts. You will be allowed 2 hours of shop time per axle to replace the two pivot bolts. Your Jet Company contact will be Sandy Loney.

SAF Holland Warranty Department

888-396-6501

<http://ww1.safholland.us/quicklit/XL-MP10004CF-en-US.pdf>,

Jet Company

515-332-3117 (Sandy Loney)

sandy.loney@jetcompany.com

After notifying Jet Company of your trailer serial #, if you do not receive your parts within ten (10) days we recommend you contact Sandy Loney by calling 1-515-332-3117 or email sandy.loney@jetcompany.com. If after contacting us, you are still not satisfied that we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., 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>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 14E024.

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 Sandy Loney by calling 1-515-332-3117 or email sandy.loney@jetcompany.com.

Federal law requires any lessor who receives a notification of a determination of a safety-related defect or noncompliance pertaining to any leased motor vehicle shall send the notice to the lessee within 10 days.

We are sorry to cause this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

Jet Company

Sandy Loney
Safety Coordinator

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Trailer Air Suspension Systems Cast Beam Pivot Bolt Replacement

MAY 2014

SAF-HOLLAND® has identified certain CBX suspensions that have a pivot bolt that may not meet our specifications. The CBX suspensions referenced in this bulletin were manufactured between the dates of October 8, 2013 through November 30, 2013 (suspension serial number range 51 13 281 xxxx through 51 13 334 xxxx). It will be necessary to have all pivot bolts changed out on the units affected.

You have been identified as the owner of a trailer which may be affected by this condition. You will be required to exchange the pivot bolts, nuts, and washers on each axle of your trailer suspension systems with kits that will be supplied by SAF-HOLLAND® at no charge. You will be sent one service repair kit, SRK-710, per axle on your trailer. Each kit will include all of the appropriate hardware to facilitate this repair procedure.

For this pivot bolt changeover, SAF-HOLLAND® has agreed to cover 2.0 hour(s) repair time per axle. Once the repair procedure is complete, you will need to supply the trailer manufacture your suspension serial number, vehicle identification number, in-service date, and date of repair completion for labor reimbursement **Table 1**.

For your convenience, a form is provided with all of the required information needed to facilitate the labor reimbursement. Once work is completed, please submit all forms to your OEM for recording and reimbursement.

We apologize for any inconvenience this may cause; SAF-HOLLAND® is committed to serving our customers with quality products.

Model Identification

The location of the serial tag is found on roadside hanger, fixed frame suspension (**Figure 1**), or rear cross member, slider assembly (**Figure 2**).

The sample tag shown will help you interpret the information on the SAF-HOLLAND®, Inc. serial tag. The part number is on the first line. The model number along with the suspension capacity are on the second line. The third line contains the serial number.

Figure 1

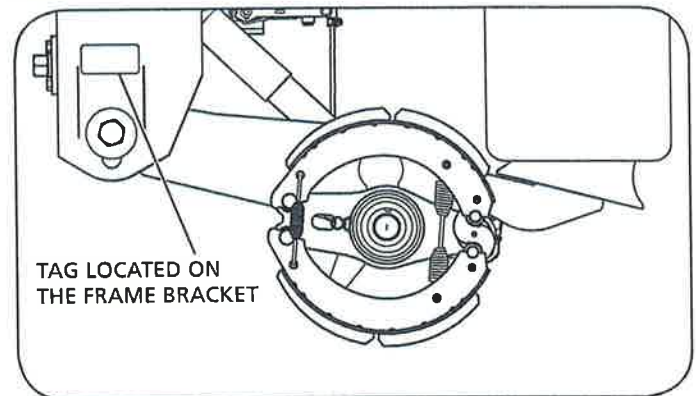


Figure 2

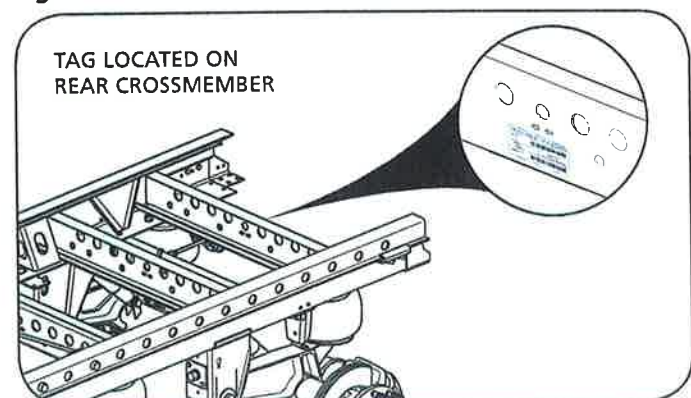


Figure 3

SAF-HOLLAND, Inc 	
Part No.	
Model :	Made in USA
Capacity :	US and Foreign Patents Apply
Serial No. (S)	

Trailer Air Suspension Systems

Cast Beam Pivot Bolt Replacement Procedure

MAY 2014

Service repair kit SRK-710 has been supplied for the pivot bolt replacement. Each kit will do one axle and will include two (2) 93201070 pivot bolt, four (4) 93600553 outside washers, and two (2) 93400506 lock nut (**Figure 2**).

IMPORTANT: It is recommended that the trailer be unloaded before beginning service procedures.

1. On a level surface, support the front of the trailer with either a kingpin stand, landing gear, or coupled to a tractor.
2. Raise the trailer frame approximately 2" and support it with jack stands and remove wheel chocks.
3. At the suspensions specified ride height, place multiple jack stands under the vehicles frame per OEM specified locations, then lower the trailer frame onto the jack stands.

⚠ WARNING Failure to properly support the trailer during service procedures could create a crush hazard which, if not avoided, could result in death or serious injury.

4. Exhaust all air from the suspensions air bags, set the parking brakes, and chock the wheels.
5. Raise the trailer axle approximately 2" and support it with jack stands and remove wheel chocks.

⚠ WARNING Failure to properly support axle during a service procedure could create a crush hazard which, if not avoided, could result in death or serious injury.

6. Remove the tires.
7. On the roadside hangers, scribe or mark a line on the frame bracket outlining the position of the washers on both the inside and outside locations (**Figure 1**). These scribe marks will be used for ensuring previous alignment.
8. Starting on the curbside hangers, Remove 1-1/8" inch pivot bolt. (This is to be shipped back to SAF-HOLLAND®). Discard the old pivot nut and old washers.
9. Install new pivot hardware (**Figure 2**).

NOTE: On the roadside hangers while the connection is in a loose state, prior to final torque, ensure that the new washers are indexed back in place to where you made your scribe marks to ensure previous alignment.

Figure 1

BEFORE REMOVING ANY OF THE PIVOT BOLTS. SCRIBE AN OUTLINE OF THE ROADSIDE WASHERS WHERE THE SWING ALIGN IS LOCATED. THIS WILL ENSURE THAT THE SAME ALIGNMENT WILL BE IN PLACE WHEN INSTALLING THE REPLACEMENT PIVOT ASSEMBLY.

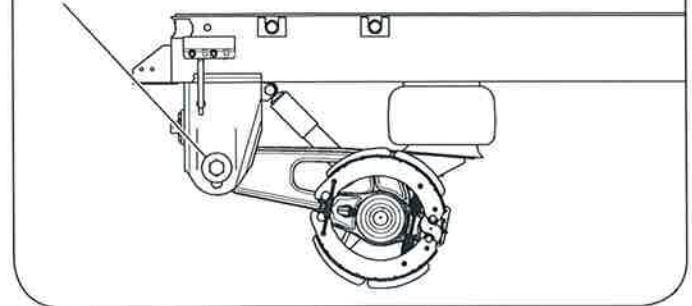
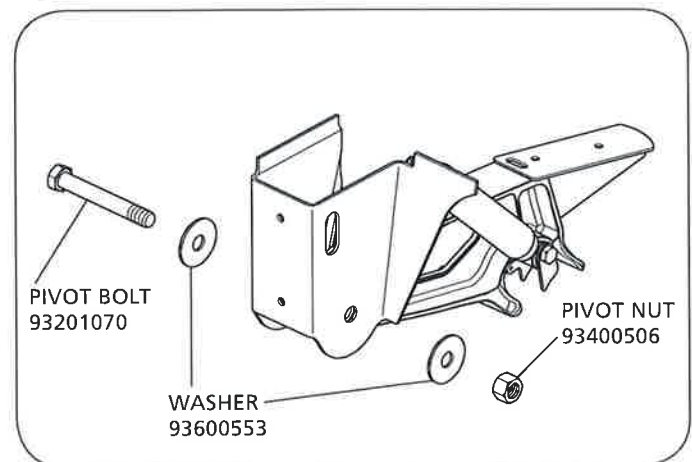


Figure 2



10. Torque the new pivot nut to a value of 550-600 ft.-lbs.
11. Clean the head of the bolt and add a white paint dot to indicate a change has been made.
12. Reinstall the tires.
13. Repeat this process for the pivot assembly hardware on the curbside of the suspension.
14. Lower the axle and tires onto the ground.
15. Repeat this procedure for the other suspensions affected.
16. Raise trailer approximately 2" and remove jack stands.
17. Air up the trailer suspension.



From fifth wheel rebuild kits to suspension bushing repair kits, SAF-HOLLAND Original Parts are the same quality components used in the original component assembly.

SAF-HOLLAND Original Parts are tested and designed to provide maximum performance and durability. Will-fits, look-alikes or, worse yet, counterfeit parts will only limit the performance potential and could possibly void SAF-HOLLAND's warranty. Always be sure to spec

**SAF-HOLLAND Original Parts when servicing your
SAF-HOLLAND product.**

SAF-HOLLAND USA • 888.396.6501 • Fax 800.356.3929

www.safholland.us

SAF-HOLLAND CANADA • 519.537.3494 • Fax 800.565.7753

WESTERN CANADA • 604.574.7491 • Fax 604.574.0244

www.safholland.ca

SAF-HOLLAND MEXICO • 52.55.5362.8743 • Fax 52.55.5362.8743

www.safholland.com.mx

info@safholland.com