



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 [REDACTED]

Date: 9/9/22

Safety Recall Number: 22V-498

Subject: Recall for Inspection of Spare Tire Mount on Big Tex 16GN Gooseneck Trailers

Dear Big Tex 16GN Gooseneck 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 2003 - 2023 Big Tex 16GN Gooseneck trailers. It has been determined that during normal use the spare tire mount can fatigue and cause the spare tire to separate from the trailer. In the event of a separation, there is an increased risk of property damage, personal injury or death.

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 spare tire mount replacement or repair.** Please contact **Big Tex Warranty Team** by phone at (844) 293-9202 ext. 2335 (West Coast) or at (844) 233-1728 ext. 2131 (East Coast) or by email warranty@bigtextrailers.com immediately to schedule the inspection/repair.

The defect will be remedied by your authorized Big Tex dealer or representative by inspecting the spare tire mount. If the inspection warrants, the dealer will repair/replace the mount accordingly. The inspection will take approximately 15 minutes to perform and if, necessary, the mount will be repaired/replaced. Repair times are estimated at 2 hours or less. 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 repair, **which will be performed at no charge to you**, please do the following:

Call Big Tex Trailer Manufacturing, LLC toll free at (844) 293-9202 ext. 2335 (West Coast) or at (844) 233-1728 ext. 2131 (East Coast) 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 spare tire mount repair/replacement. You should call the same number



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

If you had the spare tire mount 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 Trailer Manufacturing, LLC toll free at (844) 293-9202 ext. 2335 (West Coast) or at (844) 233-1728 ext. 2131 (East Coast) or by email warranty@bigtextrailers.com.

Upon completion of the necessary inspection and potential mount repair/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 spare tire mount to be repaired/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](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