



950 Interstate Hwy 30 E
Mt. Pleasant, Texas 75455-7711
Phone (903) 575-0300

IMPORTANT SAFETY RECALL

This notice applies to your motor vehicle equipment,

VIN _____ 16V1D1' _____

Date: 31-MAY-22

Safety Recall Number: 22V229

Subject: Recall for inspection of RAM Coupler for potential incomplete welds

Dear Big Tex Model 50SR/70SR Trailer Owner:

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

Big Tex Trailer Manufacturing, LLC (Big Tex), has concluded that a defect, which relates to motor vehicle safety, exists in certain 2200 Big Tex Models (50SR & 70SR). Based on information supplied by Pacific Trailer Products, Inc. as part of NHTSA Recall 22E-003, the bottom portion of the coupler may not have been completed welded. Trailer separation from a tow vehicle can increase the risk of a crash.

Your trailer has been identified as one that is included in this recall. You are advised **not to use the trailer for any purpose and to immediately contact Big Tex to schedule the required inspection and potential coupler replacement (only performed if the inspection fails)**. Please contact **Big Tex Warranty Team by phone at (800) 575-0300 ext. 2335 or by email warranty@bigtextrailers.com immediately** to schedule the inspection.

The defect will be remedied by your authorized Big Tex dealer or representative by inspecting the coupler for the presence of incomplete welds. If the inspection fails (i.e., welds are incomplete) the dealer will replace the coupler. The inspection will take approximately 15 minutes to perform and if the inspection fails, the coupler will be replaced, which will take about an hour and a half to complete. However, additional time may be required depending on how dealer appointments are scheduled and processed. To make the appointment to schedule the necessary inspection and potential axle replacement, **which will be performed at no charge to you**, please do the following:

Call Big Tex Trailer Manufacturing, LLC **toll free at (800) 575-0300 ext. 2335 or by email warranty@bigtextrailers.com** for the location of your closest Big Tex dealer, or authorized representative, who will perform the inspection and potential coupler replacement. You should



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call the same number if you have any problem obtaining the needed repair. **DO NOT USE THE TRAILER FOR ANY PURPOSE.**

If you had the coupler replaced before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information contact Big Tex at **(800) 575-0300 ext. 2335** or by email warranty@bigtextrailers.com.

Upon completion of the necessary inspection and potential coupler replacement, the dealer or Big Tex authorized representative will notify Big Tex Trailer Manufacturing, LLC that your trailer has been inspected and if it required the coupler to be replaced or not.

If you no longer own the subject trailer, please provide Big Tex with the new owner's information (if known), either by mail to the address listed above, via email warranty@bigtextrailers.com or by fax to (903) 575-1902. If the new owner information is unknown, simply notify Big Tex that you no longer own the subject trailer.

If you believe that Big Tex Trailer Manufacturing, LLC has failed or is unable to remedy the potential defect without charge within a reasonable time, you may submit a complaint to:

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
Washington, DC 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>

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We regret any inconvenience, which this action may cause you. This program is being carried out to ensure your safety.

Your prompt attention to this important matter is appreciated.

Sincerely,
Big Tex Trailer Manufacturing, LLC