



Pavement Technologies International Corp
1525 Western Ave, Albany, New York 12203
P: 518.218.7676 | F: 518.218.7999
Toll Free: 888.999.2660
PavementGroup.com

Dear Customer:

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

Pavement Technologies International Corp, PTIC, has decided that a defect which relates to motor vehicle safety exists in STRATOS Asphalt Distributor Trailers.

! IMPORTANT !

*** Your Stratos Asphalt Distributor Trailer is being recalled**

*** You should bring the trailer to a qualified trailer repair shop**

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with a qualified local repair shop, is to provide you with the highest level of service and support to remedy the condition.

What is the issue?

On Stratos trailers with tank capacities of 400 and 1000 gallons, the axle/s are under-rated such that the weight of your trailer, when the tank is fully loaded, exceeds the axle manufacturer's maximum load bearing capacity.

On Stratos models with tank capacities of 400, 600 and 1000 gallons, the distance between the spring seat and the hub face, the overhang, exceeds the axle manufacturer's maximum overhang limit.

On Stratos models with tank capacities of 400, 600 and 1000 gallons, the spring seats were mounted in the wrong position on the axle such that the brake actuator arm, magnet and pads are 90 or 180 degrees out of proper position.

On Stratos models with tank capacities of 400, 600 and 1000 gallons, sufficient evidence exists to suggest bearings may not have been installed properly, grease may not be of sufficient quantity or type and locking keys may not have been installed.

These conditions could result in overheating and failure of the bearings and or cause the hub to dismount from the axle, with the risk of serious injury to the vehicle occupants and pedestrians.

What will PTIC do about it?

PTIC will replace the axle/s, bearings, races and cotter pins on your Stratos Asphalt Distributor trailer free of charge (parts and labor). We will supply and install new higher weight capacity Dexter 7000 lb. capacity rated axles with pre-welded spring seats. Supplied axles will be slightly shorter than the original axles, reducing overhang distance, increasing load tolerances.

How long will it take? The time needed for this repair is approximately 2 hours. However, due to service scheduling requirements, your trailer service center may need your vehicle for a longer period of time.



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What are we asking you to do? Please contact PTIC at 518-218-7676 (9am-5pm M-F EST) and request service department for support with Stratos recall # 001-2016-11. Provide us with the 4-digit Serial # found on the trailer's ID tag.

Provide us with a local trailer repair shop (company, contact, phone, address) or PTIC will assist you in finding a qualified service shop.

PTIC will ship the replacement parts and installation instructions directly to the service shop, verify their receipt of the parts, and notify you so that you may coordinate the service work with the service facility.

PTIC will pay the service shop directly for the completed repairs.

In the event you pay the service center for the repairs, refund requests may be sent directly to PTIC. To request your refund from PTIC, send the refund request with all required documentation, including a copy of your original repair receipt to: PTIC, 1525 Western Ave, maildrop 11, Albany NY 12203. Refund requests mailed to this address may take up to 60 days to process.

Owners who have previously paid for this repair still need to have the recall described in this letter performed.

What if you no longer own this trailer? If you no longer own this trailer, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based on our sales history data which indicate that you are the current owner.

If you have difficulties getting your trailer repaired promptly and without charge, please contact us at PTIC for assistance.

Can we assist you further? If you have difficulties getting your vehicle repaired promptly and without charge, please contact us at PTIC for assistance, at 518-218-7676 (9am-5pm M-F EST)

RETAIL OWNERS: If you still have concerns, please contact PTIC at 518-218-7676 (9am-5pm M-F EST) and we will be happy to assist you. If you wish to contact us through the Internet, our website address is PavementGroup.com

If you are still having difficulty getting your trailer repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E. Washington, D. C. 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>.

Thank you for your attention to this important matter.

Pavement Technologies International Corp. - Customer Service Department