

DECEMBER 31, 2009

SERVICE BULLETIN # TS-0024

**TRACKER.**  
marine

*Jet star*

## SERVICE BULLETIN

**Bulletin Number:** TS-0024

**Subject:** Sidewall cracking on Raised White Letter (RWL) tires.

**Application:** RWL tires manufactured for and supplied to Tracker Marine between January 1, 2007 and September 1, 2009.

**Condition:** The potential exists for surface cracking on the sidewalls for RWL tires supplied to Tracker Marine.

**Labor Code & Time:** **B59 - .25 hour (single-axle trailer)**  
**B60 - .50 hour (tandem axle trailer)**

**Materials Needed:** REPLACEMENT TIRE/WHEEL (Part number will depend on Trailstar model.) See tire/wheel ordering instructions later in the Service Bulletin.)

### DESCRIPTION OF CONCERN:

Jet Star Trailer Tire and Wheel, has discovered that the potential exists for surface cracking on the sidewalls on certain RWL (raised white letter) tires supplied to Tracker Marine, and installed on Trailstar trailers.

### LOCATION OF CONCERN:

Along the surface of the sidewall, in the area of the raised white letters.

### TRACNET VERIFICATION PROCESS:

To verify whether your dealership or customers have potentially affected models, please use the bulletin inquiry on TracNet:

- Obtain the serial number from the trailer.
- Log into TracNet.
- Choose Customer Service.
- Choose Warranty Administration.
- Choose Service Bulletin Inquiry.
- Enter the serial number of the trailer.
- If there are no bulletins for the trailer, no further action is needed.
- If the trailer is potentially affected, you will be provided with a link to the bulletin.

Retail owners of potentially affected units have been notified of this Service Bulletin. They have been provided a toll free number to contact us with questions or concerns. Please feel free to provide this number to customers who ask: **888-258-2920**. We have instructed them to visually inspect their trailer tires and lot code and to contact their dealer if they observe cracking on the sidewalls. If you are aware of any trailers that have been sold but not warranty registered as of the mailing date of this letter, please e-mail Tracker Marine Group immediately at:

[TMGCOMPLIANCE@TRACKERMARINE.COM](mailto:TMGCOMPLIANCE@TRACKERMARINE.COM)

**PLEASE READ ENTIRE INSTRUCTION SET BEFORE PROCEEDING WITH ANY CORRECTIVE ACTION.**

**If you have questions regarding this Service Bulletin, please contact the Warranty/Technical Services Department at 866-378-2529.**

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**VERIFICATION PROCESS:** To verify whether cracking exists on the sidewall of the tire, please perform a visual inspection of the tire to determine if the Service Bulletin is applicable.

To be included in the Service Bulletin, all tires:

- Must be a tire that is marked as Tracker Marine in Raised White Letters. (see diagram for example of RWL)
- Must have a 4-digit date code from 0107 through 3109. (see diagram for location of date code)
- Must have visible cracking on the sidewall of the tire in the area of the Raised White Letters (see diagram for example of cracking).

INSPECTION AREAS - CHECK THE  
SIDEWALL AREAS FOR  
SIGNS OF CRACKING



**FIGURE 1**  
**TYPICAL RWL TIRE**



**FIGURE 2 (BACK OF TIRE)**

**IF NO CRACKING IS PRESENT, THEN THE SERVICE BULLETIN DOES NOT APPLY AND THERE IS NO NEED TO EXCHANGE THE TIRES.**

If cracking is observed, proceed with corrective action on Page 3.

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**CORRECTIVE ACTION:**

If visual inspection verifies that inspected tires are covered by the Service Bulletin then:

1. Verify which tire/wheel will need to be ordered by clicking on the part numbers below and comparing the image to the tire/wheel installed on the trailer. (When verifying the tire/wheel, please consider tire size and wheel type to ensure you order the correct part number.)

30437

60678

60679

129039

129042

**IF YOU ARE A DOMESTIC DEALER, PROCEED WITH STEP 2. IF YOU ARE AN INTERNATIONAL DEALER, SKIP TO SPECIAL INSTRUCTIONS BELOW.**

2. Log on to TracNet and order a replacement tire/wheel(s). ([Click here for ordering instructions.](#))
3. Replace the affected tire/wheel(s).
4. File claim on TracNet using Labor Code B59 - (.25 hour) for a single axle trailer **OR** Labor Code B60 - (.50 hour) for a tandem axle trailer. You will be instructed to return the affected tire/wheel to:

**Tracker Marine  
Materials Receiving Department  
300 Newman Rd.  
Miami, Oklahoma 74354**

**SPECIAL INSTRUCTIONS FOR INTERNATIONAL DEALERS (including Canada):**

1. Contact a warranty/technical services agent and submit, via email, digital photographs of the affected Tire/wheel. The photograph must be clear enough to show the cracks on the sidewall and the lot code. Include the serial number of the trailer in the subject line of the email.
2. After evaluation of the photographs and the determination that the tire/wheel fit the criteria on page 2 of the service bulletin, you will be instructed to replace the affected tire/wheel with a comparable tire/wheel.
3. File claim on TracNet using Labor Code B59 - (.25 hour) for a single axle trailer **OR** Labor Code B60 - (.50 hour) for a tandem axle trailer. Include the following US Dollar amounts to receive credit for the tire/wheel:

**ST175/80D13 - \$ TO BE DECIDED (USD)**

**ST205/75D14 - \$ TO BE DECIDED (USD)**

**YOU MUST ADD THESE VALUES TO THE CLAIM AS MISCELLANEOUS (MISC).**

**PLEASE DISPOSE OF THE AFFECTED TIRE. DO NOT RETURN THE TIRE TO THE U.S.**

**NOTE: JET STAR IS FULLY STOCKED WITH INVENTORY TO RESPOND TO PARTS ORDERS FOR THIS BULLETIN QUICKLY. THERE SHOULD NOT BE A NEED TO PRE-ORDER TIRE/WHEEL(S) IN LARGE QUANTITIES; HOWEVER, IF YOU CHOOSE TO ORDER IN QUANTITY IN ORDER TO SERVICE YOUR CUSTOMERS QUICKLY, PLEASE ORDER NO MORE THEN SIX AT A TIME, AND KEEP YOUR STOCK REPLENISHED AS YOU USE UP THE INVENTORY. IF YOU END UP WITH OVERSTOCK, YOU MAY BE SUBJECT TO FREIGHT CHARGES FOR DELIVERY AND RETURN OF THE OVERSTOCKED ITEMS.**

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