



July 19, 2024

IMPORTANT SAFETY RECALL

NHTSA Recall # 24V-410

This applies to your vehicles, see attached VIN listing.

Dear Valued Wabash Customer,

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

Wabash has decided that a defect which relates to motor vehicle safety exist in certain 2024 thru 2025 model year Wabash Refrigerated Van Trailers.

Description of Defect:

The baserails installed on certain refrigerated van trailers may become separated from the sidewall while the trailer is being loaded, unloaded, or operated.

Risk to Motor Vehicle Safety:

Separation of the base rail and side wall could compromise the trailer floor. If such separation occurs while the vehicle is in operation, compromises to the floor could cause a shift or loss of cargo and could reduce operator control of the trailer, increasing the risk of a crash.

Precautions You Should Take:

There is no indication that this condition exists without a physical inspection.

Remedy:

We are pleased to inform you that a remedy is available now! Enclosed with this notification is Wabash Technical Bulletin B-24003. The equipment listed within should be remedied per the instructions described in B-24003 by an authorized service provider as soon as practical. This repair should take approximately 30 to 40 hours and will be performed at no cost to the owner. The owner may perform this recall and be reimbursed by Wabash, or you may contact your nearest Wabash Warranty Provider and schedule the repair with them. If you need assistance locating your nearest Wabash Warranty Provider, you may search the link <https://onewabash.com/location-search/locations> or contact the Wabash Warranty Department at 800-247-2548, Monday – Friday, 7:00am – 4:00pm, ET. for personal assistance.

If Already Remedied:

If this repair has been performed at cost to the owner prior to receipt of this notification, the owner 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 the Wabash Warranty Department at 800-247-2548, Monday – Friday, 7:00am – 4:00pm, ET.

For Further Assistance:

If you have additional questions regarding this recall, please contact the Wabash Warranty Department at 800-247-2548, Monday – Friday, 7:00am – 4:00pm, ET.

If after contacting Wabash, you are not satisfied we have done our best to remedy this safety recall without charge and within a reasonable time, you may wish to write to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C. 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 are the lessor of this vehicle, please forward a copy of this notice to the lessee within 10 days to comply with federal regulations.

If you are no longer own of this vehicle:

Wabash would appreciate knowing the name and address of the new owner, if known by you. You can provide such information via email to john.gabriel@onewabash.com and rick.hitch@onewabash.com.

We apologize for any inconvenience caused by this safety recall.

Thank you,

Mike Jones
Corp. Warranty Manager
Wabash National
1000 Sagamore Parkway S
Lafayette, IN 47905

Attachments:

1. Vin Listing
2. Recall Remedy Instructions