



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

April 3, 2024

Ms. Cathy Henigan
Corporate Paralegal
Big Tex Trailer Manufacturing, Inc.
14131 Midway Road
Suite 1000
Addison, TX 75001

NEF-107HG
24V-243

Subject: Improperly Installed Hub Oil Seal May Leak Oil

Dear Ms. Henigan:

This letter serves to acknowledge Big Tex Trailer Manufacturing, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

BIG TEX/25GN/2024
BIG TEX/25PH/2024
BIG TEX/3XGN/2024
BIG TEX/3XPH/2024

Mfr's Report Date: March 29, 2024

NHTSA Campaign Number: 24V-243

Components:

POWER TRAIN:AXLE HUBS

Potential Number of Units Affected: 112

Problem Description:

Big Tex Trailer Manufacturing, Inc. (Big Tex Trailer) is recalling certain 2024 25GN, 25PH, 3XGN, and 3XPH trailers. The oil seals may have been improperly installed, which can cause oil to leak onto the brake system.

Consequence:

Oil leaking onto brake components can reduce braking ability and increase the risk of a crash.

Remedy:

Dealers will inspect and replace the hub seals as necessary, free of charge. Owner notification letters are expected to be mailed May 24, 2024. Owners may contact Big Tex Trailer customer service at 1-800-594-5637.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.nhtsa.gov.



Please ensure the following requirements are met:

As required in Part 573.6, please amend the chronology to provide a summary of all warranty claims, field or service reports, and other information (such as the numbers of deaths and/or injuries), with their dates of receipt. If claim count exceeds 10 claims, please provide the total number of claims, and a receipt date range for those claims.

AMENDED 573 REQUIRED.

Your company's program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of your company's notification of owners, purchasers and dealers, in accordance with § 573.13. Your company's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by § 573.13 that is not in a general reimbursement plan shall be submitted in your company's report to NHTSA. If your company submits one or more general reimbursement plans, your company shall update each plan every two years (§ 573.13). If the vehicles are new and would be covered under the manufacturer's warranty program, please state that in the remedy section of your filing.

AMENDED 573 REQUIRED.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Big Tex Trailer Manufacturing, Inc.'s contact for this recall will be Hensly Guerra who may be reached by email at hensly.guerra1@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement