



IMPORTANT SAFETY RECALL

DATE: April 16, 2024
TO: Big Tex Trailers Dealers
SUBJECT: **Safety Recall Campaign – 24V243**

Big Tex Trailer Manufacturing, LLC (“Big Tex Trailer”) has decided that a defect which relates to motor vehicle safety exists in certain 2024 Big Tex trailers, bearing model numbers 25GN, 25PH, 3XGN and 3XPH. It has been determined that certain axles may have oil seals that were improperly installed, which can cause oil to leak onto the brake system. The issue involves certain Lippert axles manufactured between 12.8.2023 and 2.20.2024. Our records indicate your dealership purchased one or more trailers built with axles that fall within the scope of this recall.

Owners will be notified by mail about the recall and will be instructed how to schedule the required inspection and replacement. There is no cost to owners for this recall. **Dealers should immediately notify Big Tex Trailer of the name and address of each person or entity to whom the Dealer has sold or delivered one of the affected trailers.**

Important: Some of the involved trailers may still be in your inventory. **Enclosed is a listing of the affected trailers identified by VIN that our records indicate were shipped to you for which we have not yet received a warranty registration.** For any of these trailers no longer in your inventory, please verify purchaser information for each trailer and provide that information to Big Tex Trailer Manufacturing, LLC as soon as possible. The requested information should be directed to:

Big Tex Trailer Manufacturing, LLC ATTN: Warranty, 950 Interstate 30 East, Mt. Pleasant, Texas 75455, or via email to recall@bigtextrailers.com.

Federal law requires you to complete the recall service on those trailers still in your inventory before retail delivery. You are being provided with detailed work instructions developed by Lippert. These work instructions provide valuable information about this issue and the remedy. Lippert does not require pre-authorization for this work to be performed. Labor allowance for VIN tag inspection is 0.3 hrs. Labor allowance for seal replacement is 0.5 per seal, 1 hour per axle total.

Please be reminded that it is a violation of Federal law for you to sell or lease any of the affected trailers covered by this notification until this recall has been performed on the affected trailer. Substantial civil penalties apply to violations of this law.

If you have questions, please contact the Big Tex Warranty Team at recall@bigtextrailers.com or call 903-575-0300 OPT 8.

Your immediate assistance with this important effort is appreciated.

Big Tex Trailer Manufacturing, LLC