

Safety Recall Incorrectly Installed Axles: Draft Owner Letter

IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
With Federal Law



This notice applies to your vehicle 56ZL2U [REDACTED]

Safety Recall: Incorrectly Installed Axles

Vehicle Affected: R250 Container Trailer

National Highway Traffic Safety Administration (NHTSA) Recall Number: 19V321

Dear R250 Container Trailer owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. LDJ Manufacturing, Inc. has decided that a defect which relates to motor vehicle safety exists in certain R250 Container Trailers.

What is the concern?

A manufacturing concern has been identified with axles and axle spring seats installed on R250 Container Trailers. Some trailers have not been manufactured correctly with a risk of the brakes working improperly on impacted trailers. If repairs are not made, the defect can cause a crash without warning. LDJ Manufacturing, Inc. recommends that owners not operate the trailer until the necessary repair has been performed.

What will LDJ Manufacturing, Inc. and your authorized LDJ Manufacturing, Inc. trailer dealer do?

LDJ Manufacturing, Inc. is carrying out a recall on the trailers mentioned above. An authorized LDJ Manufacturing, Inc. trailer dealer will ensure the axle is installed properly and will weld the axle spring seat to the axle if necessary. There will be no charge for this repair under this program.

What should you do?

LDJ Manufacturing, Inc. will repair the defect without charge to the owner of the trailer. To have your trailer repaired, contact the dealer where the trailer was purchased, inform them that you received a copy of this notice, provide your vehicle identification number (VIN), and request a service date to complete the work required under this recall.

If repairs need to be made through service facilities other than the dealer where the trailer was purchased, please contact Ryan Baarada, whose contact information is located at the end of this letter who will provide a technical service bulletin to the service facility conducting the repairs

with instructions describing the modifications needed to correct the defect and reimbursement instructions for the repairs required. LDJ Manufacturing, Inc. strongly recommends that R250 Container trailer owners have repairs completed only at facilities with welders experienced and knowledgeable in making axel weld repairs.

How long will it take?

Repairs for the R250 Container trailers are available immediately as no new parts are needed to make the repairs. Repairs will be reimbursed for up to 5 hours of labor per trailer being corrected.

What if you have already paid to have repairs completed at another location?

If you have paid to have the defect on your R250 Container Trailer repaired prior to receiving this letter, you may be eligible for reimbursement through LDJ Manufacturing, Inc.'s program for reimbursing pre-notification remedies for repairs related to this defect. For more information, please reach out to Ryan Baarada for information on how you can be reimbursed for repairs you have paid out to remedy these matters. Prior repairs will be reimbursed for up to 5 hours of labor per trailer being corrected.

Attention Leasing Agencies:

If you are the owner of an R250 Container Trailer who is leasing the trailer to another individual using the trailer, federal regulations require that any vehicle lessor receiving this notice must forward a copy of the Owner Letter to the vehicle lessee within ten days.

What should you do if you have further questions?

If you have any questions or concerns, please contact the Service Manager at your authorized LDJ Manufacturing, Inc. dealer for assistance. If you have any queries or concerns that your local dealer cannot address, please contact Customer Product Support and Quality Inspector Ryan Baarda at: 866.535.7667 toll-free or 641.620.4037 direct, or email ryanb@thundercreek.com.

If you have the need to contact LDJ by mail, please use the following address:

LDJ Manufacturing, Inc.
ATTN: Ryan Baarda
1833 IA-163
Pella, IA 50219

If after having attempted to take advantage of this recall you believe you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit a complaint to 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>.

Sincerely,

Ryan Baarda
Product Support & Quality Inspector