

IMPORTANT SAFETY RECALL 20V-021

Date: 01/24/20
To: WT5C/WT5CSG Water Trailer Owners
From: Multiquip Product Department
Subject: Safety Chains — **INSPECTION REQUIRED**



Dear Multiquip Customer,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Multiquip has decided that a defect which relates to motor vehicle safety exists in certain model year 2019 WT5C trailers. The trailer safety chains may be too short to properly connect to a tow vehicle.

Our records indicate that your company purchased one or more WT5C or WT5CSG Water Trailers. We are asking owners of these trailers to immediately inspect the connection points of the trailer's safety chains. A limited number of Water Trailers were shipped with mounting points that result in safety chain length that is inadequate for and may interfere with proper tow operation. Continued use of affected trailers without the inspection and, if applicable, corrective action could result in damage to the water trailer and/or tow vehicle. **Failure to properly connect safety chains may result in death or serious injury if the trailer uncouples from the tow vehicle during operation.**

The safety chains will be relocated free of charge.

The accompanying Service Bulletin details the inspection procedure and corrective actions, if required. No action is needed if the trailer safety chains are connected to the V-rings as shown in the Service Bulletin.

WARNING: Failure to perform this corrective action on affected trailers may result in inadequate safety chain performance and damage to the trailer and/or tow vehicle. Failure to properly connect safety chains may result in death or serious injury if the trailer uncouples from the tow vehicle during operation.

If you no longer own this trailer, please contact Multiquip to provide the new owner information. Multiquip will then contact the new owner.

Your prompt attention to this matter is appreciated. If you have questions, please contact the Multiquip Technical Support Department at 800-478-1244 or techsupport@multiquip.com.

PARTS ORDERING INFORMATION

You must place a parts order with the Multiquip Parts Department to ensure proper shipment.

- Upon placement of the order, the parts needed will be shipped to you.
- Use Multiquip's SmartEquip™ Online Parts Order System for faster service.

WARRANTY INFORMATION

Campaign: Reference No. WT20191031

File your claim online via E-Warranty at <http://service.multiquip.com/warranty-support.html> or contact our warranty department for assistance at 800-421-1244.

Labor Allowance: 0.25 hour total flat rate for relocation of safety chains.

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