

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 ARJH trailers identified above.

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, 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 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