



Great Dane

TECHNICAL SERVICE BULLETIN

DATE: April 10, 2014

SERVICE BULLETIN #460

TO: REGIONAL OPERATIONS AND SALES MANAGERS, DEALER
PRINCIPALS, PARTS AND SERVICE MANAGERS

FROM: TOM LANGENFELD
MANAGER, CUSTOMER SERVICE/WARRANTY

SUBJECT: NHTSA Recall #14V-113 Aluminum J-Hook Holder Brackets

Attached you will find a copy of the notice being sent to customers and Great Dane Branches and Dealers that have received flatbed trailers produced with J-hook holder brackets, mounted on each side, to store the aluminum J-hook cargo restraint plates for the aluminum floor.

Due to the concern for potential bracket breakage and detachment from the trailer, all of the existing brackets will be replaced with a new bracket design, per the attached drawing.

If you are in possession of, or have been contacted by someone with, one of the trailers on the attached list, you should contact Great Dane Customer Service (877) 369-3493 with the trailer VIN. Great Dane will arrange for the replacement brackets to be sent to your location.

If you have any questions please contact Great Dane Customer Service (877) 369-3493.



Great Dane

April, 2014

IMPORTANT SAFETY RECALL

14V-113

Customer
Address
Address
City, State, Zip

VIN's:

Re: Aluminum J-Hook Holder Brackets

To Whom It May Concern:

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

Great Dane has decided that a defect, which relates to motor vehicle safety, exists in certain flatbed trailers built with J-hook holder brackets mounted on each side of the trailer. The brackets, used for storing the aluminum J-hook cargo restraint plates, may break and detach from the trailer along with the cargo restraint plates stored on the bracket. This failure could lead to the bracket and/or plates being run over by the trailer or other vehicle resulting in loss of control, damage or a crash.

To address and remedy this defect Great Dane will replace all J-hook holder brackets with a new design bracket. You should immediately inspect the brackets installed on the listed trailer/s and then contact your nearest Great Dane Branch or Dealer service facility to arrange for replacement of all old design brackets with the new design. The repairs should take approximately one hour to perform.®

If you conclude that Great Dane has not enabled you to remedy this condition without charge and/or in a reasonable time, a complaint may be submitted to the:

Administrator
National Highway Safety Administration
1200 New Jersey Avenue SE
Washington, DC 20590

-or-

Call the toll free Vehicle Safety Hotline: 1-888-327-4236; (TTY: 800-424-9153 or go to <http://www.safercar.gov>)

www.greatdanetrailers.com

602 E. Lathrop Avenue | Savannah, GA | 31415 | Office: 912.644.2100 | Fax: 912.644.2171
P.O. Box 67 | Savannah, GA | 31402



Great Dane

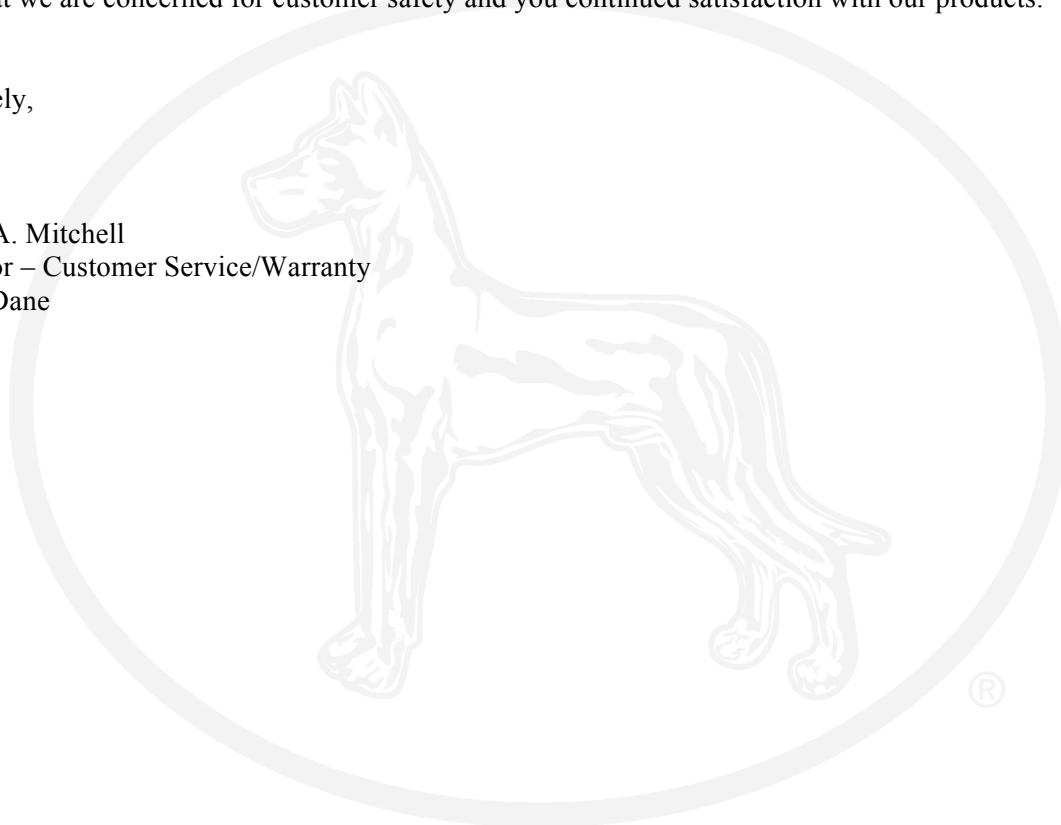
Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you are no longer the owner of this vehicle, please provide us with any contact information so we may contact the new owner.

We regret any inconvenience that this situation may have caused. However, Great Dane wants to assure you that we are concerned for customer safety and your continued satisfaction with our products.

Sincerely,

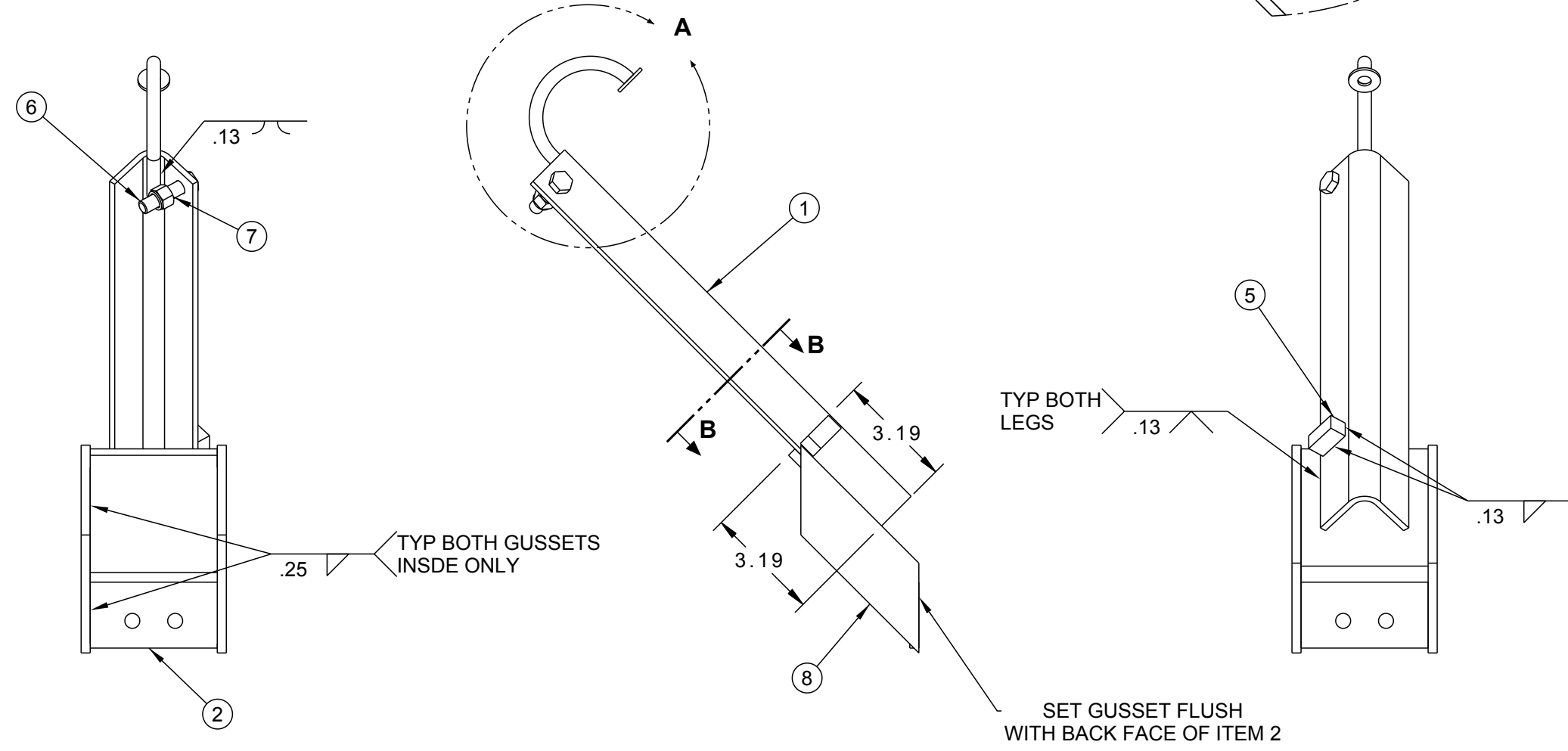
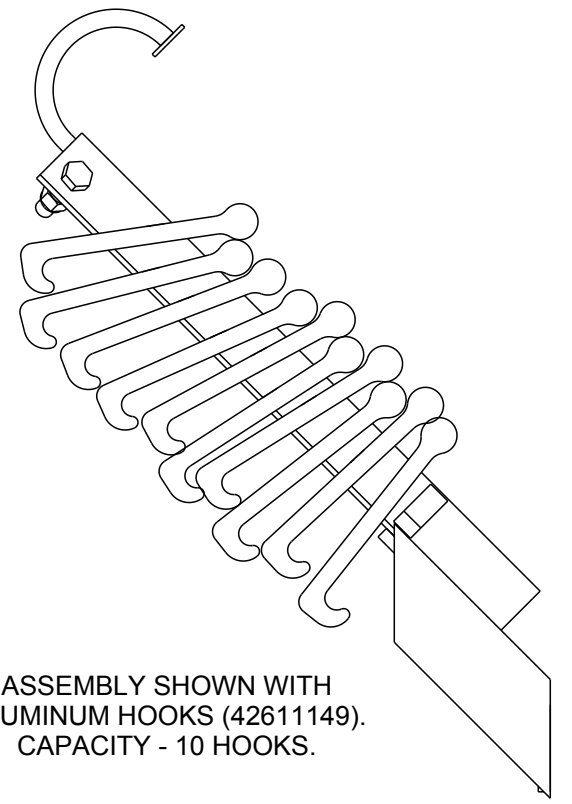
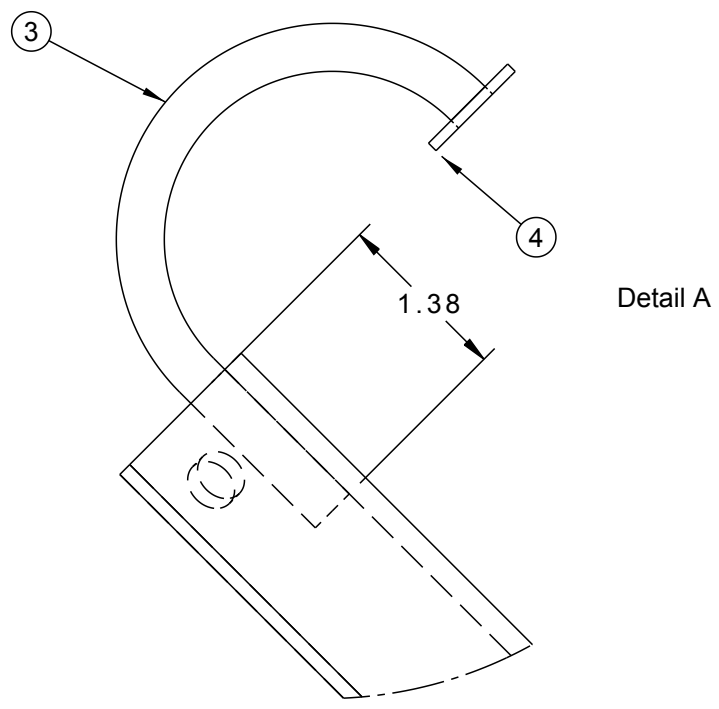
Barry A. Mitchell
Director – Customer Service/Warranty
Great Dane



www.greatdanetrailers.com

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P.O. Box 67 | Savannah, GA | 31402

1	40106189	BRKT,ARM STL	1	EA
2	42611185	ANG,HOOK HOLDER	1	EA
3	40106191	HOOK,BAR STL	1	EA
4	42201053	WSHR,FLT .31 ZN	1	EA
5	40106501	BAR,STOP	1	EA
6	42200531	CPSCW,HH NC ZN .38-16X1.50	1	EA
7	42200925	NUT,LK NLN HH NC ZN .38-16	1	EA
8	42611184	GST,HOOK HOLDER	2	EA
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