

# IMPORTANT SAFETY RECALL

This notice applies to your vehicle,

**VIN**

- 3H4SS4 [REDACTED]
- 3H4SS4 [REDACTED]
- 3H4SS4 [REDACTED]
- 3H4SS4 [REDACTED]
- 3H4SS4 [REDACTED]

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

EnTrans International has decided that a defect which relates to motor vehicle safety exists in the trailers identified above. This notice is to inform you that on May 14, 2019, EnTrans International notified NHTSA that it would institute a recall on dry bulk trailers that were equipped with stainless steel framing. This recall will affect Heil brand dry bulk trailers with stainless steel framing that were manufactured after April, 2017.

***As a Dealer, it is a violation of Federal law to sell or lease a new motor vehicle or any new or used item of motor vehicle equipment covered by a recall until the defect is remedied.***

**Description of Defect:**

Cracks can develop in the structural members of the front and rear frames. Over time, these cracks could grow, leading to a failure of the structural members. Failure of the structural members may result in a vehicle crash. EnTrans International recommends immediate inspection of the suspect areas and if any cracking is present to contact EnTrans International Warranty immediately using the information supplied below.

If this warning is not heeded, these cracks will grow, and a failure can occur.

**What you should do:**

Repair will involve modifications to the front and rear framing, and repair of any cracking that has occurred. Repair procedures will be completed at no charge to the customer through our dealers and service facilities and/or other service facilities. 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 (Warranty Administration) at EnTrans International, (800)-400-6913 extension 2978 or [warrantyadmin@entransinternational.com](mailto:warrantyadmin@entransinternational.com), and refer to NHTSA Recall # 19V380.

EnTrans will direct you to an applicable service facility nearest your location. Modification will involve adding additional gusseting to the front frame, and a revised crossmember configuration at the rear frame. The modifications will require approximately 4-12 hours of shop time to complete, depending upon extent of repairs needed. Parts and repair instructions will be made available at the time of contact to the service facilities.

If you no longer own the trailer(s), please forward new owner information to EnTrans International by calling (800)-400-6913 extension 2978.

**If you are the lessor of this vehicle, please forward a copy of this notice to the lessee within ten days to comply with federal regulations.**

If your trailer has not been inspected and/or repaired within a reasonable time, or if you have further questions or concerns, contact:

EnTrans International  
Attn. Mark Riggs  
1125 Congress Parkway N., Athens TN 37303  
800-400-6913 extension 2926

If you are 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 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>.

We apologize for any inconvenience this safety recall may cause, but your safety is our first concern.

Sincerely,

EnTrans International