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## IMPORTANT SAFETY RECALL

Date: 1/26/2024

Customer Name

Customer Address

City, State, Zip Code

Attn: Safety Compliance Officer

Re: SAF-HOLLAND Safety Recall 23E-045; Vanguard Recall 23V-497

This notice applies to your vehicle, VIN: Per attached Spreadsheet Listing (per customer)

Dear Valued Customer,

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

Vanguard had decided that a defect, which relates to motor vehicle safety, exists in certain 2022 and 2023 model Dry Van & Refrigerated Van trailers equipped with SAF-Holland's Tire Pilot Plus (TPP) Tire Inflation system.

Trailers equipped with Tire Pilot Plus - Electronic Regulator Control Unit Assembly tire pressure regulation system (TPRS) may experience unintended loss of pressure of all 8 tires while traveling at speeds higher than 45 mph increasing the risk of a crash. This loss of pressure event occurs only on the Tire Pilot Plus - Electronic Regulator Control Unit Assembly that was launched by SAF-HOLLAND in late 2022.

You were first notified of this issue in July 2023, in the form of an interim notification letter.

This directed the disabling of the Tire Pilot Plus inflation system on the affected units.

SAF-Holland has advised us that their permanent remedy for this issue is now available.

The steps to follow outline how to receive and install the Permanent Remedy provided by SAF- Holland as detailed in their service bulletin, **XL-AA20131SB-en-US**. Included herein.

This updated communication is intended to:

1. Provides instructions about how to receive the repair kit that is the permanent remedy for this issue. Please see the attached service bulletin, XL-AA20131SB-en-US.
2. Provides a listing of VIN numbers from our sales records for the effected TPP units requiring remedy and remedy type.
3. Advise SAF Holland with all appropriate costs to implement this permanent remedy.

What is the Remedy:

1. The remedy to SAF Holland's NHTSA Recall 23E-045 / Vanguard Recall 23V-497 is to:

- 1) Replace Tire Hoses.
- 2) Replace the ECU Harness.
- 3) Update ECU - Controller programming.

This remedy will take approximately 1 hour to complete.

How to receive recall services:

Customers will be able to work with the SAF-Holland Warranty team to receive replacement parts at no cost and request support and guidance on how to schedule the repair.

Please contact the SAF-Holland Warranty Team customer service at {1-800-767-6967} or e-mail them at [service@safholland.com](mailto:service@safholland.com) to file your claim or if you have any questions or concerns about this recall.

If you do not receive recall services to remedy this defect without charge, or within a reasonable amount of time, you may submit a written complaint to:

Administrator, National Highway Traffic Safety Administration, 1200 New Jersey AVE SE, Washington DC 20590.

You may also call the toll-free Vehicle Safety Hotline @ 1-888-377-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

If you are a Lessor, federal law requires that you forward a copy of this safety recall notice to the Lessee within 10 days.

We regret any inconvenience that this situation may cause you.

Vanguard and SAF-HOLLAND want to assure you that we are concerned about customer safety and your continued satisfaction with our products.

Sincerely,  
Mitchell A. Robbins

Warranty Manager  
Vanguard National Trailer & CIMC Reefer Trailer, Inc.

Enclosed: Listing of Customer's VIN#'s, SAF-Holland Publications **XL-AA20131SB-en-US** – Tire Pilot Plus Recall Reactivation/Upgrade, and **XL-AA20132BM-en-US** Installation Instructions