



November XX, 2019

IMPORTANT SAFETY RECALL NOTICE

OWNER ADDRESS

Attention: Mr. XX

Re: Defect Notice by Manac Inc. and Manac Trailers USA Inc. (collectively "Manac") – NHTSA Recall #19V607
Defect relating to twistlocks affixed to Manac flatbed semi-trailers

This notice is sent to you in accordance with the requirements of the *National Traffic and Motor Vehicle Safety Act*. Manac has decided that a defect which relates to motor vehicle safety exists in certain Manac flatbed semi-trailers registered in the US, all of which were manufactured by its facility in Oran, Missouri (United States) (the "Affected Units").

! I M P O R T A N T !

- Your Manac flatbed semi-trailers listed in *Appendix A* are being recalled
- You should contact our customer service at 1 (800) 463-1628 or by email at warranty@manac.com as soon as possible to coordinate the modification of your units.

SEE APPENDIX A FOR THE LIST OF YOUR AFFECTED UNITS

Description of defect and risk to motor vehicle safety:

The defect consists of the potential non-compliance of a certain twistlock securing configuration when installed on a stand-alone basis, specifically Buffers USA Twistlock Model 3600-HA, for the transport of intermodal container, as required by regulation.

Depending, amongst other things, on the weight and distribution of the container loaded on the trailer, the securing twistlock configuration (Buffers USA Model 3600-HA) installed on the Affected Units, which does not comprise a secondary lock, may unintentionally rotate to the unlocked position and become ineffective in retaining the intermodal container on the trailer, potentially causing the container to become unstable, slip, tip or detach from the flatbed, therefore increasing the potential risk of cargo damage or loss, crash, property damage or loss, bodily injury and death.

Precautions you should take:

Owner/operators should immediately proceed with a visual inspection of their Affected Units for any indication that the twistlock cargo securing configuration is damaged, weakened or deformed, or that it show signs of evident wear and tear. Any such occurrences should be immediately reported to Manac and attended to. Operators of Affected Units must ensure that the twistlock used to secure a container is in a locked position at all times while transporting such container.



Remedial actions/measures:

Manac is providing no-cost permanent remedy kits to proceed with the cargo securing configuration modification which mainly consists of the addition of a Buffers USA Swing Latch Assembly (Model 1101-3600-HA-18-SL) as a secondary lock to ensure that the 3600-HA Twistlock of Buffers USA does not rotate to the unlocked position.

Please contact Manac at 1 (800) 463-1628 or via warranty@manac.com to make arrangements for the repair of your Affected Units in a repair facility suitable to your operating region. Repair instructions and required replacement parts, as appropriate, will be provided to each approved facility proceeding with the repair. Manac is conducting a voluntary safety recall at no charge to the owners, and all parts and agreed to labour will be at no cost to the owner.

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. Also, if you are no longer the owner of the Affected Units, please provide Manac with the contact information of the current owner(s).

If you have already paid to have your trailers repaired in relation with the present recall, you may be eligible for reimbursement of the charges you paid for the repair. To learn more about what you need to do to obtain reimbursement, call Manac customer service 1 (800) 463-1628.

Complaints:

If, after having attempted to take advantage of this recall, you believe you have not been able to have your Affected Units 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>.

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

Please do not hesitate to contact us if you have any questions regarding the foregoing.

Sincerely,

MANAC NC.

NHTSA RECALL #19V607

**APPENDIX A – LIST OF VIN NUMBERS FOR MANAC TRAILERS
AFFECTED BY RECALL**

The VIN numbers of your Affected Trailers involved in the recall are the following:
