



TAP Worldwide, LLC d/b/a/ Transamerican Auto Parts
400 West Artesia Boulevard
Compton, California 90220 USA
888-376-1417
Recall No. 18V-709

IMPORTANT SAFETY RECALL

This notice applies to your Smittybilt SCOUT Trailer Kit, part number 87400.
This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Date: December 3, 2018

Dear Valued TAP Consumer,

REASON FOR NOTICE

TAP Worldwide, LLC has decided that an issue of non-compliance with 49 C.F.R. §571.110 exists with respect to its Smittybilt SCOUT Trailer Kits which were sold with tires and wheels. Specifically, these unassembled trailer kits lack certain certification labeling required under 49 CFR 567.4, including the Gross Vehicle Weight Rating (GVWR), Gross Axle Weight Rating (GAWR), and cargo capacity statement as needed to determine compliance with 49 C.F.R § 571.110. The trailer kits also were not assigned vehicle identification numbers (VIN) which conform to the requirements of 49 CFR 565.

Because these unassembled trailer kits lack certain labeling, an owner may overload the trailer, thereby creating a risk of loss of vehicle control, a risk of wheel or tire failure, and/or a risk of vehicle crash. In addition, because these trailer kits were not assigned unique vehicle identification numbers (VINs), owners may not be able to be properly notified of future safety-related defects or noncompliance issues related to motor vehicle safety. In addition, owners may not be able to properly register the trailer kits per state guidelines.

WHAT SHOULD YOU DO

You should contact TAP Worldwide, LLC's Recall Parts Assistance Department at 1-888-376-1417 or by email at recallpartsassistance@4wp.com immediately to identify a recommended service facility that is closest to you that can provide and affix the certification label to your SCOUT Trailer. TAP Worldwide, LLC will remedy the defect without charge and at no cost to the customer.

In the meantime, you should follow the GVWR contained in your SCOUT trailer kit instructions before you are able to remedy this noncompliance.

WHAT WE WILL DO

TAP Worldwide, LLC will generate certification labels that meet the requirements of 49 CFR

567.4 and will affix those labels to the recall population. The certification label will provide the correct GVWR and GAWR for the wheel and tire combination sold with the SCOUT Trailer Kit. For any SCOUT Trailer Kits in the recall population that have not been registered or did not have a state Department of Motor Vehicle assign a VIN, TAP Worldwide, LLC will assist the trailer owner with the registration requirements.

HOW LONG WILL IT TAKE

The time needed for this remedy should be brief and should take less than thirty (30) minutes. In rare circumstances the service facility may need your vehicle for a longer period of time due to service scheduling issues, but every effort will be made to minimize your inconvenience.

REIMBURSEMENT

If you have already paid to address the condition covered by this recall, you may be eligible to have those costs reimbursed. Requests for reimbursement may include parts, labor, fees and taxes; however, it may not include any expense or inconvenience you may have suffered due to the loss of use of your vehicle. Note: In this case reimbursement to the customer may include additional costs associated with processing registration of the trailer to have a state generated department of motor vehicle (DMV) vehicle identification label affixed.

To be eligible for reimbursement:

- You must have documentation of fees associated with processing registration to have a state generated department of motor vehicle (DMV) vehicle identification label affixed.

Your claim will be acted upon within 60 days of receipt. If your claim is:

- Approved – you will receive a check
- Denied – you will receive a letter with the reason(s) for denial
- Incomplete – you will receive a letter identifying the required documentation needed to complete the claim and be offered the opportunity to resubmit the claim when the missing documentation is available.

To file a claim for reimbursement please contact the Recall Parts Assistance Department toll free at 1-888-376-1417 or by email at recallpartsassistance@4wp.com. Please be prepared to provide the following information:

- Name
- Address
- Email
- Phone Number
- Part Name and Number
- Date of Repair
- Requested Reimbursement Amount

The following documentation must be submitted with this form. Original or clear copy of all receipts, invoices and/or repair orders showing:

- Name and Address of the person who paid for the registration

- The 17-digit Vehicle Identification Number of the trailer that was registered with a state generated DMV label (if applicable)
- The total cost of the registration expense that is being claimed
- Payment for the registration in question and the date of the payment

Failure to include proper documentation can delay your reimbursement. Alternatively, you may fill out the Claim Form enclosed in this notice and submit the required documentation by mail to the address listed in the Contact Information section below. If you have questions, please call the Recall Parts Assistance Department toll free at 1-888-376-1417.

CONTACT INFORMATION

If you have any questions regarding this matter or any problems obtaining the necessary remedy, or if you believe that this remedy has not been completed within a reasonable time, you may contact us by phone at 1-888-376-1417, by email at recallpartsassistance@4wp.com, or by mail at

TAP Worldwide, LLC
Attn: Recall Parts Assistance
400 West Artesia Boulevard
Compton, California 90220 USA

If, after contacting TAP Worldwide, LLC, you still have a problem getting the above-referenced remedy completed within a reasonable time and/or without charge, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., 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>.

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice forward a copy of this notice to the lessee within ten days.

Your continued satisfaction with TAP is important to us. Please understand that we have taken this action in the interest of your safety and your vehicle's proper operation. We regret any inconvenience that this action may cause you.

Sincerely,

TAP Worldwide, LLC

Customer Reimbursement Claim Form

This section to be completed by the claimant

Date Claim Submitted: _____

Part Name and Number: _____

Date of Repair: _____

Claimant Name: _____

Street Address or PO Box Number: _____

City: _____ State: _____ Zip Code: _____

Claimant Email: _____

Telephone Number: _____

Amount of Reimbursement Requested: _____

The following documentation must be submitted with this form. Original or clear copy of all receipts, invoices and/or repair orders showing:

- Name and Address of the person who paid for the registration
- The 17-digit Vehicle Identification Number of the trailer that was registered with a state generated DMV label (if applicable)
- The total cost of the registration expense that is being claimed
- Payment for the registration in question and the date of the payment

By signing this document, you attest that the information provided on this form and all attached documents are genuine and that you request reimbursement for the expense incurred for the repair covered by this letter.

Claimant's Signature: _____

Please mail this claim form and the required documents to:
TAP Worldwide, LLC
Attn: Recall Parts Assistance
400 West Artesia Boulevard
Compton, California 90220 USA

Reimbursement questions should be directed to the Recall Parts Assistance Department at 1-888-376-1417, or email at recallpartsassistance@4wp.com.