



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

August 31, 2021

Mr. Bud Reitnouer  
Reitnouer, Inc.  
4001 Reading Crest Avenue  
PO Box 13069  
Reading, PA 19612

NEF-107MR  
21V-655

**Subject:** Steering Arm May Detach

Dear Mr. Reitnouer:

This letter serves to acknowledge Reitnouer, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

REITNOUER TRAILERS/REITNOUER TRAILERS/2017-2019

**Mfr's Report Date:** August 23, 2021

**NHTSA Campaign Number:** 21V-655

**Components:**

STEERING  
STEERING:LINKAGES:KNUCKLE:SPINDLE:ARM

**Potential Number of Units Affected:** 264

**Problem Description:**

Reitnouer, Inc. (Reitnouer) is recalling certain 2017-2019 Steer Axle trailers equipped with Dexter Ingersoll Smart-Steer self-steer axles. The steering arm may detach from the steering knuckle during certain low-speed, high-side loading maneuvers.

**Consequence:**

A detached steering arm may cause a loss of steering control. In addition, attachment hardware may fall and become a road hazard. Both of these scenarios can increase the risk of a crash.

**Remedy:**

Dealers will inspect the steering arm and apply welds, free of charge. Owner notification letters are expected to be mailed in September 2021. Owners may contact Reitnouer's customer service at 1-610-929-4856.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.nhtsa.gov](http://www.nhtsa.gov).

Please ensure the following requirements are met:

As required in Part 573.6(c)(6), in the case of a defect, please provide a chronology of all principal events that were the basis for the determination that the defect related to motor vehicle safety, including a summary of all warranty claims, field or service reports, and other information (such as the numbers of deaths and/or injuries), with their dates of receipt.

AMENDED 573 REQUIRED.

An identification and description of the risk to motor vehicle safety reasonably related to the defect or noncompliance (49 CFR 573.6 (c)(5)). All filings should state an increased risk of either a crash, injury or fire.

AMENDED 573 REQUIRED.

Your company's program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of your company's notification of owners, purchasers and dealers, in accordance with § 573.13. Your company's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by § 573.13 that is not in a general reimbursement plan shall be submitted in your company's report to NHTSA. If your company submits one or more general reimbursement plans, your company shall update each plan every two years (§ 573.13). If the vehicles are new and would be covered under the manufacturer's warranty program, please state that in the remedy section of your filing.

AMENDED 573 REQUIRED.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Reitnour, Inc.'s contact for this recall will be Michelle Rice who may be reached by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement