



IMPORTANT SAFETY RECALL RECALL NO. 19E-081

January 2020

Customer
Address
Address

Dear Standen's Customer:

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

IMT Standen's Limited Partnership (Standen's) has decided that a defect which relates to motor vehicle safety exists in certain Taper Trailer Leaf Springs intended for aftermarket installation in dry van, refrigerated or flatbed trailers. We are notifying you because distribution records indicate that you may have purchased one of these products.

What Products are Involved?

This recall involves Standen's Taper Trailer Part Number 355-00 (alternate TRA-2727) with **Lot Number J977E**. Figure 1 below illustrates the Part and Lot Number Identification marks.



Figure 1 Showing Part Number (355-00) and Lot Number (J977E) physically stamped into the ends of each leaf spring. The part may also have a temporary label with Alternate Part Number (TRA-2727).

What is the Problem?

Nonconforming steel supplied by a third-party supplier may have been used in the production of the subject leaf springs. As a consequence, the leaf spring could experience premature failure. If the leaf spring fails, there is a potential for portions of the leaf spring to break off and fall onto the roadway, presenting a road hazard and increasing the risk of a vehicle crash for other road users. If the leaf spring fails, the vehicle operator may notice a reduction in ride quality.



What Should You Do?

Do not use the recalled product in your dry van, refrigerated or flatbed trailers.

If you installed a Standen's Taper Trailer Part Number 355-00 (alternate TRA-2727) with **Lot Number J977E**, you should return the Leaf Spring to the place of purchase for replacement. Standen's will refund the replacement part and reimburse other costs including ground freight and labor at industry standard shop rates under the following guidelines:

1. A photograph is provided showing the replaced part(s) matches **Lot Number J977E** (refer to Figure 1 on page 1 to identify the affected product.)
2. Work is completed by a Licensed Service Provider. The repair will take 2 hours.

Standen's Leaf Springs that do not have Lot Numbers J977E stamped into the part are unaffected by this issue.

Questions or Concerns?

If you have questions or concerns about this recall, please contact Standen's Quality Assurance Representative at Quality@standens.com. If you are unable to obtain a remedy without charge within a reasonable time, you may submit a complaint to: 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>.

Standen's is taking this action in the interest of your safety and satisfaction with our products. We apologize for any inconvenience and thank you for your attention to this matter.

Sincerely,

Quality Assurance
IMT Standen's Limited Partnership (Standen's)