



Terran Axle
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Westchester, IL 60154
P: (312) 741-3848

IMPORTANT SAFETY RECALL

This notice applies to your <Trailer Manufacturer> Trailer

July __, 2021

<Customer Name>

<Customer Address>

<City>, <State> <Zip>

Dear Trailer Owner:

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

Terran Axle, manufacturer and supplier of the axle(s) on your <Trailer Manufacturer> trailer, has decided that a defect which relates to motor vehicle safety may exist with the axle(s) installed on your trailer.

! IMPORTANT !

Your trailer falls within the recall population.

You should immediately schedule an appointment with your dealer to have your trailer inspected and, if necessary, repaired.

Why is a recall being conducted?	Terran Axle has determined that a certain number of spindle nuts in trailer axles manufactured between February 5, 2021 and June 21, 2021 were not sufficiently tightened at our factory. From our investigation, in the assembly of certain axles in our factory, spindle nuts were not torqued to prescribed standards resulting in insufficiently torqued (loose) spindle nuts. Insufficiently torqued spindle nuts may lead to higher than normal axle vibration possibly resulting in overheated bearings and bearing failure as well as potential smoking of the axle from friction and improper tire wear and wheel performance. Axle, tire or wheel failure may affect vehicle stability or control, increasing the risk of a crash.
What are we doing about the problem?	Terran Axle has authorized your trailer dealer to inspect the trailer axles to ensure that the spindle nut is properly tightened. The trailer dealer will ensure that the spindle nuts are properly torqued.
What should you do?	Please contact your trailer dealer without delay and request a service date for inspection and any necessary repair related to this recall.

How long will the inspection and any necessary repair take?	The time required to inspect your trailer axles and perform any necessary repair is approximately one hour. However, due to scheduling requirements, your trailer dealer may need your trailer for a longer period of time. This remedy will take approximately one hour to complete, and will be completed free of charge.
What if I no longer own the trailer?	If you no longer own the trailer, please notify your trailer dealer as soon as possible. We appreciate your assistance in locating the current trailer owner. You received this notice because you are identified as the original purchaser.
Who should you contact if you have further questions?	If you have difficulties scheduling your vehicle service or need other assistance, please contact Terran Axle directly at (312) 741-3848.
What if you previously paid for an axle repair?	If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this recall performed to ensure that the correct procedures were followed. You may be eligible for a refund from a previously paid repair. Refunds will be provided for services related to any insufficiently torqued spindle on your axle(s).

To determine if your trailer has axles subject to this recall, please check for a Terran Axle sticker affixed to the centerpoint of each trailer axle beam connecting the wheels of your trailer. If there is no Terran Axle sticker, then your trailer was not constructed with Terran Axle products and is not subject to this recall.

If you see the Terran Axle sticker affixed to your trailer axle beam, please proceed with the instructions for the recall in this letter.

CAUTION: Please review the trailer owner's manual for safety precautions to follow when crawling under your trailer.

In the event your trailer dealer is not within reasonable proximity of your location, please contact our Customer Service Team at (312) 741-3848 to assist with scheduling your axle inspection and repair at a more conveniently located trailer servicer.

If you are still having difficulty getting your trailer repaired in a reasonable time or without charge, you may write 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 www.safercar.gov.

If we can assist you further, please contact the Terran Axle Customer Service Team at (312) 741-3848. If you prefer to contact us via email, please email us at service@terranaxle.com.

We appreciate your attention to this important matter.

Terran Axle Customer Service Team