

Service Bulletin

Service Bulletin #TS-0029: Bias Ply Tire Sidewall Cracking

Condition: Sidewalls cracking on bias ply tires

Models Affected: All 2012 and 2013 Trailstar trailers equipped with 13" and 14" bias ply tires.

Labor Time Allowed: .25 HR All Single Axle Trailers
.5 HR All Tandem Axle Trailers

Bulletin Information

DESCRIPTION OF CONCERN:

It has been determined that 2012 and 2013 Trailstar trailers equipped with Trail America 13" and 14" bias ply tires may develop cracks in the sidewalls. This is a cosmetic condition that does not affect the performance of the tire.

Affected tire/wheel assembly part numbers as follows:

171763 and 31278 B78X13C
171764 and 56817 G78X14C
171765 and 56973 ST205/75D14
171766 and 63749 175/8013D

We have sent this notification in the interest of continued satisfaction with our product.

VERIFICATION PROCESS:

Visually inspect tires. If they are cracked, verify 4 digit DOT date code imprinted on back of tire. Enter trailer serial number in the Service Bulletin Inquiry screen in TracNet to verify trailer is included in the bulletin.

CORRECTIVE ACTION:

Corrective action for this condition is replacement of all tire/wheel assemblies on the trailer displaying this condition.

The labor time established allows for replacement of all tire/wheel assemblies on the trailer.

FILING YOUR WARRANTY CLAIM:

File a warranty claim using the labor operation specified for this bulletin to replace the tire/wheel assemblies and any components that may be required to complete the process.

If you have any questions, contact Tracker Marine Group Warranty Department at 866-378-2529.

LIST ONLY LABOR AND/OR COMPONENTS SPECIFICALLY RELATED TO THIS BULLETIN.

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

Visually inspect the tires on the trailer to verify if any require replacement as per the instructions provided in the bulletin prior to securing the trailer on a jackstand.

Begin this process only after the following safety precautions have been followed if jacking up the trailer is required.

- It is recommended to have the trailer on a smooth and level concrete or asphalt surface to perform the corrections.
- Jack up the trailer using a jack of adequate capacity to lift the package. Chock the opposite wheel fore and aft.
- Secure the trailer on a jackstand of adequate capacity to support the package.
- When jacking and using jackstands, place them so as to clear wiring, brake lines, and suspension parts.



Figure 1

Visually inspect the tires on the trailer to verify if any require replacement of the tire. Figure 1 displays the condition on affected tires.



Figure 2

Figure 2 displays the DOT (Department of Transportation) date code found on the back of the tire.

TREDIT TIRE ORDER FORM

TIRE DOT # VERIFICATION	
TRAILER SER #	4TMXXXXXXX
CUSTOMER NAME	Jim Smith
DEALER #	12345
DEALER NAME	Jones Marine
TIRE/WHEEL ASSEMBLY PART #	TIRE PART #
TIRE 1 DOT #	XXXX
TIRE 2 DOT #	XXXX
TIRE 3 DOT #	
TIRE 4 DOT #	
SPARE TIRE DOT # (IF APPLICABLE)	
A PICTURE OF EACH TIRE VERIFYING CONDITION AND DOT # MUST ACCOMPANY EACH TIRE REQUEST	

SHIPPING INFORMATION

DEALER #	12345
DEALER NAME	Jones Marine
CONTACT (FULL NAME)	Bob Jones
STREET ADDRESS	123 Main St.
CITY, ST, ZIP	Anytown, ST 11223
TELEPHONE #	555-555-5555

THIS FORM MUST BE FILLED OUT WITH ALL REQUIRED DATA TO PROCESS THE ORDER

AFTER COMPLETING, PRINT THIS FORM AND FAX TO THE ATTENTION OF LISA CUNNINGHAM

FAX NUMBER 417-873-5036

Figure 3

Figure 3 shows a sample form used to process a request for tire/wheel assemblies. It is imperative this form be complete and accurate for fast and efficient processing of orders.

TIRE/WHEEL ORDERING PROCESS

- Take pictures of each affected tire clearly depicting any cracking of the sidewalls and the DOT date code. The code must be legible. Dealers are not required to return affected tire/wheels.
- Email the pictures to Lisa Cunningham at lcunningham@trackermarine.com. The subject line needs to reference the trailer serial number and Tredit as shown in this example:
4TM1AAE13DB001001 Tredit Order
- Fill out the order form completely and print it.

Any incomplete forms will not be processed.

Click the link below to access the TREDIT TIRE ORDER FORM.

CLICK HERE FOR TREDIT TIRE ORDER FORM

- Fax the completed form to 417-873-5036 to the attention of Lisa Cunningham. Dealers with the capability may opt to scan and email the order form with the pictures.

Tracker Marine Group will review all dealer requests. Upon approval, the request will be submitted to Tredit Tire Company to ship the tire/wheel assemblies to the address on the order form.

Dealers will not be charged for any tire/wheels shipped to them using this process. File for labor only when submitting the warranty claim for this service bulletin.

Any inquiries must reference the trailer serial #.