



## IMPORTANT SAFETY RECALL

This notice applies to your motor vehicle equipment,

VIN \_\_\_\_\_

Date: \_\_\_\_\_ 11-29-22 \_\_\_\_\_

Safety Recall Number: 22V738

Subject: Recall for Inspection of Axles on Contract Manufacturer, LLC - Orange Line Trailer Models: TH10-20BK4CR, TU10-20BK4CR, EQ14-17+3, and EQ16-17+3

Dear Orange Line Trailer Owner:

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

Contract Manufacturer, LLC (CM), has decided that a defect which relates to motor vehicle safety, exists in the certain 2023 Orange Line TH10-20BK4CR, TU10-20BK4CR, EQ14-17+3, and EQ16-17+3 trailer models. It has been determined that the axle installed on the trailer may not be rated as high as the stated GVWR of the unit. In the event the axle max GVWR is less than the trailer's stated GVWR, 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 Orange Line to schedule the required inspection and potential axle replacement.** Please contact the **Orange Line 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@orangelinetrailers.com](mailto:warranty@orangelinetrailers.com) immediately to schedule the inspection/repair.

The defect will be remedied by your authorized Orange Line dealer or representative by inspecting the axle. If the inspection warrants, the dealer will replace the axle accordingly. The inspection will take approximately 15 minutes to perform and if, necessary, the axle will be 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 Contract Manufacturer, LLC toll free at (844) 293-9202 ext. 2335 (West Coast) or at (844) 233-1728 ext. 2131 (East Coast) or by email [warranty@orangelinetrailers.com](mailto:warranty@orangelinetrailers.com) for the location of your closest Orange Line dealer, or authorized representative, who will perform the inspection and potential spare tire mount repair/replacement. You should 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 axle(s) 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 Contract Manufacturer, LLC **toll free at (844) 293-9202 ext. 2335 (West Coast) or at (844) 233-1728 ext. 2131 (East Coast) or by email [warranty@orangelinetrailers.com](mailto:warranty@orangelinetrailers.com)**.

Upon completion of the necessary inspection and potential axle replacement, the dealer or Orange Line authorized representative will notify Contract Manufacturer, LLC that your trailer has been inspected and if it required the axle be replaced.

If you no longer own the subject trailer, please provide Contract Manufacturer, LLC with the new owner's information (if known), either by mail to the address listed above, via email [warranty@orangelinetrailers.com](mailto:warranty@orangelinetrailers.com) or by fax to (903) 575-1902. If the new owner information is unknown, simply notify Contract Manufacturing that you no longer own the subject trailer.

If you believe that Contract Manufacturer, 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,

Contract Manufacturing, LLC  
Orange Line Trailers