



**IMPORTANT SAFETY RECALL**  
NHTSA Recall No. 24V-243

DATE: 4/29/2024  
TO: [REDACTED]  
VIN: [REDACTED]

Dear Big Tex Trailer Owner:

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

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, increasing the risk of a crash. The issue involves certain Lippert axles manufactured between 12.8.2023 and 2.20.2024.

Your trailer has been identified as one that is included in this recall. You are advised to immediately contact Big Tex Trailer Manufacturing, LLC, or one of its local authorized Big Tex Trailers dealers to schedule an inspection and if necessary, replacement of your axle seal(s). Please contact Big Tex Trailers Warranty Team by phone at (903) 575-0300 OPT 8, or by email [recall@bigtextrailers.com](mailto:recall@bigtextrailers.com) immediately for assistance locating an authorized dealer. You should call the same number if you have any problem obtaining the needed repair.

The noncompliance issue will be remedied at no charge to you by your authorized Big Tex Trailers dealer or representative by inspecting the trailer to determine if it has one or more of the affected seals. If the inspection fails (found to be one of the incorrectly installed seals), the dealer will replace them. The inspection will take approximately 20 minutes to perform and if the inspection fails, the seal(s) will be replaced, which will take an additional 60 minutes, per axle, to complete. However, additional time may be required depending on how dealer appointments are scheduled and processed.

If you had any of the affected seals 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 Big Tex Trailers Warranty at (903) 575-0300 OPT 8, or via email [recall@bigtextrailers.com](mailto:recall@bigtextrailers.com).

Upon completion of the necessary inspection and potential seal replacement, the dealer or Big Tex Trailers' authorized representative will notify Big Tex Trailers Manufacturing, LLC that your trailer has been inspected and if it required any replacement seal(s).

If you no longer own the subject trailer, please provide Big Tex Trailers with the new owner's information (if known), either by mail to the address listed above or via email [recall@bigtextrailers.com](mailto:recall@bigtextrailers.com). If the new owner information is unknown, simply notify Big Tex Trailers that you no longer own the subject trailer.



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If you believe that Big Tex Trailers Manufacturing, 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>

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. Big Tex Trailers is conducting this recall to ensure your safety.

Your prompt attention to this important matter is appreciated.

Sincerely,

Big Tex Trailers Manufacturing, LLC