

## IMPORTANT SAFETY RECALL

This notice applies to your vehicle,

VIN



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

EnTrans International DBA Polar Tank Trailer, Heil Trailer International has decided that a defect which relates to motor vehicle safety exists in certain 2017 Polar Tank trailers identified above.

**As a Dealer, it is a violation of Federal law to sell or lease a new motor vehicle or any new or used item of motor vehicle equipment covered by a recall until the defect is remedied.**

### **Description of Defect:**

The defect involves the center circumferential weld on the barrel of the tanker trailer. The weld may not fully penetrate the shell's thickness, which is critical for maintaining the trailer's structural integrity. This lack of weld penetration may result in failure of the weld.

The initial result will be cracking in the seam resulting in a small leak of trailer contents. If undetected or left unrepaired, the crack will propagate and cause structural failure. Owners should remove the trailers from service until the defect is remedied.

If the vehicle is not taken out of service, and if leaking is not detected, it increases the risk of a crash.

### **What you should do:**

EnTrans will direct you to an applicable service facility nearest your location. Repair procedures will be completed at no charge to the customer through our dealers and service facilities and/or other service facilities.

Please contact Warranty Administration at EnTrans International, (800)-400-6913 extension 9 or [warrantyadmin@entransinternational.com](mailto:warrantyadmin@entransinternational.com), and refer to **NHTSA Recall # 24V454**

Modification will involve inspection of the seam, rewelding of the seam, and the addition of additional seam reinforcement. Repair parts and instructions will be available starting 8/1/24. Modifications will require approximately 30 hours of shop time to complete, depending upon the extent of repairs needed.

If you had this repair performed 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 Warranty Administration per the information listed above.

**Important! *If you no longer own the trailer(s), please forward new owner information to EnTrans International by calling (800)-400-6913 extension 9.***

**If you are the lessor of this vehicle, please forward a copy of this notice to the lessee within ten days to comply with Federal Regulations.**

If your trailer has not been inspected and/or repaired within a reasonable time, or if you have further questions or concerns, contact:

EnTrans International  
Attn. Mitch Humphrey  
1125 Congress Parkway N., Athens TN 37303  
800-400-6913 extension 2926

You may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., 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> if you believe that:

- *EnTrans has failed or unable to remedy the defect of noncompliance without charge, or*
- *Within a reasonable amount of time, which is 60 days after the owner's first tender to obtain repair.*

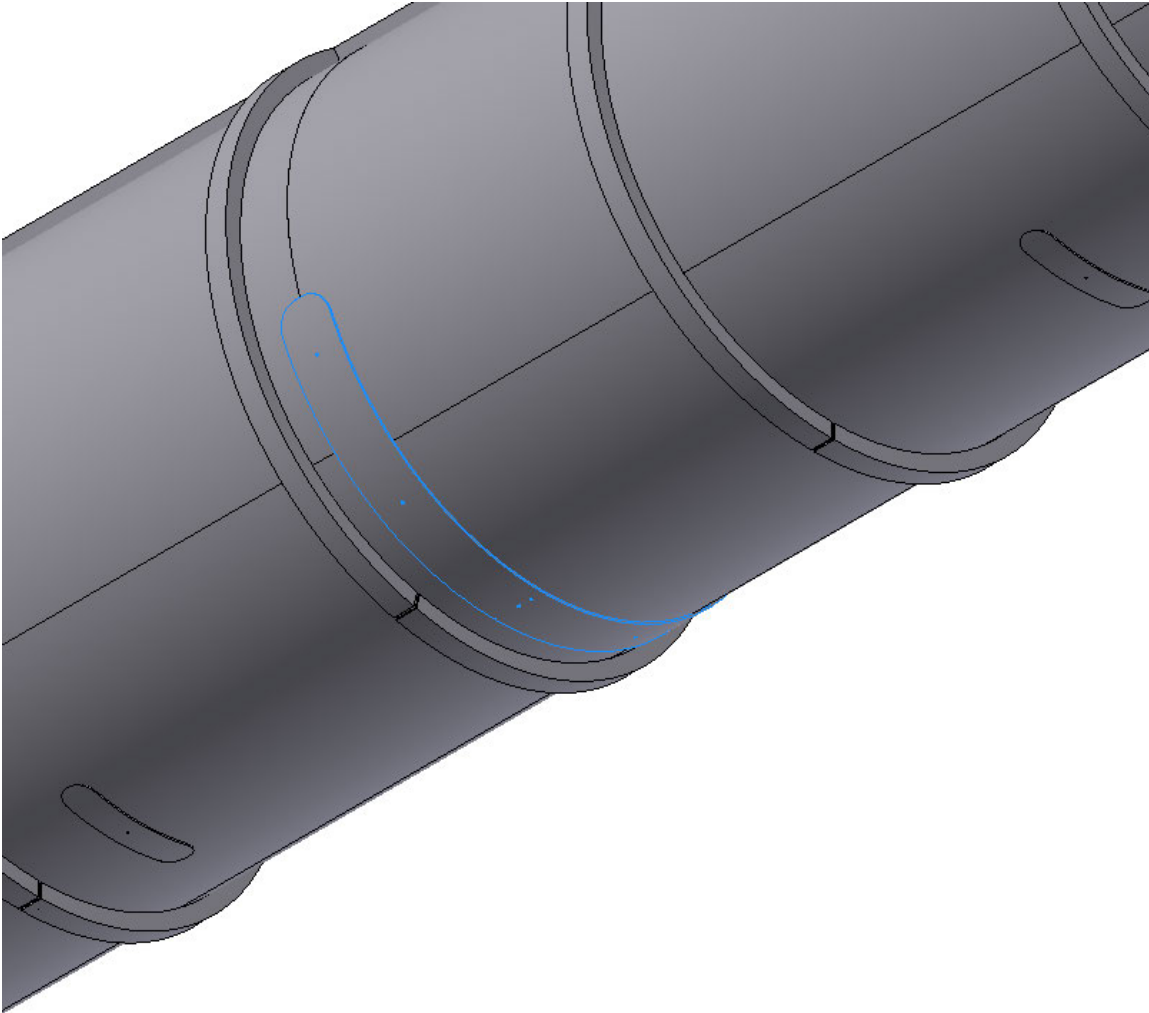
We apologize for any inconvenience this safety recall may cause, but your safety is our first concern.

Sincerely,

EnTrans International

## Circumferential Seam Repair

Repair for cracks developing from partial penetration weld.



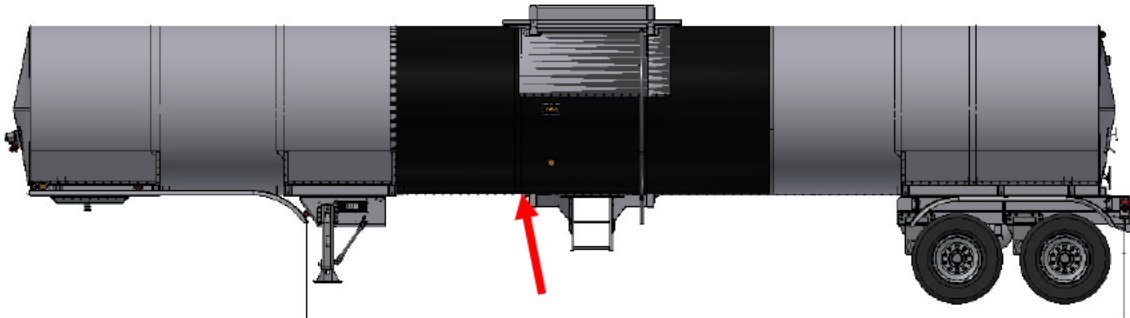
**Prepared by:**

Design Certifying Engineer, CT 16

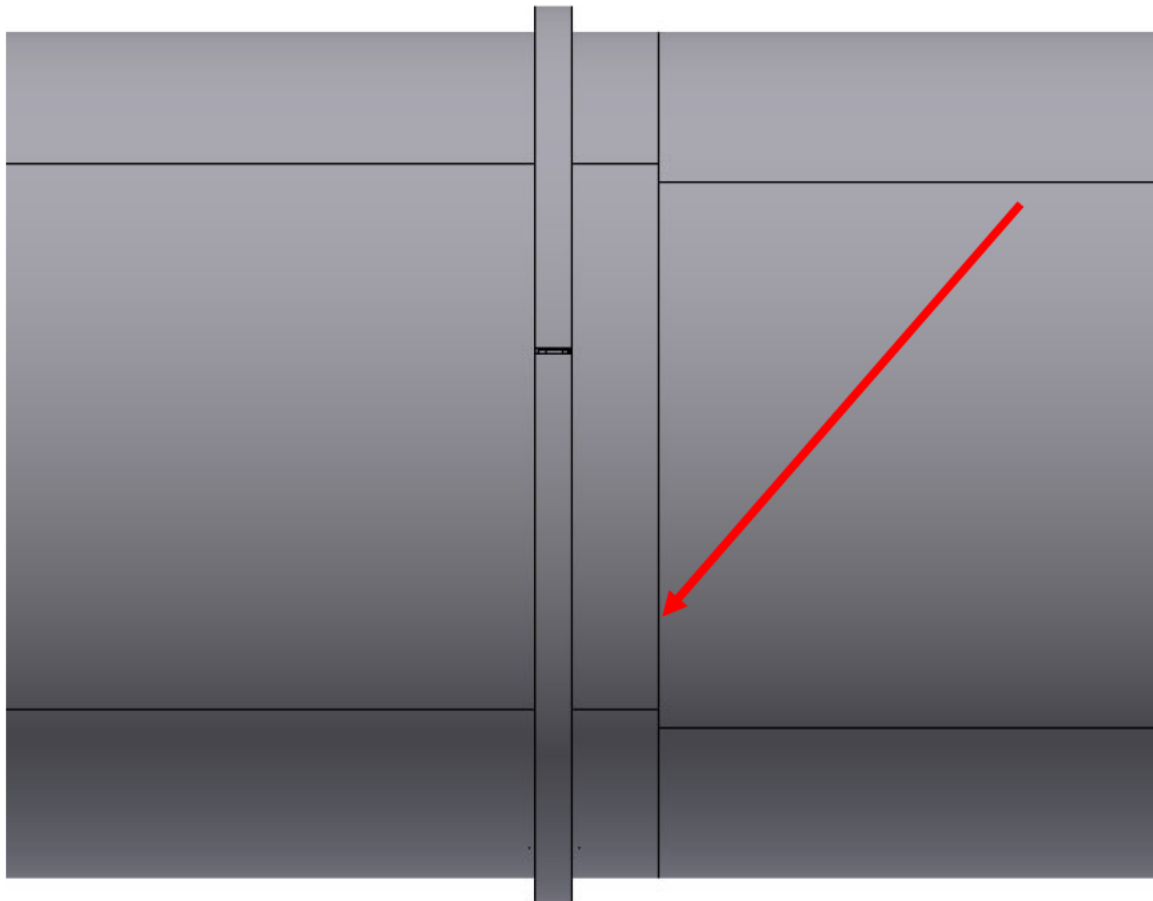
Engineered Transportation International

**Modification**

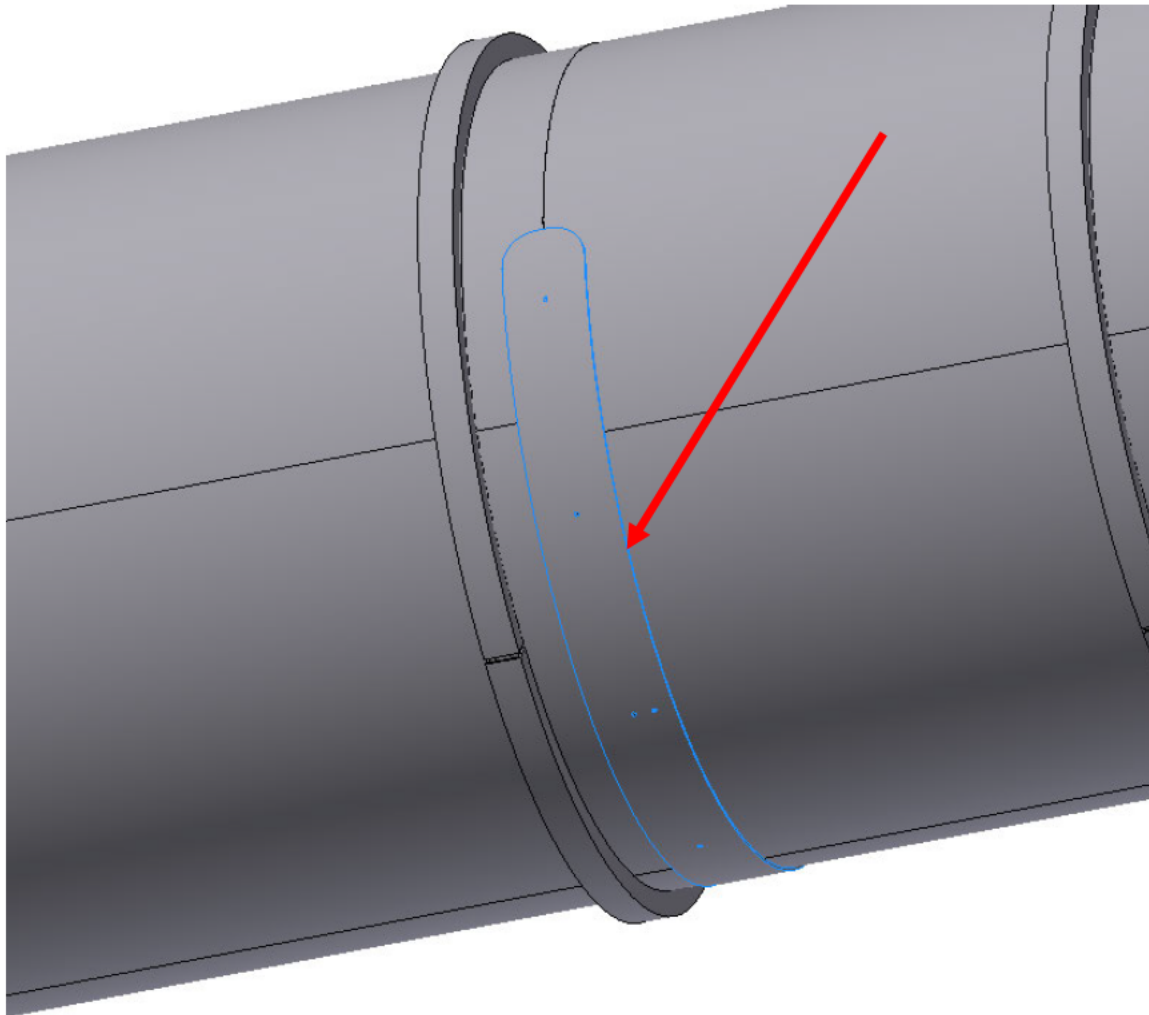
1. Call Warranty Department to advise prior to starting work on the trailer (contact information is listed below). Open up jacking at the belly of the trailer at the circ seam.



2. Inspect circumferential seam for cracks or any sign of leaking on the bottom half of the tank. If any are found document location, take pictures, and send pictures to Entrans Warranty Department (contact information listed below).



3. Weld in repair pad KM16613 over the circ seam. Repairs to any existing cracks must be completed prior to welding the reinforcing pad in place.



4. Close up the jacketing at the center.
5. Inform EnTrans that repair is complete.

**EnTrans Warranty Contact Information:** Warranty Administration at EnTrans International, (800)-400-6913 extension 9 or [warrantyadmin@entransinternational.com](mailto:warrantyadmin@entransinternational.com)