

Service Bulletin S/B 1012

8"x12" Lift Cylinders

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Dear Valued Dealer:

Date: 10/7/15

XL Specialized Trailers, Inc. has created a product enhancement kit to address an issue that has been reported with certain 8" x 12" bore trailer lift cylinders. We recently switched to a new vendor for that component and have discovered that the cap end of the cylinders supplied by this vendor do not seat properly into the tube of the cylinder. This issue causes leaks which may affect the cylinder's performance. In one instance, the cap end disengaged from the tube, which completely disabled the hydraulic mechanism that raises and lowers the trailer.

We do not consider this issue to be a safety concern. Even if the hydraulic mechanism were to fail, the trailer will continue to perform normally with the ride height arms engaged. Nonetheless, replacement of the affected cylinders is warranted so the trailer hydraulics will perform as intended. We recommend that affected cylinders be replaced as soon as possible.

TRAILER VEHICLE IDENTIFICATION NUMBERS SUBJECT TO THIS SERVICE BULLETIN

XL trailers with the following vehicle identification numbers may contain 8" x 12" lift cylinders affected by this issue:

SO 37934

IDENTIFICATION OF AFFECTED LIFT CYLINDERS

Trailers with the above-referenced SO# may contain some 8" x 12" lift cylinders that are affected by the issue referenced above and some 8" x 12" lift cylinders are not affected by that issue.

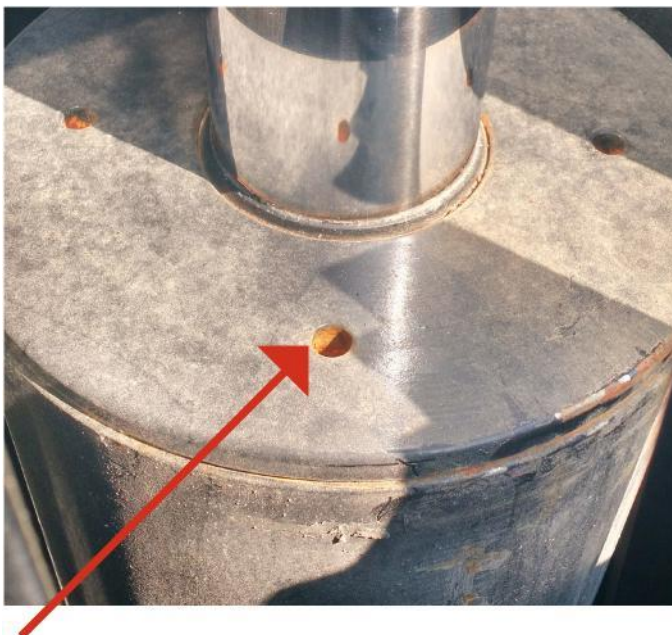


PHOTO #1
CAP END RECESSED

Photo 1 to the left depicts cylinders that **are not** affected by the issue that is the subject of this service bulletin. These cylinders, which do not need to be replaced, can be identified by the cap end of main housing recessed.



PHOTO #2
CAP END FLUSH

Photo 2 to the left depicts cylinders that **are** affected by the issue that is the subject of this service bulletin. These cylinders, which need to be replaced, can be identified by the cap end being flush to the outside of the main housing.

PROCEDURE FOR REPLACEMENT OF AFFECTED LIFT CYLINDERS

If your customer has a trailer and lift cylinder subject to this Service Bulletin, please contact our Customer Service department at 563-927-4900 to order a replacement kit.

Service work required to complete the replacement is as follows:

1. REMOVE ALL 8"x 12" BORE CYLINDERS FROM PMB.
2. CAP OFF HYDRAULIC LINES.
3. INSTALL NEW 8"x 12" BORE CYLINDERS SUPPLIED BY XL.
4. REFILL HYDRAULIC FLUID AND RUN CYLINDERS TO TEST FUNCTION.
5. PALLATIZE FAULTY CYLINDERS AND NOTIFY XL TO SCHEDULE RETURN SHIPMENT.

A maximum of 6 hours labor, or \$510.00, will be reimbursed by XL for this component replacement process.

When you order the lift cylinder replacement kit, XL will issue a Warranty Claim form (F-1000) along with an authorization number. After you have installed the replacement cylinder(s), complete the claim form and submit to XL Specialized Trailers, Inc. attention Customer Service. XL will then reimburse you for the time and materials (subject to any qualifications in this Service Bulletin and XL's written policies and procedures).

If you have any questions regarding this Service Bulletin, please do not hesitate to contact the Customer Service Dept. at 563-927-4900.

Sincerely,

A handwritten signature in black ink, appearing to read 'Josh Doyle'.

Josh Doyle
Customer Service Manager
XL Specialized Trailers, Inc.
cc: Steve Fairbanks, Rodney Crim,