Dealer Recall Work Order Instructions

To help ensure a smooth and efficient recall process, Magic Tilt Trailers has created an electronic system that connects affected retail customers with a participating dealer in their area. This system is designed to simplify customer scheduling, recall service documentation, and dealer reimbursement.

Completing the Recall Work Order

Once the recall service has been completed, scan the QR code below to access the electronic Recall Work Order Form.

Customer Referral & Scheduling

When a retail customer selects your dealership for recall service, you will receive an email containing the customer's contact information and applicable trailer information.

Please contact the customer to schedule a service appointment to complete the required winch post replacement.

If You Are Registered With the Magic Tilt Dealer Portal

Log in to your Dealer Portal account and complete the Recall Work Order Form using the required customer, trailer, and service information.

If You Have Not Registered for the Dealer Portal

We encourage dealers to create an account before performing recall service. To register:

1. Visit www.magictilt.com.
2. Click **DEALER PORTAL** in the upper-right corner of the website.
3. Scroll down and select **CREATE ACCOUNT**.
4. Enter your **Customer ID**, which can be found on any Magic Tilt POD or invoice.
5. Click **VERIFY**.
6. Enter the name of the person who will serve as the primary Dealer Portal administrator.
7. Enter the administrator's email address.

8. Enter a mobile phone number capable of receiving text messages. This number will be used to receive password reset codes.
9. Create and confirm your password.

Accessing the Form Without a Dealer Portal Account

If you choose not to create a Dealer Portal account, you may still access the Recall Work Order Form by scanning the QR code below.

When prompted, enter the following:

Customer ID

Access code: **2161**

Dealer Reimbursement

Once the Recall Work Order Form has been submitted with all required information, Magic Tilt's Finance Department will be notified, and reimbursement will be processed for the completed recall service.

Reimbursement rates are:

- **PWC Single Winch Post Replacement:** $50.00
- **DWC Double Winch Post Replacement:** $100.00

Disposal of Recalled Winch Posts

As outlined in the replacement instructions, **all removed winch posts must be destroyed and may not be reused, resold, installed, or placed back into service in any capacity.**

Please follow all disposal requirements included with the recall service instructions.

Questions or Assistance

If you have questions regarding the recall process, Dealer Portal access, work order submission, or reimbursement, please contact the **Magic Tilt Product Care Team**:

Email: productcare@magictilt.com
Phone: 727-535-5561

When calling, please ask to speak with a member of the Product Care Team.

Thank you for your assistance in completing this recall promptly and helping ensure affected customers receive the required service.