

Service Bulletin

Service Bulletin #TS-0030: Utility 18 Trailer Fender Clearance

Condition: Tires can rub fenders in heavily loaded conditions

Models Affected: All 2014 Utility 18 Trailstar trailers equipped with ST185/80R13C tires.

Labor Time Allowed: .5 HR

Bulletin Information

DESCRIPTION OF CONCERN:

It has been determined that 2014 Utility 18 Trailstar trailers equipped with ST185/80R13C tires may rub the fenders if the trailer is heavily loaded. This condition is not a safety concern, but can result in accelerated tire wear and create damage to the painted finish of the fenders.

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

VERIFICATION PROCESS:

Visually inspect tires to determine if the trailer is equipped with ST185/80R13C tires.

CORRECTIVE ACTION:

Corrective action for this condition is replacement of both tire/wheel assemblies on the trailer with ST175/80R13D tire/wheel assemblies. Replacement of the serial tag and tire information placard is required due to the tire specification identified on these labels. The labor time established allows for replacement of both tire/wheel assemblies, the serial tag, and the tire size placard on the trailer.

CONSUMER NOTIFICATION:

All warranty registered retail consumers that have purchased trailers with the affected production dates (have been/will be) notified of this bulletin by first class mail. If you are aware of any affected units that have been sold, please notify our warranty department to pursue corrective action.

FILING YOUR WARRANTY CLAIM:

File a warranty claim using the labor category specified for this bulletin to replace the tire/wheel assemblies, serial tag, and tire size placard on the trailer.

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.

SERIAL NUMBER LIST AND INSTRUCTIONS

The following pages contain the total affected serial number list.

The serial number list is every unit potentially affected relating to this bulletin. The list is in ascending numerical sequence by dealer number.

Locate your dealer number to find all potentially affected units shipped to your dealership.

Location “1” indicates dealer inventory.

Location “2” indicates retail sold.

A copy of the letter sent to all registered retail customers is provided for your information.

UTILITY 18 TRAILER

SERIAL # LIST

DEALER	LOC	SERIAL #	CUSTOMER NAME	DEALER	LOC	SERIAL #	CUSTOMER NAME
5959	2	4TM17TF1XEB001040	MATTHEW CRIBBS	92197	1	4TM17TF12EB001145	
47048	1	4TM17TF15EB001074		92197	1	4TM17TF19EB001031	
63020	1	4TM17TF10EB001015		92197	1	4TM17TF19EB001109	
63020	1	4TM17TF18EB001036		92197	2	4TM17TF10EB001113	ROBIN CHISHOLM
91042	2	4TM17TF10EB001094	ROBERT L LANE 111	92197	2	4TM17TF13EB001137	GEORGE M WOJCIK
91042	2	4TM17TF18EB001022	FERRELL D MESSICK	92197	2	4TM17TF15EB001155	MARVIN R DAVENPORT
91052	1	4TM17TF16EB001178		92197	2	4TM17TF16EB001018	ANTHONY J LANGELOTTI
91139	2	4TM17TF13EB001073	KEITH B WILBEE	92200	2	4TM17TF17EB001061	LEON GROTHE
91139	2	4TM17TF16EB001083	JEFFERY L CASEY	92212	1	4TM17TF1XEB001054	
91150	1	4TM17TF16EB001116		92254	1	4TM17TF16EB001150	
91150	2	4TM17TF19EB001014	JERRY PATTON	92254	2	4TM17TF11EB001055	RAPLH C BRUNER
91150	2	4TM17TF19EB001059	HELEN KOHL	92269	2	4TM17TF17EB001111	GARY FULLEN
91155	1	4TM17TF1XEB001135		92275	1	4TM17TF13EB001154	
91155	2	4TM17TF17EB001108	DAVID DRUMMOND D	92275	2	4TM17TF13EB001039	JERIMIAH J SENEAL
91231	2	4TM17TF10EB001077	FRANK SPIERS	92275	2	4TM17TF14EB001051	MICHAEL J OLEKSYN
91231	2	4TM17TF12EB001095	QUINTON R BROWN	92285	2	4TM17TF16EB001133	RICKEY WARBINGTON
91231	2	4TM17TF15EB001088	CORY L MOORE	92326	1	4TM17TF10EB001046	
91239	1	4TM17TF12EB001064		92342	1	4TM17TF13EB001087	
91260	2	4TM17TF12EB001002	BRIAN D TODD	92342	1	4TM17TF13EB001123	
91260	2	4TM17TF19EB001143	JIMMY CARL COLLE	92342	2	4TM17TF14EB001003	JEFF WILSON
91264	1	4TM17TF18EB001005		92351	2	4TM17TF12EB001047	JOHN NANCY MCCOLLUM
91264	2	4TM17TF18EB001103	JOHN C NATIONS	92358	1	4TM17TF14EB001096	
92052	1	4TM17TF1XEB001166		92361	2	4TM17TF14EB001020	FRANK J BORELLO III
92052	1	4TM17TF15EB001012		92418	2	4TM17TF10EB001001	MANUEL SERNA
92052	2	4TM17TF19EB001126	ZACHARY S BEUSSINK	92418	2	4TM17TF12EB001050	LT J SCIONEAX
92053	1	4TM17TF12EB001131		92418	2	4TM17TF13EB001106	WAYNE J HIGGINBOTHAM JR
92053	1	4TM17TF18EB001070		92418	2	4TM17TF18EB001151	JOHN MICHAEL WISMAN
92053	2	4TM17TF1XEB001071	KIMBERLY J P LUCIA	92497	1	4TM17TF1XEB001104	
92053	2	4TM17TF12EB001033	MICHAEL ERIK CRAWFORD	92497	1	4TM17TF10EB001144	
92055	2	4TM17TF1XEB001118	TOM CAIN	92497	2	4TM17TF17EB001027	JAY ADCOCK
92055	2	4TM17TF10EB001161	SCOTT HOENSHEID	92507	2	4TM17TF13EB001011	RANDY PURCELL
92056	2	4TM17TF16EB001021	JOHN SLAVIC	92507	2	4TM17TF18EB001098	NCRA TIM SCHWINDT
92057	2	4TM17TF13EB001168	CHARLES P MOORE	92508	1	4TM17TF14EB001065	
92058	2	4TM17TF1XEB001068	WAYNE MARCHINI	92509	1	4TM17TF18EB001053	
92058	2	4TM17TF11EB001119	ERIC JAMES YOUNG	92509	2	4TM17TF10EB001029	WILLIAM PAUL MILLER
92060	2	4TM17TF1XEB001121	SHAWN M WHEELER	92509	2	4TM17TF17EB001125	JOSHUA CARPENTER
92060	2	4TM17TF11EB001024	JOHN COPE	92594	1	4TM17TF13EB001056	
92061	1	4TM17TF14EB001034		92653	1	4TM17TF15EB001009	
92061	2	4TM17TF11EB001007	DAVID CLARKE DARNELL	92666	1	4TM17TF15EB001060	
92062	1	4TM17TF16EB001164		92666	2	4TM17TF1XEB001023	WILLIAM MIDDLEBROOK
92062	2	4TM17TF14EB001017	TOBY R ELLIS	92674	1	4TM17TF1XEB001149	
92062	2	4TM17TF16EB001097	CHARLES TUCKER	92674	2	4TM17TF10EB001032	JOSHUA BRASSFIELD
92062	2	4TM17TF18EB001134	MIKE SNUGGS	92705	2	4TM17TF19EB001045	LOUIS GRIMES
92062	2	4TM17TF19EB001062	DEREK DECOURSEY	92709	1	4TM17TF1XEB001006	
92063	1	4TM17TF17EB001092		92709	1	4TM17TF13EB001042	
92063	2	4TM17TF17EB001058	AARON JEZIORSKI	92709	2	4TM17TF12EB001100	DANIEL AND ROLA SERNA
92063	2	4TM17TF18EB001019	WILLIAM COMER JR	92843	2	4TM17TF10EB001080	MIKE SAUSMAN
92063	2	4TM17TF18EB001120	BRIAN CARRIVEAU	92889	1	4TM17TF13EB001025	
92064	1	4TM17TF14EB001129		92890	1	4TM17TF1XEB001152	
92064	2	4TM17TF11EB001122	RANDALL S HOWARD	92920	1	4TM17TF10EB001127	
92065	2	4TM17TF19EB001076	RONALD TAYLOR	92920	1	4TM17TF16EB001102	
92066	1	4TM17TF11EB001069		92950	2	4TM17TF16EB001049	JAMIE W STELLY
92066	1	4TM17TF11EB001086		92988	2	4TM17TF19EB001028	TINA AND CHRIS COOK
92066	1	4TM17TF14EB001101		93006	2	4TM17TF16EB001147	BRYAN PENNE
92066	2	4TM17TF16EB001052	MARK EADS	93036	2	4TM17TF11EB001041	PAUL SMITH
92066	2	4TM17TF17EB001139	BRIAN ROSENKOETTER				
92162	1	4TM17TF12EB001016					
92166	2	4TM17TF11EB001038	RANDY BROWN				
92167	1	4TM17TF15EB001107					

**UTILITY 18 TRAILER
SERIAL # LIST**

DEALER	LOC	SERIAL #	CUSTOMER NAME	DEALER	LOC	SERIAL #	CUSTOMER NAME
93047	1	4TM17TF1XEB001037		93265	2	4TM17TF15EB001169	RICHARD KLAASEN
93047	2	4TM17TF15EB001110	RICHARD MASSIE	93265	2	4TM17TF17EB001173	WYLIE CORIELL
93047	2	4TM17TF15EB001138	SPARKS PHILLIP	93265	2	4TM17TF19EB001112	BERWYN STEPHENS
93047	2	4TM17TF17EB001013	THOMAS WERNER	93265	2	4TM17TF19EB001160	HARRY STOBAUGH
93047	2	4TM17TF19EB001093	MATTHEW WOODARD	93321	2	4TM17TF17EB001142	JOSEPH A NEWBURN
93049	2	4TM17TF12EB001114	SHANE PATTERSON	93329	1	4TM17TF12EB001078	
93049	2	4TM17TF16EB001066	KILOMBERO NORTH SAFARIS	93330	1	4TM17TF17EB001075	
93049	2	4TM17TF17EB001044	KILOMBERO NORTH SAFARIS	93332	1	4TM17TF18EB001067	
93049	2	4TM17TF18EB001179	MICHAEL C COLE	93332	2	4TM17TF10EB001158	DARRIN BROOKS
93050	1	4TM17TF10EB001175		93332	2	4TM17TF14EB001048	PAUL MILLER
93050	1	4TM17TF13EB001171		93332	2	4TM17TF18EB001148	MATHEW COREY
93050	2	4TM17TF15EB001057	THOMAS SMITH	93332	2	4TM17TF19EB001174	WALTER MAGURN
93082	1	4TM17TF12EB001128		93333	2	4TM17TF17EB001089	MARK PRESTON
93082	1	4TM17TF14EB001132		93334	2	4TM17TF17EB001030	RICHARD RABIDOU JR
93082	1	4TM17TF15EB001141		93345	2	4TM17TF15EB001043	JEREMIAH THOMAS
93116	2	4TM17TF14EB001079	MARTIN R CAINES	93350	1	4TM17TF11EB001010	
93118	1	4TM17TF15EB001026		93350	2	4TM17TF11EB001170	ARNOLD MORRIS
93118	2	4TM17TF15EB001091	RICK FREEBURG	93350	2	4TM17TF13EB001140	SCOTT DEE GRIMES
93144	2	4TM17TF15EB001172	DENNIS R TETREALT	93350	2	4TM17TF14EB001163	ROBERT HOADLEY
93154	1	4TM17TF12EB001176		93354	1	4TM17TF13EB001008	
93163	2	4TM17TF18EB001117	KOHN SMITH	93354	2	4TM17TF16EB001004	MARILYN K HALE
93204	2	4TM17TF16EB001035	TOBY LINDNER	93362	2	4TM17TF13EB001090	THARREL CLARK
93240	2	4TM17TF14EB001146	MATTHEW DIPZINSKI	93367	2	4TM17TF15EB001124	LEE J GISCLAIR
93265	1	4TM17TF17EB001156		93374	1	4TM17TF11EB001153	
93265	2	4TM17TF14EB001115	GARY HOLT				



September 30, 2014

RE: Trailstar UT18 Trailer Fender Clearance Service Bulletin

Dear Tracker Marine Group Customer,

At Tracker Marine Group we value you as a customer and appreciate your business. We have sent this notification in the interest of your continued satisfaction with our products and in accordance with Title 46 United States Code Chapter 43, Sec 4310.

Our records indicate your Trailstar UT18 trailer is equipped with ST185/80R13C tires. It has come to our attention that in some cases, if the trailer is heavily loaded, the fenders may make contact with the tires. This may accelerate tire wear and potentially blemish the painted finish on the trailer fenders. We have no reason to believe there are any safety concerns related to this condition, however in the interest of being pro-active in preventing any undue annoyance for our customers we want to provide a solution to this potential condition.

Corrective action is the replacement of the tire/wheel assemblies with ST175/80R13D tire/wheel assemblies. This also requires the serial tag and the tire size placard to be replaced on the trailer to properly correspond with the tire size on the trailer. If you have purchased a spare tire, the spare will be exchanged. This substitution will be performed at no charge to you.

Contact your selling dealer or your nearest authorized Tracker Marine Group dealer to verify the tire size on your trailer and perform this substitution.

If you have any questions, you may contact Tracker Marine Group Consumer Relations at 417-873-4555.

Please accept our most sincere apology for your inconvenience, however, we have taken this action in the interest of your continued satisfaction with our product.

Sincerely,

A handwritten signature in cursive script that reads "Tricia Cusic".

Tricia Cusic
Advocacy Response Supervisor
Tracker Marine Group

**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.**

A kit has been established for the required replacement components required to perform this bulletin. Dealers will be charged for this kit. Use the order form provided in this bulletin to place an order for Utility 18 Trailer Tire Kit. The kit consists of the following components:

- **2 ST175/80R13D TIRE/WHEELS ASSEMBLIES**
- **1 Replacement serial tag**
- **1 Tire Information Placard**

For retailed units that the owner has purchased a spare tire, the spare tire will also be replaced. This will need to be specified when placing the order for the kit.

Dealer stock units do not qualify for a spare tire exchange.

Bulletin Instruction Set

Replace OEM tire/wheels assemblies with new ones provided in the kit. Make note of the DOT code on the new tires.

Carefully remove original serial tag and placard from the trailer and retain for return to Tracker Marine Group. The serial tag is made of a tamper-proof material and is designed to leave “witness” material on the surface it is removed from.

Clean the area the serial tag and placard are removed from and affix new serial tag and placard in the same locations.

Record the DOT code from the new tires on the serial tag return form and attach the original serial tag and placard in the designated location.

Mail the serial tag return form the address on the form. *Warranty claims for this bulletin will not be honored until the original serial tag is returned with the required information.*

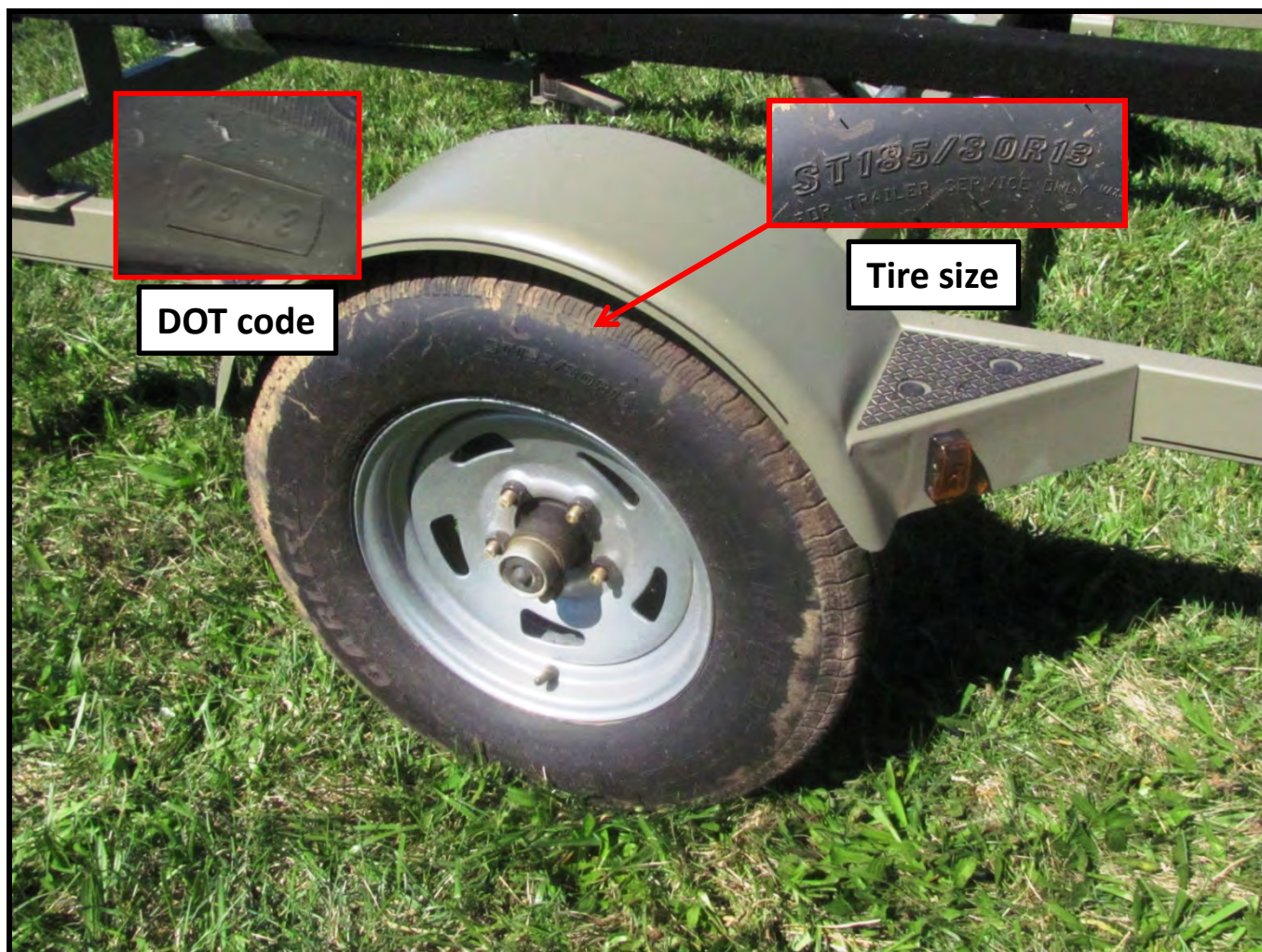


Figure 1

Figure 1 displays the tire size and a representative DOT (Department of Transportation) date code found on the back of the tire. This code will be recorded on the serial tag return form.



Figure 2

The serial tag and tire information placard are shown in Figure 2 for reference of location.

UTILITY 18 TRAILER TIRE KIT ORDER FORM

SERVICE BULLETIN #TS-0030: UTILITY 18 TRAILER FENDER CLEARANCE

DEALER AND SHIPPING INFORMATION

DEALER #	
DEALER NAME	
CONTACT (FULL NAME)	
DEALER P.O. #	
STREET ADDRESS	
CITY, ST, ZIP	
TELEPHONE #	

TRAILER INFORMATION

OWNER NAME OR STOCK UNIT	
TRAILER SER #	
IF RETAILED, SPARE REQUIRED?	

KIT CONTENTS

QTY	DESCRIPTION
2	ST175/80R13D TIRE/WHEELS ASSEMBLIES
IF SPECIFIED	ST175/80R13D SPARE TIRE/WHEEL ASSEMBLY
1	REPLACEMENT SERIAL TAG
1	TIRE INFORMATION PLACARD

FAX OR EMAIL TO JAMES CLARK, TRACKER MARINE GROUP PARTS DEPARTMENT

PARTS FAX #	417-873-4788
EMAIL	jamesclark@trackermarine.com

Figure 3

Tire kit order form shown in Figure 3. To email, save the form as the trailer serial number and email with the serial number in the subject line.

[CLICK HERE FOR EXCEL TIRE KIT ORDER FORM](#)

[CLICK HERE FOR PDF TIRE KIT ORDER FORM](#)

UTILITY 18 TRAILER SERIAL TAG RETURN FORM

SERVICE BULLETIN #TS-0030: UTILITY 18 TRAILER FENDER CLEARANCE

RETURN ORIGINAL SERIAL TAG AND TIRE INFORMATION PLACARD TO TRACKER MARINE GROUP WARRANTY DEPARTMENT TO THE ATTENTION OF LISA CUNNINGHAM AT THE ADDRESS PROVIDED. RETURN OF THIS FORM WITH THE SERIAL TAG ATTACHED IS REQUIRED BEFORE ANY WARRANTY CLAIM IS PROCESSED FOR THIS BULLETIN.

TRACKER MARINE GROUP
2500 E. KEARNEY
SPRINGFIELD, MO 65898
ATTN: LISA CUNNINGHAM, WARRANTY DEPT.

TRAILER INFORMATION

OWNER NAME OR STOCK UNIT

TRAILER SER #

NEW TIRES DOT CODE

ATTACH SERIAL TAG HERE

ATTACH TIRE INFORMATION PLACARD HERE

Figure 4

Serial tag return form shown in Figure 4.

[CLICK HERE FOR EXCEL SERIAL TAG RETURN FORM](#)

[CLICK HERE FOR PDF SERIAL TAG RETURN FORM](#)