

## Doug Clough

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**From:** Doug Clough  
**Sent:** Friday, November 18, 2016 11:23 AM  
**To:** 'John\_Such@yamaha-motor.com'  
**Cc:** Andy Brosius; Kim Zobel  
**Subject:** ShoreLand'r Service Bulletin - Need Approval and Distribution Strategy  
**Attachments:** brace\_crack.jpg; diamond\_plate\_crack.jpg; SAMPLE\_YAMAHA\_FENDER\_KIT\_111816.pdf

**Importance:** High

John,

We'd like to have the following bulletin issued to your dealers upon your approval.

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On Yamaha tandem-axle trailers, ShoreLand'r has had reports of tread-plate fenders cracking at the bolts as well as fender braces breaking (see attached photos). This failure has occurred on a low percentage of sold units; however, we need to contribute to the satisfaction of our affected Yamaha customers.

Upon testing, we were able to replicate these failures through frame vibration. After a few iterations of solutions, we have found a fix to rectify this problem. First, we have widened and strengthened the fender brace which will minimize the vibration to the fender. Second, we are now including neoprene washers under the bolts to further minimize any residual vibration. Our subsequent testing has shown this is the solution to this problem and all affected models leaving our facility have been reworked to meet our standards for quality. While there has been speculation in the market that his is the result of these trailers being equipped with bias ply tires, we have not found this to be a contributing factor.

We do have several service kits designed to rectify problems in the field (see the attached SAMPLE). Some kits include the brace and hardware, other kits include the fender and hardware, and others include everything; there are also kits for different models of trailers. If you have a trailer with the failure mode described, please contact our service department at 712.364.3365 to speak with Gary Bolles or Ed Nelson; Gary and Ed can help you to acquire the right kit and have it replaced under the terms of our warranty.

We apologize for this problem and will do everything possible to rectify any issues that have occurred in the field.

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Once approved, will you be able to distribute or will you give us an email listing so we may distribute?

I look forward to hearing from you.

Sincerely,

**Doug Clough**

Customer Service Manager

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